



**PROVISION OF JANITORIAL & ALLIED SERVICES AT
NESPAC HOUSE, G-5/2, ISLAMABAD**



BIDDING DOCUMENTS

May, 2022



NATIONAL ENGINEERING SERVICES PAKISTAN (PVT.) LIMITED
NESPAC House, Sector G-5/2, Islamabad, TEL: 051-9221910-13 Fax: 051-9221914

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TERMS OF REFERENCE

National Engineering Services Pakistan (Pvt.) Limited (NESPAK) (hereinafter called as “the Client”) invites sealed Bids (Technical and Financial Bids) from reputed Firms, registered with Income Tax Department and who are on Active Taxpayers List of the Federal Board of Revenue, for Janitorial and Allied Services to be performed at NESPAK House, G-5/2, Islamabad. Services shall cover Two Basement, Ground Floor, First Floor, Second Floor, Third Floor, Fourth Floor, Fifth Floor, Mummti, Terraces, Balconies, Parking Areas, Building Periphery, Lawns, Security Check Posts, Stair Cases, Lobbies, Canteen, Kitchens and Wash Rooms within the premises of the above mentioned peripheries comprising about 97,000 SFT.

The scope of services with terms and conditions are elucidated hereunder:

SCOPE OF SERVICES:

A. On Daily Basis:

1. Cleaning, Sweeping and water mopping of all tiled and glazed floors.
2. Dusting and cleaning of office furniture.
3. Cleaning of all wash hand basins, sinks and water closets. Keeping at least one person for mopping of bathrooms, stair cases, and lobbies during office hours on each floor.
4. Cleaning scrubbing and disinfecting all toilets.
5. Emptying of all waste receptacles and cleaning of related items.
6. Dusting of venetian blinds.
7. Cleaning and dusting of all partitions, doors, windows and cupboards.
8. Cleaning of water coolers / dispensers.
9. Chemical cleaning of bathrooms as and when required.
10. Sweeping of road and outside area.
11. Collection and disposal of garbage.
12. Cleaning of drains and sewerage and keeping it free from choking.
13. Any other assignment given by Maintenance & Admin Section.

B. On Weekly Basis:

1. Cleaning of all interior and exterior glasses of all floors except exterior glasses from 1st to 4th floor.
2. Cleaning of all water closets, waste lines and taps by using appropriate methods including the use of chemical for removal of stains.
3. Scrubbing and cleaning of lobbies and stair cases.
4. Spotless cleaning of steel railing with thinner.

C. On Fortnightly Basis:

1. Cleaning of all walls.
2. Dusting of all visible pipes, air-conditioning ducts fans, air fans and light fixture etc.
3. Scrubbing and cleaning glass doors and windows.
4. Cleaning of all walls and ceiling lights.
5. Cleaning of roof top.

D. On Monthly Basis:

1. Thoroughly scrubbing washing cleaning of all common areas and basement.
2. Removal of cobwebs.

TERMS & CONDITIONS:

1. The bidding procedure is "single stage-two envelope".
2. Separate sealed "Technical & Financial" Bids must be submitted in separate envelopes latest by deadline for submission of Bids mentioned in Invitation to Bid. The Technical Bid will be opened on same day in the presence of the Bidder's authorized representatives. Financial Bids will remain unopened and will be held in the custody of the Client until time of its opening. After having examined the Technical Bids, the results of responsiveness of Technical Bids will be communicated, in writing, by the Client to all Bidders and the Financial Bids of those Bidders whose Technical Bids have been held non-responsive will be returned unopened along with their Bid Securities to the respective Bidders. The Bidders, whose Technical Bids are held substantially responsive, will be invited to attend the meeting for opening of their Financial Bids.
3. Bid Security of Rs. 30,000/- (Rupees thirty thousands, only) must be attached with Technical Bid and should be in the form of Deposit at Call or Pay Order or Banker's Cheque in the favor of National Engineering Services Pakistan (Pvt.) Limited (NESPAK) Islamabad. Any Bid not accompanied by an acceptable Bid Security shall be rejected by the Client as non-responsive.
4. Bid shall remain valid for sixty (60) days from the deadline for submission of Bids.
5. Bid Security of the successful Bidder shall be retained till signing of the Contract. The Bid Security of other responsive Bidders would be returned after finalization of process.
6. A technically responsive Bid is one which meets the minimum criteria as given hereunder. Documentary evidence must be provided for each mentioned requirement.
 - I. Registration of firm (i.e., Registration Certificate/ Memorandum of Association/ Articles of Association/ Partnership Deed/ Affidavit of Sole Proprietorship)
 - II. NTN Certificate
 - III. Print/Extract of Active Tax Payer list of FBR.
 - IV. Accompanied by the required Bid Security.
 - V. Registered with relevant Federal Board of Revenue, EOBI and Employee Social Security Institution (ESSI)

- VI. Eight years experience of providing janitorial services with at least five (05) multinational/national organizations of well repute. Please attach award letter and satisfactory performance certificate issued by five (05) organizations.
 - VII. Currently providing janitorial services to at least three (03) multinational/national organizations of well repute. Please attach award letter/contract agreement issued/signed by three (03) organizations.
 - VIII. Firms must have presently minimum 250 workers at their payroll.
 - IX. Firms must have business annual turnover of PKR 50 million.
 - X. Firms must have their office/branch office setup in Islamabad.
 - XI. Firms must have state of art cleaning equipment / machinery including but not limited to brooms, acid, floor shampoos, brushes, dusters, mops, jaala brushes, cleansing chemicals, cloths, detergents as well as grinding & polishing machines.
 - XII. Affidavit on non-judicial stamp paper declaring that firm has not been 'Black Listed' and 'No Pending Litigation' with any department/organization.
7. Price offered by the Bidders shall include all prevailing taxes such as Income Tax, General Sales Tax / Tax on Services, etc.
 8. The Contract shall be awarded to the Bidder having most advantageous Bid whose Bid will be determined substantially responsive to the terms and conditions of the Bidding Documents and who will offer the lowest evaluated Bid Price.
 9. Bids with incomplete supporting documents will not be entertained and furnishing of fake documents shall be liable to legal action.
 10. The Bidder shall attune minimum staff (duly uniformed & company display card holding) on daily basis for the services as follows:
 - a) Supervisor/ Manager 01
 - b) Glass Cleaner 02
 - c) Sweepers 08 Males + 01 Female
 11. It shall be the Bidder's responsibility to make payment of salary, etc., to his staff including all benefits and Government dues payable under Labor Laws, if any, in respect of the Bidder's staff.
 12. Cleaning chemicals, phenyl, detergents and other miscellaneous washing stuff shall be arranged by the Bidder. Client will be responsible to provide hand wash, hand sanitizers and soap as per their own standard and Bidder will not be deemed responsible for the availability of such items.
 13. Storage space for Bidder's equipment & materials shall be provided by the Client free of cost at appropriate location within the office premises.
 14. The inspection conducted by Government agencies shall be handled by the Bidder himself without any liability on the NESPAK.

15. The Bidder shall also provide all the essential equipment required for the services at his own risk and cost comprising stools/ stairs (for external glass windows), vacuum cleaners, floor washing & rubbing machines.
16. The garbage etc. shall be disposed off on daily basis to the place designated by NESPAK without any additional charges of garbage collection, van charges, etc.
17. The Bidder will ensure that no intoxicate or any banned items to be used during the Services.
18. The Bidder shall be provided by NESPAK with free of cost water, gas and electricity at service place.
19. The Bidder's staff and incoming / outgoing staff will be subjected to thorough security check by the NESPAK Security.
20. The Bidder performance shall be reviewed after one month to evaluate the workability. In case of non-compliances, of the Bidder, NESPAK shall proceed in accordance with provision of the Services Agreement.
21. At the end of every month, the Janitorial Services Provider shall submit the monthly bill, if any, as per agreed conditions which shall be paid within two (02) weeks after tax deducting as per Applicable Laws.
22. In case of any complaints from either side, NESPAK shall be the authority to resolve the issues; however two (02) month notice may be issued from either side to cancel the Services Agreement.
23. Successful Bidder shall be invited to enter in to an Agreement, valid for three (03) years.
24. This Contract shall start from the date of commencement.
25. The Client reserves the right to annul the bidding process and reject all Bids as per Rule 33 of Public Procurement Rules, 2004.
26. The Bidders are required to read Services Agreement (Specimen) carefully.
27. If the above terms and conditions are acceptable to the Bidder, he may submit its sealed Bid at the prescribed address given below within due date and time.

Umer Farooq
Office Manager,
NESPAK House, Sector G-5/2, Islamabad
Ph: +92-51-9007222, Cell: 0313-8883334

Letter of Technical Bid

Hiring the Janitorial and Allied Services for NESPAK House, G-5/2, Islamabad

To:

General Manager / Head,
NESPAK House,
Sector G-5/2
Islamabad

Gentleman,

We, the undersigned, declare that:

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Allied Services for NESPAK House, G-5/2, Islamabad as per terms and conditions stated therein;
2. As security for due performance of the undertakings and obligations of the Bid consisting of the Technical Bid and the Financial Bid, we confirm that Bid Security of requisite amount has been attached with the Technical Bid;
3. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 60 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
4. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder;
5. We are not under suspension or debarred/blacklisted by the Client, any Government/Semi Government/Public Department/other clients in Pakistan whether notified or not by PPRA on its website;
6. We are not participating as Bidders, in more than one Bid in this bidding process; and
7. We undertake that all the information and documents submitted with the Bid are genuine, and in case of incorrect information or fake documents we shall be liable for punitive action under the Applicable Law.

Dated this _____ day of _____ 2022

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on
behalf of _____ [attach Power of Attorney]

(Name of Bidder in Block Capitals)

(Seal)

Date of Firm's Registration: _____

NTN: _____

Sales Tax Registration Number with Federal Board of Revenue: _____

Business Address: _____

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

SCOPE OF SERVICES:

A. On Daily Basis:

1. Cleaning, Sweeping and water mopping of all tiled and glazed floors.
2. Dusting and cleaning of office furniture.
3. Cleaning of all wash hand basins, sinks and water closets. Keeping at least one person for mopping of bathrooms, stair cases, and lobbies during office hours on each floor.
4. Cleaning scrubbing and disinfecting all toilets.
5. Emptying of all waste receptacles and cleaning of related items.
6. Dusting of venetian blinds.
7. Cleaning and dusting of all partitions, doors, windows and cupboards.
8. Cleaning of water coolers / dispensers.
9. Chemical cleaning of bathrooms as and when required.
10. Sweeping of road and outside area.
11. Collection and disposal of garbage.
12. Cleaning of drains and sewerage and keeping it free from choking.
13. Any other assignment given by Maintenance & Admin Section.

B. On Weekly Basis:

1. Cleaning of all interior and exterior glasses of all floors except exterior glasses from 1st to 4th floor.
2. Cleaning of all water closets, waste lines and taps by using appropriate methods including the use of chemical for removal of stains.
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C. On Fortnightly Basis:

1. Cleaning of all walls.
2. Dusting of all visible pipes, air-conditioning ducts fans, air fans and light fixture etc.
3. Scrubbing and cleaning glass doors and windows.
4. Cleaning of all walls and ceiling lights.
5. Cleaning of roof top.

D. On Monthly Basis:

1. Thoroughly scrubbing washing cleaning of all common areas and basement.
2. Removal of cobwebs.

BUILDING FEATURES & PARTICULARS

| Estimated Building Areas | | |
|---------------------------------|--------------------------|---------------------------------------|
| S/N | Description | Covered Area (Sft) / Locations |
| 1 | Lower Basement (Parking) | 27,975 |
| 2 | Upper Basement | 11,264 |
| 3 | Ground Floor | 10,188 |
| 4 | 1 st Floor | 9,833 |
| 5 | 2 nd Floor | 9,833 |
| 6 | 3 rd Floor | 9,833 |
| 7 | 4 th Floor | 10,115 |
| 8 | 5 th Floor | 7,071 |
| 9 | Mummtly | 820 |
| | Total | 96,932 |
| Other Areas | | |
| 1 | Terraces | At 5 th Floor |
| 2 | Main Podium & Court Yard | Front Side & Entrance |
| 3 | Motorcycle Parking | Backside Entrance |
| 4 | Car Parking | Backside Entrance |
| 5 | Access / Approach Road | From Front and Backside |
| 6 | Entrance Court Yard | Front of Building |

| Bathroom Details | | |
|-------------------------|--------------------------|---|
| S/N | Description | Detail of Bath Rooms |
| 1 | Lower Basement (Parking) | Nil |
| 2 | Upper Basement | 03 Nos. & Ablution Area |
| 3 | Ground Floor | 01 No. Executive + 02 Nos. Ladies + 03 Nos. Gents |
| 4 | 1 st Floor | 01 No. Executive + 02 Nos. Ladies + 03 Nos. Gents |
| 5 | 2nd Floor | 01 No. Executive + 02 Nos. Ladies + 03 Nos. Gents |
| 6 | 3rd Floor | 01 No. Executive + 02 Nos. Ladies + 03 Nos. Gents |
| 7 | 4th Floor | 01 No. Executive + 02 Nos. Ladies + 03 Nos. Gents |
| 8 | 5th Floor | 01 No. VIP + 02 Nos. Executive + 03 Nos. Gents |
| 9 | Building Entrance | 02 Nos. Security Guards |

| Estimated Manpower Requirement | | |
|---------------------------------------|---------------------|------------------------|
| S/N | Description | Quantity (Nos.) |
| 1 | Supervisor/ Manager | 01 |
| 2 | Glass Cleaner | 02 |
| 3 | Sweepers | 08 Males + 01 Female |
| | Total | 12 |



Service Agreement (Specimen)

**PROVISION OF JANITORIAL AND ALLIED SERVICES FOR
NESPAK HOUSE, G-5/2, ISLAMABAD**

SERVICES AGREEMENT

(SPECIMEN)

THIS AGREEMENT (hereinafter called the "Services Agreement) is made at Islamabad on _____ **2022**

between

National Engineering Service Pakistan (NESPAK) Pvt. Limited a Consulting Engineering Company incorporated under the Companies Ordinance 1984 having its Islamabad Office, NESPAK House, Sector G-5/2, Islamabad (hereinafter referred to as the "**The Client**" which expression shall include its success or-legal representatives and permitted assigns); of the one part

and

_____, Islamabad. (hereinafter referred to as "**Janitorial Services Provider**", which expression shall include its successors, legal representatives and permitted assigns); of the other part.

(**Client** and **Janitorial Services Provider** are hereinafter collectively referred to as the "Parties" or individually as a "Party").

Whereas **the Client** has requested **the Janitorial Services Provider** to provide Services for NESPAK House, G-5/2, Islamabad. The details of Services required are mentioned in Clause 1.2 and shall include but not limited to, providing Services pertaining to cleaning as required on day to day basis, (hereinafter referred to as the "**Janitorial Services**");

And whereas, **Janitorial Services Provider** represents that it is in the business of and has considerable expertise and experience in providing Janitorial Services, and executing the work of such nature, as is from time to time required by **the Client**.

And whereas, relying upon the representations made by **the Janitorial Services Provider**, the Client has agreed to enter into an agreement with **the Janitorial Services Provider** in respect of the Services as specified hereunder and **the Janitorial Services Provider** agrees to provide the Services as and when required by **the Client** on the terms and conditions set out in this Services Agreement.

NOW THEREFORE, IN CONSIDERATION OF THE MUTUAL COVENANTS CONTAINED HEREIN, IT IS HEREBY AGREED BY THE PARTIES AS FOLLOWS:

1. Appointment

1.1 **The Client** hereby enters into an agreement with the **Janitorial Services Provider** for rendering the Services on the terms and conditions contained herein. The provisions of this **Services Agreement** shall regulate the utilization of Services provided by the **Janitorial Services Provider** to the **Client**.

The Janitorial Services Provider shall provide the Services only through its regular and permanent employees, hereinafter referred to as **Janitorial 'Services Provider's Employees'**.

1.2 The Janitorial Services include but not restricted to as mentioned in Scope of Services attached herewith.

1.3 Unless otherwise required by the **Client**, the Services in connection with this **Services Agreement** shall only be performed in Islamabad, Pakistan.

1.4 If for any reason the **Client** does not approve any Services of **Janitorial Services Provider's**, the **Janitorial Services Provider** shall immediately ensure that a replacement is sent to the **Client**, ensuring that the execution of the Services Agreement is not disrupted or delayed.

1.5 It is mutually agreed by both the parties that any person which have any type of connection / relation with the **Client**, will not be engaged / employed by the **Janitorial Service Provider**.

1.6 **Janitorial Service Provider** may be assigned for any additional relevant works likewise cleaning of water tanks , septic tanks, etc. as and when required basis and on mutually agreed rates.

1.7 In case of dissatisfaction with the quality of services in accordance with the provisions of this agreement, the **Client** shall be at liberty to get the required work done through another person(s) and any amount paid to him/them in this behalf will be deducted from the pending monthly bill of **Janitorial Service Provider**.

Also, in case of default of any term or condition of this contact on the part of the **Janitorial Service Provider**, the Client shall be entitled to impose a fine of minimum Rs.3,000/- per day which shall be subject to recovery from the monthly bill of the **Janitorial Service Provider** pending for payment.

1.8 This Services Agreement is subject to termination either by the **Client** or the Janitorial Services Provider by giving two (02) month advance written notice without assigning any reason.

1.9 This Services Agreement shall become effective from the date of its signing by the both of Parties.

1.10 **The Janitorial Services Provider** shall commence the Janitorial Services within seven (07) days of signing of the **Services Agreement**.

1.11 At the end of each month **the Janitorial Services Provider** shall submit the monthly bill, if any. As payment of Janitorial Services, a mutually agreed per month amount of Rs. _____/- (Rupees _____ only) will be paid to **the Janitorial Services Provider** by **the Client** on 15th of every month, A total of Rs. _____/- will be paid to Janitorial Services Provider by the Client in three years. All payments shall be made after deduction of all applicable taxes. These payments are subject to adjustment with respect of actual staff deployed as per provisions of Technical and Financial.

2. Duration

This **Services Agreement** will be valid for three (03) years up to _____ 2025, effective from its signing.

3. Duties of the Janitorial Services Provider

3.1 **The Janitorial Services Provider** shall ensure that:

- a) The Janitorial Services are to be performed by **the Janitorial Services Provider** on the basis of **6-days working week** and **48 hours per week**; however, alternate arrangement of cleanliness is also responsibility of **the Janitorial Services Provider** at occasions of ceremonial days/public holidays.
- b) The Employees hired by **the Janitorial Services Provider** for the discharge of their contractual obligations shall be suitably qualified and trained to perform the Services. All the employees of the Services Provider shall wear a neat & clean uniform provided by **the Janitorial Services Provider**.
- c) **Janitorial Services Provider** shall provide 12 well trained persons including 01 female and 01 Supervisor / Manager for services at NESPAK House, G-5/2, Islamabad, as may be required for carrying out and discharge of **the Janitorial Services Provider** obligations, duties and responsibilities and for providing adequate, effective and efficient Services.

All such persons shall be directly employed by **the Janitorial Services Provider**, which shall, as employer, be directly and solely responsible for all such employees and personnel and for the payment of their wages, salaries and other benefits.

- d) **The Janitorial Services Provider** shall themselves ensure that their Employees comply with all applicable laws, rules and regulations and the customs of Pakistan
- e) All Janitorial Services are carried out with reasonable skill and care;
- f) **The Janitorial Services Provider** promptly notify **Client** of any matter coming to their knowledge and to knowledge of any of the **Janitorial Services Provider's Employee**, which could have a material effect on the business or affairs of **the Client**;
- g) **The Janitorial Services Provider's Employees** comply with any regulations provided to **the Janitorial Services Provider** under clause 4.1 here in below.

- 3.2 **The Janitorial Services Provider** shall be exclusively responsible for paying the salary and other emoluments and providing the benefits to which each **Janitorial Services Provider's Employee** is entitled under his contract with **the Janitorial Services Provider**. For the sake of clarity it is specifically provided that **the Client** shall not be liable to any **Janitorial Services Provider's Employee** for any salary or emoluments, or for the reimbursement of any expenses, or for any other amount on any other account. All claims made by **Janitorial Services Provider's Employees** shall be dealt with exclusively by **the Janitorial Services Provider**. None of the **Janitorial Services Provider's Employees** shall be entitled to seek employment of **the Client** merely on the ground that he had been engaged by **the Janitorial Services Provider** during the tenure of this Services Agreement or was engaged by **the Janitorial Services Provider** for the provision of the Janitorial Services to **the Client**.
- 3.3 **The Janitorial Services Provider** is responsible for the due and proper observance of all laws including Labour Laws ("Labour Laws") applicable to themselves and their employees and shall ensure compliance of all statutory payments under the provisions of Labour Laws, including but not limited to EOBI, Social Security, Gratuity, Education Cess and Group life insurance and hereby agrees to keep and hold **the Client** indemnified against any loss, damage, set back, claim etc. in this regard at any time in the future including during subsistence or after expiry or termination of this **Services Agreement**. Such indemnification shall supersede this **Services Agreement**.
- 3.4 During the tenure of this **Services Agreement**, any person deployed by the Janitorial Services Provider to **the Client** for the discharge of contractual obligations, each **Janitorial Services Provider's Employee** shall be employed only by **the Janitorial Services Provider** and shall neither be employed by **the Client**, nor represent or pose himself / herself as being an employee of **the Client**, nor paid any salary or remuneration by **the Client**.
- 3.5 **The Janitorial Services Provider** shall maintain well defined mechanism for redressing complaints in respect of discharge of obligations under the Services Agreement. All complaints shall be resolved by the **Janitorial Services Provider**, in consultation with the **Client**, in the shortest possible time and in a just, fair and equitable manner.
- 3.6 **The Janitorial Services Provider** shall inform **the Client** about any change amongst its management team and /or Directors during the tenure of this **Services Agreement**.
- 3.7 **The Janitorial Services Provider** shall furnish to **the Client** a Performance Security of an amount equal to 10% of the Contract Price as per Format attached as Appendix-A in the form of bank guarantee from any Scheduled Bank in Pakistan in favor of NESPAK within a period of 14-days after the receipt of Letter of Acceptance. The Performance Security shall be valid until the Company has executed and completed the Works and remedied any defects therein in accordance with the Contract.
- 3.8 **The Janitorial Services Provider** shall arrange all equipment & materials including but not limited to Dusters, Glint for glasses, Harpic, Dust Collector. Hard Mops, Bleach, stick, Mops, Air Freshener tablets for toilets, Dry Mops, Napthalene Balls, Mope Wingers, Surf, Phenyl, Brooms (Soft & Hard), Wipers for toilets, Glass cleaning wipers, Chemical for cleaning the toilets, Toilet Brush, Caution Signs and W.C. Pump etc." Such materials will be of good quality and subject to inspection and approval of Client's concerned maintenance staff.

4. Duties of the Client

- 4.1 **The Client** may provide **the Janitorial Services Provider** with copies of any and all internal regulations required to be complied with by **the Janitorial Services Provider** during the performance of the Janitorial Services including, without limitation, code of conduct and security procedures. **The Client** shall notify **the Janitorial Services Provider** of any changes to the same during the continuance of this **Services Agreement**.

5. Notices

- 5.1 Any notice or other communication given or made under or matters contemplated by this **Services Agreement** shall be in writing.
- 5.2 Any such notice or other communication shall be addressed as provided in Sub-Clause 5.2 (b) and, if so addressed, shall be deemed to have been duly given or made as follows:
- (a) If sent by personal delivery or by fax, upon receipt at the address or fax number of the relevant Party;
 - (b) If sent by first class post or courier, upon delivery to the addressee.

The relevant addressee and address of each Party for the purposes of this **Services Agreement** are:

| Name of Party | Address |
|---|---|
| M/s National Engineering Services Pakistan (NESPAK) Pvt. Limited Islamabad | General Manager / Head NESPAK House, Sector G-5/2, Islamabad. PABX: 92-51-9221910 - 13 Fax: 92-51-9221914 E-mail: islamabad@nespak.com.pk |
| Name of Party | Address |
| | |

6. Governing Law & Arbitration

- 6.1 This **Services Agreement** shall be governed by and construed in accordance with the laws of Pakistan and each of the Parties hereto submits to the non-exclusive jurisdiction of the courts in Lahore, as regards any claim or matter arising under this **Services Agreement**.
- 6.2 The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this **Services Agreement** or its interpretation. Any dispute between the

Parties as to matters arising under this **Services Agreement** which cannot be settled amicably may be submitted by either Party to arbitration. The arbitration proceedings shall be conducted in accordance with the Arbitration Act 1940 or any amendment or re-enactment thereof and the rules made thereunder. Each dispute submitted by a Party to arbitration shall be heard by an arbitration tribunal comprising two arbitrators, one to be appointed by each party, and an umpire to be appointed by the two arbitrators so appointed. The umpire shall be any person to be appointed by the arbitrators. Arbitration proceedings shall, unless otherwise agreed by the Parties be held in Islamabad, Pakistan.

IN WITNESS WHEREOF the Parties have executed this **Services Agreement** on the date first mentioned above.

| For and on behalf of NESPAK (Client) | For and on behalf of (Janitorial Services Provider) |
|--|---|
| Mr. Danish Raza General Manager / Head NESPAK Islamabad | |
| Witness 1: | Witness 1: |
| Witness 2: | Witness 2: |

SCOPE OF SERVICES

A. On Daily Basis:

1. Cleaning, Sweeping and water mopping of all tiled and glazed floors.
2. Dusting and cleaning of office furniture.
3. Cleaning of all wash hand basins, sinks and water closets. Keeping at least one person for mopping of bathrooms, stair cases, and lobbies during office hours on each floor.
4. Cleaning scrubbing and disinfecting all toilets.
5. Emptying of all waste receptacles and cleaning of related items.
6. Dusting of venetian blinds.
7. Cleaning and dusting of all partitions, doors, windows and cupboards.
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9. Chemical cleaning of bathrooms as and when required.
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13. Any other assignment given by Maintenance & Admin Section.

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1. Cleaning of all interior and exterior glasses of all floors except exterior glasses from 1st to 4th floor.
2. Cleaning of all water closets, waste lines and taps by using appropriate methods including the use of chemical for removal of stains.
3. Scrubbing and cleaning of lobbies and stair cases.
4. Spotless cleaning of steel railing with thinner.

C. On Fortnightly Basis:

1. Cleaning of all walls.
2. Dusting of all visible pipes, air-conditioning ducts fans, air fans and light fixture etc.
3. Scrubbing and cleaning glass doors and windows.
4. Cleaning of all walls and ceiling lights.
5. Cleaning of roof top.

D. On Monthly Basis:

1. Thoroughly scrubbing washing cleaning of all common areas and basement.
2. Removal of cobwebs.



Letter of Financial Bid
Hiring the Janitorial and Allied Services for
NESPAK House, G-5/2, Islamabad

To:

General Manager / Head,
 NESPAK House,
 Sector G-5/2
 Islamabad

Gentleman,

1. Having examined the Bidding Documents, we offer to provide the Janitorial and Allied Services for NESPAK House, G-5/2, Islamabad, for the sum of PKR _____ as per the following Price Schedule:

| S/N | Staff Description | Quantity | Salary Cost per Month (including all applicable taxes except GST) | Months (Nos.) | Total Cost per Year (including all applicable taxes except GST) |
|------------|-----------------------------------|----------|--|------------------|--|
| | | (Nos.) | (PKR) | | (PKR) |
| (A) | 1st Year | | | | |
| 1 | Supervisor/Manager | 01 | | 12 | |
| 2 | Glass Cleaner | 02 | | 12 | |
| 3 | Sweepers (08 Males + 1 Female) | 09 | | 12 | |
| | Total Amount (A) = | | | | |
| (B) | 2nd Year | | | | |
| 1 | Supervisor/Manager | 01 | | 12 | |
| 2 | Glass Cleaner | 02 | | 12 | |
| 3 | Sweepers (08 Males + 1 Female) | 09 | | 12 | |
| | Total Amount (B) = | | | | |

| S/N | Staff Description | Quantity | Salary Cost per Month (including all applicable taxes except GST) | Months (Nos.) | Total Cost per Year (including all applicable taxes except GST) |
|-----|--|----------|--|------------------|--|
| | | (Nos.) | (PKR) | | (PKR) |
| (C) | 3rd Year | | | | |
| 1 | Supervisor/Manager | 01 | | 12 | |
| 2 | Glass Cleaner | 02 | | 12 | |
| 3 | Sweepers (08 Males + 1 Female) | 09 | | 12 | |
| | Total Amount (C) = | | | | |
| (D) | Total Bid Price (for three years) = D = (A + B + C) | | | | |
| (E) | Federal Sales Tax (FST) on Services @ 16% = E = (D x 16%) | | | | |
| (F) | NET BID PRICE = F = (D + E) | | | | |

Note:- The salary cost quoted by the Bidders shall include wages and all other type of taxes applicable on the Bidder under prevailing laws of Islamic Republic of Pakistan.

2. We agree to abide by our Bid consisting of the Technical Bid and the Financial Bid, for the period of 60 days from the deadline for submission of Bids, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
3. The Bid is made without any collusion, comparison of figures or arrangement with any other Bidder; and
4. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this _____ day of _____ 2022

Signature: _____

in the capacity of _____ duly authorized to sign Bids for and on behalf of

(Name of Bidder in Block Capitals)

(Seal)

Business Address: _____

Witness:

Signature: _____

Name: _____

Address. _____

Occupation _____

- Notes: -
1. *Financial Bid will be submitted in separate sealed envelope.*
 2. *The number of staff requirement may be increased or decreased as per requirement.*

**FORM OF PERFORMANCE SECURITY
(Bank Guarantee)**

Guarantee No. _____
Executed on _____

(Letter by the Guarantor to the Client)

Name of Guarantor (Scheduled Bank in Pakistan) with
address: _____

Name of Principal (Janitorial Services Provider) with
address: _____

Penal Sum of Security (express in words and
figures) _____

Letter of Acceptance No. _____ Dated _____

KNOW ALL MEN BY THESE PRESENTS, that in pursuance of the terms of the Bidding Documents and above said Letter of Acceptance (hereinafter called the Documents) and at the request of the said Principal we, the Guarantor above named, are held and firmly bound unto the _____ (hereinafter called the Client) in the penal sum of the amount stated above, for the payment of which sum well and truly to be made to the said Client , we bind ourselves, our heirs, executors, administrators and successors, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH, that whereas the Principal has accepted the Client's above said Letter of Acceptance for _____
_____ (Name of Contract).

NOW THEREFORE, if the Principal (Janitorial Services Provider) shall well and truly perform and fulfill all the undertakings, covenants, terms and conditions of the said Documents during the original terms of the said Documents and any extensions thereof that may be granted by the Client , with or without notice to the Guarantor, which notice is, hereby, waived and shall also well and truly perform and fulfill all the undertakings, covenants terms and conditions of the Contract and of any and all modifications of the said Documents that may hereafter be made, notice of which modifications to the Guarantor being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue till all requirements of Remedying Defects, of Conditions of Contract are fulfilled.

Our total liability under this Guarantee is limited to the sum stated above and it is a condition of any liability attaching to us under this Guarantee that the claim for payment in writing shall be received by us within the validity period of this Guarantee, failing which we shall be discharged of our liability, if any, under this Guarantee.

We, _____ (the Guarantor), waiving all objections and defenses under the Contract, do hereby irrevocably and independently guarantee to pay to the Client without delay upon the Client 's first written demand without cavil or arguments and without requiring the Client to prove or to show grounds or reasons for such demand any sum or sums up to the amount stated above, against the Client 's written declaration that the Principal has refused or failed to perform the obligations under the Contract, for which payment will be effected by the Guarantor to Client 's designated Bank & Account Number.

PROVIDED ALSO THAT the Client shall be the sole and final judge for deciding whether the Principal (Janitorial Services Provider) has duly performed his obligations under the Contract or has defaulted in fulfilling said obligations and the Guarantor shall pay without objection any sum or sums up to the amount stated above upon first written demand from the Client forthwith and without any reference to the Principal or any other person.

IN WITNESS WHEREOF, the above bounded Guarantor has executed this Instrument under its seal on the date indicated above, the name and corporate seal of the Guarantor being hereto affixed and these presents duly signed by its undersigned representative, pursuant to authority of its governing body.

Guarantor (Bank)

Witness:

1. _____

Corporate Secretary (Seal)

2. _____

(Name, Title & Address)

1. Signature _____

2. Name _____

3. Title _____

Corporate Guarantor (Seal)