

SCOPE OF WORK

JANITORIAL & NON-CORE SERVICES

1. GENERAL SCOPE

The contractor shall provide Non-Core Services at FIA Quetta Zone, Quetta comprising Naib Qasid, Frash and Chowkidar for the period of two years. All services shall be performed through suitable skilled/unskilled personnel in professional, efficient and satisfactory manner.

2. DEPLOYMENT OF MANPOWER

The contractor shall deploy the following manpower:

S.N	Description	Minimum Education	Minimum Experience	Age Limit	Quantity
1	Naib Qasid	Primary	-	18-25	07
2	Cook	Primary	-	18-25	02
3	Chowkidar	Primary	-	18-25	01
4	Sweeper	Primary	-	18-25	06
Total					16 Workers

3. IDENTIFICATION AND UNIFORMITY.

All deployed workers shall wear clean, proper and prescribed uniforms during duty hours. Each worker shall prominently display an identification card containing his/her name, photograph and other identification details.

Janitorial staff shall wear a prominent vest bearing the words "JANITORIAL STAFF" on the back.

The contractor shall provide uniforms, identification cards and other necessary protective gear to the deployed staff at his own cost.

The contractor shall submit a complete list of deployed personnel, along with copies of their CNICs and other required particulars, to Admin Branch, FIA Zonal Office Quetta before deployment.

No person shall be deployed or replaced without prior intimation to and approval/consent of the designated FIA authority.

4. WORKING HOURS AND AVAILABILITY

Normal working hours for janitorial staff, Naib Qasid and Chowkidar shall be (08 hours) on all working days.

The deployed janitorial staff shall report for duty sufficiently before the commencement of office hours to ensure that the premises are clean and ready for official activities.

At least one janitorial worker shall remain available up to 06:30 PM on each working day. Similarly, Naib and Chowkidar shall also remain present after duty hours as and when required/assigned by the office.

All deployed workers shall remain present in their assigned areas during duty hours.

The contractor shall ensure availability of required personnel 24/7 during special events, emergencies or whenever specifically required by FIA.

5. SCOPE OF WORK JANITORIAL SERVICES, NAIB QASID, SWEEPERS, COOK AND CHOWKIDAR.

A. JANITORIAL SERVICES:

Daily sweeping and mopping of all floors, rooms, offices, cabins, corridors, staircases and other covered areas.

Daily removal of dust, dirt, debris and litter from all rooms, floors, corridors and washrooms.

Cleaning of toilets, washrooms, commodes, urinals and wash basins at regular intervals and, in any case, whenever required.

Cleaning and disinfection of washrooms at least once every 02 hours during office hours, or more frequently where required.

Cleaning of windows and doors, both inside and outside, including glass panels, using appropriate cleaning materials.

Cleaning of window glasses, glass partitions, glass panels and other glazed surfaces of the building.

Daily vacuum cleaning of carpets and carpeted areas.

Cleaning of light fixtures, switchboards, fans, false ceilings, air-conditioner grills and dustbin trays.

Removal of cobwebs from rooms, corridors, ceilings, walls and other accessible areas.

Cleaning of name plates, signboards, display boards and other fixtures.

Cleaning of the outer side of glass panels and accessible external building surfaces.

Cleaning of surrounding areas, walkways and other designated areas within the FIA Headquarters premises.

Collection and daily disposal of litter, garbage and debris generated within the building and compound to the designated disposal point.

Cleaning and maintenance of dustbins and garbage collection points.

Cleaning of drains, drainpipes, traps and related areas as and when required.

Opening/clearing of choked sewer lines and drainage points, as and when required, in coordination with the concerned FIA official.

Any other cleaning/housekeeping activity reasonably related to the scope of janitorial services.

FLOOR CARE AND POLISHING

Terrazzo, marble and tiled floors shall be machine-polished using suitable wax/polishing material at least once every three months, or as directed by FIA.

Buffing of terrazzo, marble and tiled floors shall be carried out at least once every 15 days using appropriate buffing machines or whenever required.

The contractor shall ensure that all polished floors are maintained to the satisfaction of the designated FIA representative.

The contractor shall provide suitable machines, pads, brushes, wax and other required materials at his own cost.

CONSUMABLE MATERIALS

All consumable materials required for proper execution of the services shall be provided by the contractor at his own cost, including but not limited to:

Phenyl/disinfectants;

Floor and glass cleaning liquids;

Liquid soap/cleaning agents;

Antiseptic/disinfecting sprays;

Dusting cloths and dusters;

Mops and mop heads;

Brushes and scrubbers;

Wax/polishing materials;

Garbage bags;

Toilet cleaning materials;

Other cleaning and sanitation materials required for satisfactory performance.

The contractor shall ensure uninterrupted availability of consumable materials throughout the contract period.

WASTE MANAGEMENT

The contractor shall collect, segregate where required, transport and dispose of routine office waste, litter and garbage generated from the designated areas in accordance with the instructions of FIA and applicable environmental/municipal requirements.

TOOLS, MACHINERY AND EQUIPMENT

The contractor shall arrange and maintain, at his own cost, all tools, machinery and equipment required for execution of the services, including but not limited to:

Mops and brooms;

Wipers and window wipers;

Dustbins and baskets;

Cobweb removers;

Scrapers;

Ladders;

Brushes and scrubbers;

Gloves and other protective equipment;

Scrubbing machines;

Buffing machines;

Wet & dry vacuum cleaners;

Carpet cleaning equipment;

Floor polishing equipment;

Other tools and equipment required for efficient execution of the contract.

All machinery and equipment shall be maintained in proper working condition and operated by trained personnel.

B. NAIB QASID

Deliver official files, letters, and documents within and between offices.

Assist with office clerical and administrative tasks.

Maintain the cleanliness and organization of office rooms and furniture.

Carry and distribute stationery, office supplies, and other materials.

Help in photocopying, scanning, filing, and arranging documents.

Open and close office rooms and ensure they are secure.

Assist during meetings and official events by arranging seating and materials.

Perform other duties assigned by supervisors or department heads.

C. CHOWKIDAR

Monitor and control entry and exit points for staff, visitors, and vehicles.

Verify identification and maintain visitor logs.

Deny unauthorized access to restricted areas

Conduct regular patrols of the premises (internal and external) to deter intrusion or suspicious activity.

Report any irregularities or safety hazards to the concerned authority.

Prevent theft, damage, or misuse of company property.

Ensure all doors, windows, gates, and entrances are properly secured.

Monitor delivery and removal of goods and equipment.

Greet and assist visitors in a courteous and professional manner.

The security guard must be equipped with the necessary security equipment, metal detector and other relevant equipment.

D. COOK

the contractor should provide skilled and passionate Cook for FIA Office they have to provide delicious & hygiene meals. contractor should manage cook who can bake tasty food with high standards of cleanliness and quality.

[Key Responsibilities]

- Prepare and cook delicious meals according to recipes or specific dietary needs.
- Maintain a clean, safe, and organized kitchen workspace.
- Check food freshness and manage ingredient inventory.
- Follow all food safety and hygiene regulations.

[Requirements / Qualifications]

- Proven work experience as a Cook or similar role.
- Good knowledge of various cooking methods, ingredients, and kitchen equipment.
- Ability to work well in a fast-paced environment.
- Relevant culinary certification or food hygiene training is a plus.
- must have the experience of cooking in any hotel.

6. SUPERVISION AND QUALITY CONTROL

The contractor shall deploy one experienced Supervisor who shall remain responsible for day-to-day supervision of all deployed staff.

The Supervisor shall ensure attendance, discipline, cleanliness, proper deployment and performance of all workers.

The Supervisor shall coordinate with the designated FIA official and immediately address complaints/deficiencies.

The contractor shall maintain daily attendance and duty records of deployed personnel.

FIA may inspect the services at any time and point out deficiencies for immediate rectification.

Any unsatisfactory service shall be rectified immediately at no additional cost to FIA.

Repeated poor performance, absenteeism, negligence or failure to maintain required standards may attract contractual action as per the terms and conditions of the contract.

7. LABOUR LAWS AND MINIMUM WAGES

The contractor shall comply with all applicable labour laws, rules, regulations and Government notifications.

The contractor shall pay at least the minimum wage notified by the Government of Pakistan/Government of the Islamabad Capital Territory, as applicable, to the skilled and unskilled workers.

Wages shall be paid to workers by the 5th day of every month, irrespective of whether the contractor's bill has been processed or paid by FIA.

The contractor shall be solely responsible for salaries, wages, benefits, statutory contributions and other lawful dues of its employees.

FIA shall not be responsible for any dispute between the contractor and its employees.

8. HEALTH, SAFETY AND CONDUCT

The contractor shall ensure that all workers observe proper discipline and maintain professional conduct within FIA premises. Workers shall use appropriate personal protective equipment while performing cleaning, chemical or other hazardous tasks. Cleaning chemicals shall be handled and stored safely. The contractor shall ensure that no worker causes damage to FIA property, equipment, records, documents or installations. Any loss or damage caused due to negligence or misconduct of contractor's staff shall be dealt with in accordance with the contract and applicable rules.

9. SECURITY AND ACCESS CONTROL

The contractor shall provide complete particulars of all deployed personnel to FIA before their deployment. No unauthorized person shall be deployed at FIA offices. The contractor and its employees shall comply with all security instructions, access-control procedures and directions issued by FIA. FIA reserves the right to require removal/replacement of any worker whose conduct, performance or presence is considered unsuitable for deployment at the premises.

10. INSPECTION AND PERFORMANCE MONITORING

FIA shall have the right to inspect the services, manpower, equipment, consumable materials and overall performance of the contractor at any time. The contractor shall maintain the required service standards and immediately rectify any deficiency identified by FIA. The contractor shall also comply with reasonable instructions issued by the designated FIA representative for improvement of cleanliness, hygiene, sanitation and service delivery.

11. GENERAL CONDITIONS

The bidder shall quote its rates inclusive of all applicable costs, taxes, wages, statutory obligations, supervision, consumables, tools, equipment and other expenses required for satisfactory execution of the contract.

No additional payment shall be admissible for routine cleaning materials, tools, machinery, uniforms, identification cards or other resources that are the contractor's responsibility under this Scope of Work.

The contractor shall not sublet or assign the services to any third party without prior written approval of FIA.

The contractor shall ensure uninterrupted services throughout the contract period.

FIA reserves the right to verify the credentials, identity and suitability of deployed personnel.

The contractor shall comply with all applicable PPRA rules, EPADS tender conditions and other instructions forming part of the bidding documents.

In case of any discrepancy between this Scope of Work and other contractual documents, the applicable provisions of the bidding/contract documents shall prevail.

The contractor shall perform any other related janitorial, housekeeping, sanitation, minor technical or allied task assigned by the competent authority of FIA within the general scope of the contract.