



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2021-22/ 471

Dated: 11- May -2022

ob M/s. MASTER MULTI-TECH PVT. Ltd.,
Head Office: Mezzanine Floor, Business Avenue,
26-A, Block-6, P.E.C.H.S, Shahrah-e-Faisal, Karachi
Contact: 0333-3483782

**SUBJECT: AWARD OF TENDER - PROVISION OF JANITORIAL SERVICES
NIT# PROC/SMBBIT/2021-22/405, REF# PROC/SMBBIT/(POSR-01)2022-23
FOR FINANCIAL YEAR 2022-23**

We are pleased to award you the job of “**Provision of Janitorial Services**” on terms and conditions as per bidding documents of said Notice Inviting Tender for a period of one year with effect from 01-07-2022 till 30-06-2023.

(Extendable for further two years on yearly basis after the approval from Competent Authority of SMBB Institute of Trauma or till finalization of next tender.

REFERENCE CORRESPONDENCE:

- | | |
|---------------------------------|------------------------------|
| 1. NIT # | PROC/SMBBIT/2021-22/405 |
| 2. NIT Reference # | PROC/SMBBIT/(POSR-01)2022-23 |
| 3. PPMS ID# | T00518-21-0004 |
| 4. Technical Bid Opening Date : | 05-04-2022 AT 11:30 AM |
| 5. Financial Bid Opening Date: | 21-04-2022 AT 11:30 AM |

This job is being awarded to you for arranging the following staff on BOQ/SOR Basis. However, the payment will be made to you on satisfactory service performance basis done by your firm during the period on monthly basis.

| Part A (Human Resources) | | | | | | | |
|--------------------------|--|------|---------------|--|-----------------|----------------|---------------|
| S# | Particular | Req. | Age | Qualification / Experience | Rate per Person | Rate per Month | Rate per Year |
| 1 | General Supervisor - Janitorial Services | 1 | Upto 50 Years | Graduate + 10 years Experience in Hospital/ Hotel Management | 28,000 | 28,000 | 336,000 |
| 2 | Janitorial Workers (Male / Female) | 180 | Upto 40 Years | Matric + 2 year Experience in Hospital/ Hotel Management | 27,500 | 4,950,000 | 59,400,000 |
| Total (Part A) | | | | | | 4,978,000 | 59,736,000 |

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| Part B (Machinery Equipment and Materials) | | | |
|--|---|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached) | 20,000 | 240,000 |
| 2 | All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, toilet cleaner, door mates, tissue roll, air freshener, proper color coded disposal bags for disposal of infected/ blood related products/ general waste products. Etc. will be arranged by the contractor. (Consumables / items list attached) | 650,000 | 7,800,000 |
| Total (Part B) | | 670,000 | 8,040,000 |

| Part C (Pest Control & Fumigation) | | | |
|------------------------------------|--|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor will be responsible to carry out fumigation on daily / weekly / monthly basis to ensure that the SMBB Institute of Trauma will remain free from all kinds for pests, insects, rodents, street cats and dogs& anything else which fall under this category. Note: A log book should be maintained with properly endorsed from end user (Incharge (s) of respective floor / facility) | 15,000 | 180,000 |
| Total (Part C) | | 15,000 | 180,000 |

| Part D (Waste Disposal) | | | | |
|-------------------------|---|------|----------------|---------------|
| S# | Particular | Req. | Rate per Month | Rate per Year |
| 1 | Mini Truck 24/7 basis (Shehzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard daily basis. Note: (Contractor should have own mini truck). | 1 | 35,000 | 420,000 |
| Total (Part D) | | | 35,000 | 420,000 |



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| Part E (Plantation) | | | |
|---------------------|---|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor will be responsible to carry out all the services required to maintain the plants inside and outside the premises of SMBB Institute of Trauma. | 20,000 | 240,000 |
| Total (Part E) | | 20,000 | 240,000 |

| Part F (Elevation Cleaning) | | | |
|-----------------------------|---|------------------|---------------|
| S# | Particular | Rate per Quarter | Rate per Year |
| 1 | Contractor will be responsible to carry out all the services required to clean the outside elevation of SMBB Institute of Trauma. (04) Four times in a year | 45,000 | 180,000 |
| Total (Part F) | | 45,000 | 180,000 |

| Part G (Tank Cleaning) | | | |
|------------------------|--|------------------|---------------|
| S# | Particular | Rate per Quarter | Rate per Year |
| 1 | Contractor will be responsible to carry out cleaning services of all water tanks including underground and overhead water tanks of SMBB Institute of Trauma (04) time in a year. | 45,000 | 180,000 |
| Total (Part G) | | 45,000 | 180,000 |

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| SUMMARY | | | |
|--|------------------|------------------|-------------------|
| Particulars | Rate per Month | Rate per Quarter | Rate per Year |
| Part A (Human Resources) | 4,978,000 | - | 59,736,000 |
| Part B (Machinery Equipment and Materials) | 670,000 | - | 8,040,000 |
| Part C (Pest Control & Fumigation) | 15,000 | - | 180,000 |
| Part D (Waster Disposal) | 35,000 | - | 420,000 |
| Part E (Plantation) | 20,000 | - | 240,000 |
| Part F (Elevation Cleaning) | - | 45,000 | 180,000 |
| Part G (Tank Cleaning) | - | 45,000 | 180,000 |
| Total Quoted Price | 5,718,000 | 90,000 | 68,976,000 |

Note:

- General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.
- Certificate** will be provided by the Contractor to **Competent Authority** –SMBB Institute of Trauma, Karachi on monthly basis that the Hospital municipal and infected waste have been disposed off in the approved Local Government Dumping yards and through KMC as per EPA rules. Infected waste will be disposed off under the supervision of an authorized officer of SMBBIT and its bill will be submitted after approval from competent authority on monthly basis.

| SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), IN CASE CONTRACT IS RENEWED | | |
|---|-----|-----------------------------------|
| 2nd Year | 10% | Escalation in first year's price |
| 3rd Year | 10% | Escalation in second year's price |

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Dated: 11-May-2022

Part B: Machinery, Equipment & Material Section: A.

| S.# | Items | Tentative Qty. | U.O.M |
|-----|--|----------------|-------|
| 1 | Floor Scrubbing Machine | 3 | Units |
| 2 | Mopping Trolley (Double Bucket) | 20 | Units |
| 3 | Garbage Drums weight capacity 120 liter +- | 15 | Nos. |
| 4 | Caution Boards | 2 | Nos. |
| 5 | Dust Bin weight capacity 5 liter +- | 150 | Nos. |
| 6 | Vacuum Cleaner Heavy Duty | 1 | Nos. |

Part B: Machinery, Equipment & Material Section B:

| | | | |
|----|--|------|---------|
| 1 | Black Shopper 18/24 for Waste Bins | 700 | Kg |
| 2 | Black Shopper 30/50 for Waste Bins | 700 | Kg |
| 3 | Yellow Shopper 18/24 for Waste Bins | 200 | Kg |
| 4 | Yellow Shopper 30/50 for Waste Bins | 200 | Kg |
| 5 | Red Shopper 18/24 for Waste Bins | 200 | Kg |
| 6 | Red Shopper 30/50 for Waste Bins | 200 | Kg |
| 7 | Phenyl Best Quality (Typhoon / Finis) | 3500 | Liter |
| 8 | Duster Cotton Best Quality | 50 | Dozen |
| 9 | Air Freshener Best Quality | 40 | Pcs. |
| 10 | Toilet Cleaner (Harpic or equivalent) | 30 | Bottles |
| 11 | Tissue roll (Maxob or equivalent) | 250 | Roll |
| 12 | Door Mates (Best Quality) | 30 | Pcs. |
| 13 | Spray Bottle for kills cockroaches and other crawling insects (Mortin or equivalent) | 50 | Pcs. |
| 14 | Liquid Soap for Hand Wash Best Quality | 100 | Liter |
| 15 | Washing Powder Best Quality | 250 | Kg |
| 16 | Soft Brooms Best Quality | 50 | Pcs. |
| 17 | Hard Brooms Best Quality | 75 | Pcs. |
| 18 | Mop Rods Best Quality | 24 | Pcs. |
| 19 | Mop Refill Best Quality | 200 | Pcs. |
| 20 | Dry Mop Best Quality | 100 | Pcs. |



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| | | | |
|----|---|-----|---------|
| 21 | Dry Mop Rod Best Quality | 20 | Pcs. |
| 22 | Sweep Best Quality | 200 | Liter |
| 23 | Camphor Ball Best Quality | 5 | Kg |
| 24 | Scotch Bright Best Quality | 6 | Dozen |
| 25 | Dish washing powder 150gm Packets (Vim or equivalent) | 200 | Pack |
| 26 | Viper (Best Quality) | 50 | Pcs. |
| 27 | Bleach Powder (Best Quality) | 100 | Kg |
| 28 | Glass cleaner liquid bottle (Glint or equivalent) | 6 | Bottles |
| 29 | Spray bottles empty (Best Quality) | 12 | Pcs. |
| 30 | Scotch Bright Jali | 6 | Dozen |

Note:

- Above mentioned all items supplied to SMBBIT 1st date of every month. Contractor will bear all charges and also note quantities of above mentioned items are on estimate basis and could vary excessive qty. if needed contractor will bound to supply and rates for above items are locked till 30-06-2023 or finalization of next tender.

SCOPE OF WORK:

1. AIM:

Bids are invited from reputable and well equipped Janitorial Contractors for Janitorial Services to be rendered for **SMBB Institute of Trauma, Karachi** for maintaining optimum hygienic conditions and general cleanliness round the clock. The contract will follow all the protocols prescribed by **SMBB Institute of Trauma, Karachi** from time to time specially with regards to the working methods and time schedule at all areas of the relevant location. The following are the scope of work to be performed if hired for provision of required services.

- i. Sweeping, Cleaning & scrubbing of all Units / Wards / OPDs / Operation Theaters / Laboratories / Radiology Suites / Procedure Rooms / Seminar Rooms / Admin Blocks / Offices / Corridors etc.
- ii. Cleaning of Sewerage System regularly including Septic Tanks
- iii. Contractor will be fully responsible to keep the whole covered area including walls and roofs neat and clean. Contractor will be responsible for disinfecting operation theaters, ICUs, HDUs etc. under the supervision of Infection Control Department of SMBB Institute of Trauma, Karachi, and as per the satisfaction of the Centre Administration.

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- iv. All the open areas like roofs terraces, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- v. Contractor will be responsible for cleaning windows / glasses of the Centre from both inside and outside through the cleaning cradle.
- vi. Contractor will be responsible for cleaning of the outer facade of the building with cleaning cradle.
- vii. Contractor will be responsible for sweeping & cleaning of all open areas, bit mouse & R.C.C Roads.
- viii. Contractor will be responsible removal & disposal of non-infected (regular) garbage and infected medical waste as per E.P.A recommendation.
- ix. The Janitor will provide along with usual service as follow.
 - Provide bed pan / urinal to the patients as and when required.
 - Maintain the Cleanliness of the equipment used there-in.
 - Clean the soiled bed of patient as and when required.
- x. Services will be timely framed as and when required.
- xi. The contractor shall supply all equipment, tools and cleaning supplies necessary to perform the cleaning activities. The contractor shall keep all equipment clean, disinfected and in working order.
- xii. The contractor shall supply all consumables (**as mentioned under Part B of BOQ**), that is most suitable for a use in health care facility.
- xiii. Contractor's staff at SMBB Institute of Trauma, Karachi facilities will be supervised by Trauma Centre Admin staff.
- xiv. All contractor's staff assigned to work at SMBB Institute of Trauma, Karachi will have to sign in and out of their shifts using the existing daily attendance verification system.
- xv. Authorized officer / Official will declare sensitive areas / works and the list of Janitors required for that area will be provided to the contractor. These Janitors will be non-transferable and will not be terminated without taking a written permission from the hospital authorities.
- xvi. Any other service which will be required in the context of cleaning.



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2. CLEANING SPECIFICATIONS AND GUIDELINES:

A. DAILY SERVICES - PUBLIC AREAS:

- i. Floors will be cleaned and mopped to present an attractive appearance at all times.
- ii. Dust all ledges and other flat surfaces including window sills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
- iii. Remove fingerprints, smudges and stains on building directories, doorframes, wall switches, relights and glass partitions.
- iv. Spot clean all vinyl wall coverings and painted surfaces.
- v. Maintain janitor closets and fire hose cabinets in a clean and orderly condition.
- vi. Turn off all lights, leaving on only the emergency lights.
- vii. Dust signs with dry clean cloth.

ELEVATORS & DUMBWAITERS:

- i. Floor will be vacuumed daily including all corners with edges, spot clean if needed.
- ii. Elevator stainless steel and glass wiped cleaned.
- iii. Walls and rails wiped clean with treated cloth.
- iv. Clean and polish exterior of all elevator doors and trim.
- v. Elevator door tracks vacuumed daily.

RESTROOMS

- i. Ceramic tile and vinyl floors will be mopped with disinfecting soap and machine scrubbed daily removing any mop sludge accumulated on toilet base, wall and partitions.
- ii. Clean and polish mirrors, clean enameled surface and shelving.
- iii. Clean and polish plumbing piping, toilet seat hinges and other metal work.
- iv. Thoroughly clean and wash with disinfectant soap sinks, basins, urinals and toilet bowls; remove stains and make certain to clean under sides of rims.
- v. Low ledges, sills, tops of partitions to be cleaned with damp treated cloth.
- vi. Damp wipe and wash with disinfectant all baby-changing tables. Ceramic tile should be wiped down, spot clean walls including all partitions next to toilets, urinals and sinks. Notify Supervisor in writing, etc. items that cannot be removed. Also notify Admin.
- vii. Disposal trash cans include sanitary napkin dispensers. Must be emptied, cleaned and disinfected regularly.
- viii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked daily.

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EXTERIOR ENTRANCE AREAS

- i. Sweep and vacuum walk off mats.
- ii. Empty and dry polish all trash cans.
- iii. Clean and polish glass on all entrance doors both sides.
- iv. Clean door facings.
- v. Exterior sidewalks, remove all trash.

B. DAILY SERVICES - TENANT AREAS:

- i. All suite doors to remain locked and closed during cleaning.
- ii. Dust cleared surface areas of desks, chairs, office furniture, counter tops, filing cabinets, window ledges, top surfaces of copy machines, tables and other flat surfaces, straightening magazines if present. However, never move papers, unplug or move any office equipment unless arrangements are made with tenant and / or Management Office if cleared.
- iii. Spot clean cabinet doors and appliance exterior for spills
- iv. Examine Room counter tops and sinks to be cleaned with disinfectant cleaner.
- v. Vacuum clean all carpet areas and spot clean all stains. Remove all paper clips and staples from all floor areas.
- vi. Sweep and/or dust mop all hard surface floors. Spot clean floors.
- vii. Damp mop all hard surface floors.
- viii. Floors mopped and sanitized in defined suites
- ix. All wastebaskets emptied and wiped with damp cloth or washed when required. Replace plastic liner daily.
- x. All paper trash will be collected, bags tied and emptied into the building trash dumpster
- xi. Thoroughly clean and wash with disinfectant soap all sinks, basins, urinals and toilet bowls, remove stains and make certain to clean under sides of rims.
- xii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked daily.
- xiii. All vinyl wall covering and painted wall surfaces will be spot cleaned.
- xiv. Lights to be turned off, doors locked and alarms set as requested.

C. WEEKLY SERVICES – NON-PUBLIC AREAS

- i. Dust and polish tops of desks (if cleared), chairs, office furniture, counter tops, filing cabinets, ledges, equipment and flat surfaces with treated cloth, removing all removable spots and dirt weekly.
- ii. Dust fixtures, picture frames, windowsills and window blinds.
- iii. Wipe out microwave ovens in the lounge areas.
- iv. Empty "catch basins" on bottled water coolers.
- v. Wipe down tile walls and toilet compartment partitions
- vi. Wet mop all hard surface floors.



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- vii. Flush floor drains with clear water and enzyme disinfectant, clean and polish metal drain cover.
- viii. Remove all scuffmarks from hard surface flooring.
- ix. Clean and polish plumbing piping, toilet seat hinges, and other metal work.

D. WEEKLY SERVICES - PUBLIC AND OTHER AREAS

- i. Flush floor drains with clear water and enzyme disinfectant. Clean and polish metal drain cover.
- ii. Clean and service sand urns and change out sand weekly.

BUILDING ELEVATOR

- i. Ceilings cleaned, lights wiped clean.
- ii. Elevator door tracks cleaned and polished.

STAIRWELLS

- i. All stairwell landings, stairs and flooring under stairs swept and mopped or vacuumed as required.
- ii. High areas cleared of cobwebs and dust using an extension tool.
- iii. All stairwell corners cleaned out.
- iv. All handrails wiped clean with disinfectant cleaner.
- v. Light fixtures dusted.

JANITOR CLOSETS

- i. Thoroughly cleaned and trash removed.
- ii. Floors mopped and kept clean
- iii. Maintain janitor closets and fire hose cabinets in a clean, orderly condition.

OUTSIDE PERIMETER

- i. Clean exterior trash cans and pick up trash around exterior of building
- ii. Wipe down bench and railing outside of OPD's, Radiology, Laboratory, etc.

E. MONTHLY SERVICES - ALL AREAS – PUBLIC AND OTHER AREAS:

- i. Machine scrub (where appropriate) all tile hard surface floors, including grout, monthly in all common area restrooms and lobbies.
- ii. Wipe down baseboards when refinishing floors; do not allow buildup of wax.
- iii. Wipe down stretcher guards installed in the hospital, OPD, Radiology and Laboratory
- iv. All air duct vents, diffusers will be cleaned the first week of each month.
- v. Building elevator stainless steel wiped clean and polished with treated cloth.



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F. QUARTERLY SERVICES:

- i. Strip and wax all vinyl floors in tenant suites at no additional charge. A rotating schedule is to be set up and a copy of said schedule given to Admin. Office.

G. OTHER SERVICES

- i. All entrance doors to building and tenant areas are to be locked during hours of cleaning operation and under no circumstances will admittance be given to anyone not part of the cleaning company's employ.
- ii. All cleaning should be performed using an industry standard disinfectant for proper sanitation.
- iii. Report all mechanical deficiencies, i.e. dripping faucets, running toilets to Supervisor/ Admin.

3. QUALITY OF WORK

- i. The contractor shall ensure that the quality of janitorial and housekeeping services is to be the entire satisfaction of the Officer/Official In-charge of the location.
- ii. The decision of the SMBB Institute of Trauma, Karachi management with regard to the determining the quality of work / Services done by the contractor shall be final and acceptable to the contractor. The contractor shall therefore rectify the defect so pointed out without any extra payment. In case of failure the SMBB Institute of Trauma, Karachi reserves the right to get the work / service so rejected, done from some other source at the risk and cost of the contractor. The expenditure so incurred shall be recovered from the pending bills of the contractor or any other outstanding dues or by all parts of the security / other deposits as appropriate.
- iii. Upon sub-standard services and unsatisfactory performance of the workers as determined by the SMBB Institute of Trauma, Karachi Management, giving one month's notice to the Company, shall terminate the contract agreement. Unsatisfactory performance includes:
 - Inability to provide desired number of workers
 - Absence of worker(s) from duty
 - Casual performance of duty by workers.
 - Using the substandard material and ancillaries.
 - Any loss and damage to be occurred to SMBB Institute of Trauma, Karachi property due to the negligence / unsatisfactory performance of the contractor.
 - Non-reporting of major incidents to SMBB Institute of Trauma, Karachi management that occurs in the SMBB Institute of Trauma, Karachi premises.

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Dated: 11-May-2022

- iv. During the validity of the contract agreement, in case damage occurs to the property or personnel of the SMBB Institute of Trauma, Karachi and caused by the negligence of the worker the company shall be wholly responsible and liable for paying for such losses occurred to SMBB Institute of Trauma, Karachi.

4. GENERAL CONDITIONS:

- i. The contractor shall be responsible for smooth functioning of janitorial and housekeeping services and in the event of substandard or delay in service a penalty may be imposed and recovered from contractor's bills for unsatisfactory performance of work.
- ii. Contractor will be bound to provide uniform (approved by the competent authority (SMBB Institute of Trauma, Karachi) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
- iii. In case of any dispute between Janitors / workers and the contractor the matter shall be, referred to the administration for arbitration whose decision shall be final. Contractor shall provide duty roster of the supervisors According to the Centre administration on monthly basis.
- iv. Indiscipline Janitors / the Janitors involved in immoral activities will not be allowed to serve in the hospital.
- v. Contractor will be bound to replace the Janitors who will be unwanted by the Centre Administration immediately.
- vi. Janitors will work according to time table issued by the Authorized Officer of the SMBB Institute of Trauma, Karachi or Competent Authority - (SMBB Institute of Trauma, Karachi).
- vii. Contractor will work according to the Government rules / policy;
 - Child labor rules and basic human rights will not be violated by the Contractor.
 - Age of worker shall not be less than 18 years.
 - Contractor must comply with the existing labor laws of Sindh and Pakistan.
 - Contractor will be bound to pay minimum wages to the Janitorial staff as per prevailing laws along with contribution to SESSI & EOBI.
 - Contractor shall be bound to provide the sanctioned strength of Janitors and cleaners at all-time even on holidays.
 - Contractor will not appoint any person with an addiction of Pan, Gutka, Manpuri and anything which falls under this category. Failing so said person would be terminated immediately and a fine would be imposed on Contractor.

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- viii. In case of any complaint or observation conveyed to the Contractor or their supervisor by Competent Authority or official concerned, of (SMBB Institute of Trauma, Karachi), the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.
- ix. Attach list with bid documents, machinery / equipment / tools (relevant to the scope of work) which will be utilized by the Contractor to carry out desired operations.
- x. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

Note: Please mobilize your resources and take over the job effect from 01-07-2022.

dr **CHIEF OPERATING OFFICER / DDO**
SMBB Institute of Trauma – Karachi

Copy forwarded to concern for information and necessary action, please;

1. **The Director A&F, SPPRA** with reference to PPMS ID: T00518-21-0004 & BER # BE00518-21-0004-5
2. **Administration Department, SMBB Institute of Trauma, Karachi**
3. **Account & Finance Department, SMBB Institute of Trauma, Karachi**

dr **CHIEF OPERATING OFFICER / DDO**
SMBB Institute of Trauma - Karachi

Received by: _____

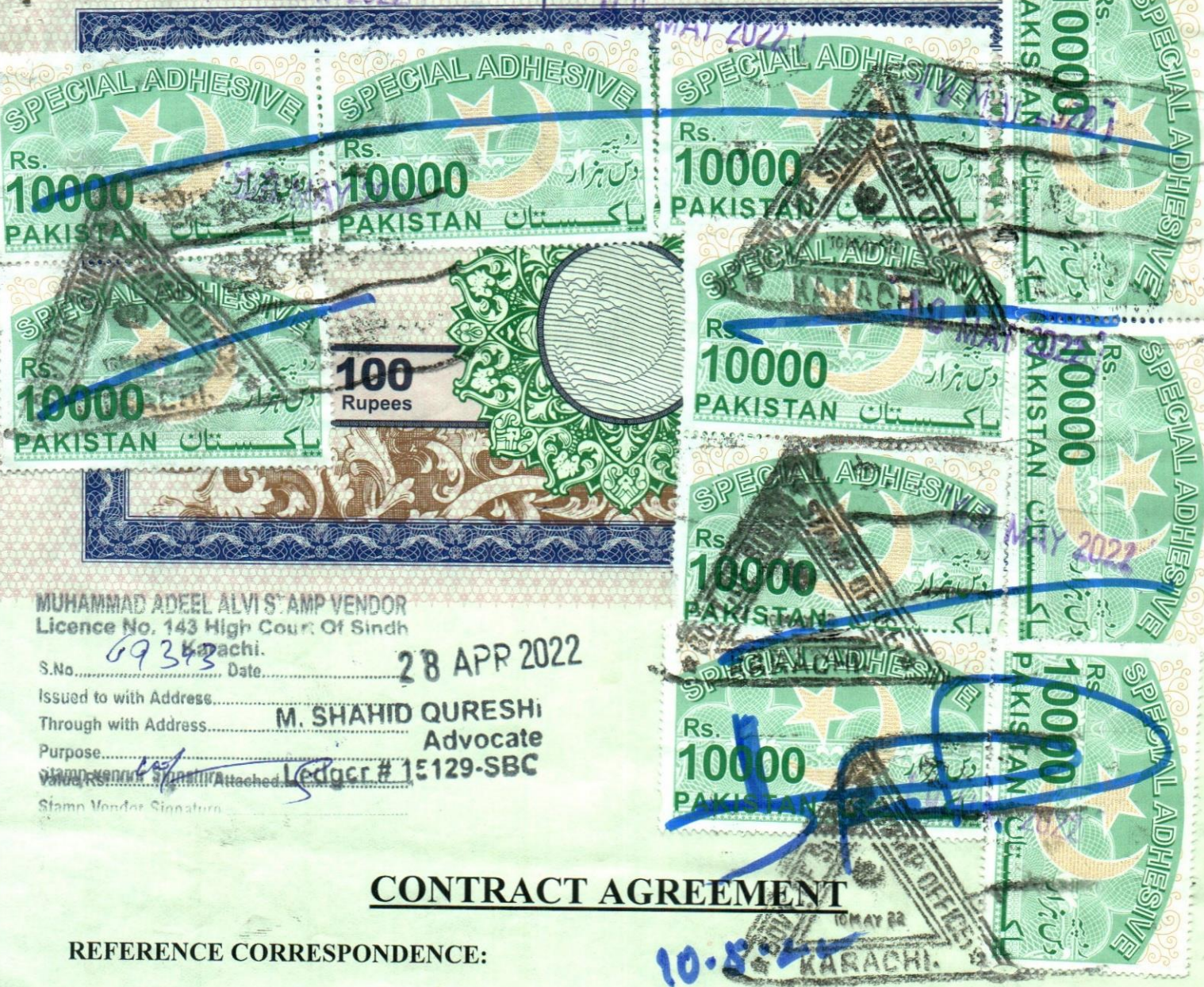
M. M. Rehman
(Contractor)

RECEIVED BY
Accounts Department
SMBB INSTITUTE OF TRAUMA
Inward No. 4068
Dated 12-05-2022

B241401

04-25

10/04/22



CONTRACT AGREEMENT

REFERENCE CORRESPONDENCE:

| | |
|---------------------------------|---|
| 1. Tender Name: | PROVISION OF JANITORIAL SERVICES |
| 2. NIT # | PROC/SMBBIT/2021-22/405 |
| 3. NIT Reference # | PROC/SMBBIT/(POSR-01)2022-23 |
| 4. PPMS ID: | T00518-21-0004 |
| 5. Technical Bid Opening Date : | 05-04-2022 AT 11:30 AM |
| 6. Financial Bid Opening Date: | 21-04-2022 AT 11:30 AM |
| 7. BER ID: | BE00518-21-0004-5 |
| 8. Letter of Acceptance # | PROC/SMBBIT/2021-22/459 Dated: 30/04/2022 |

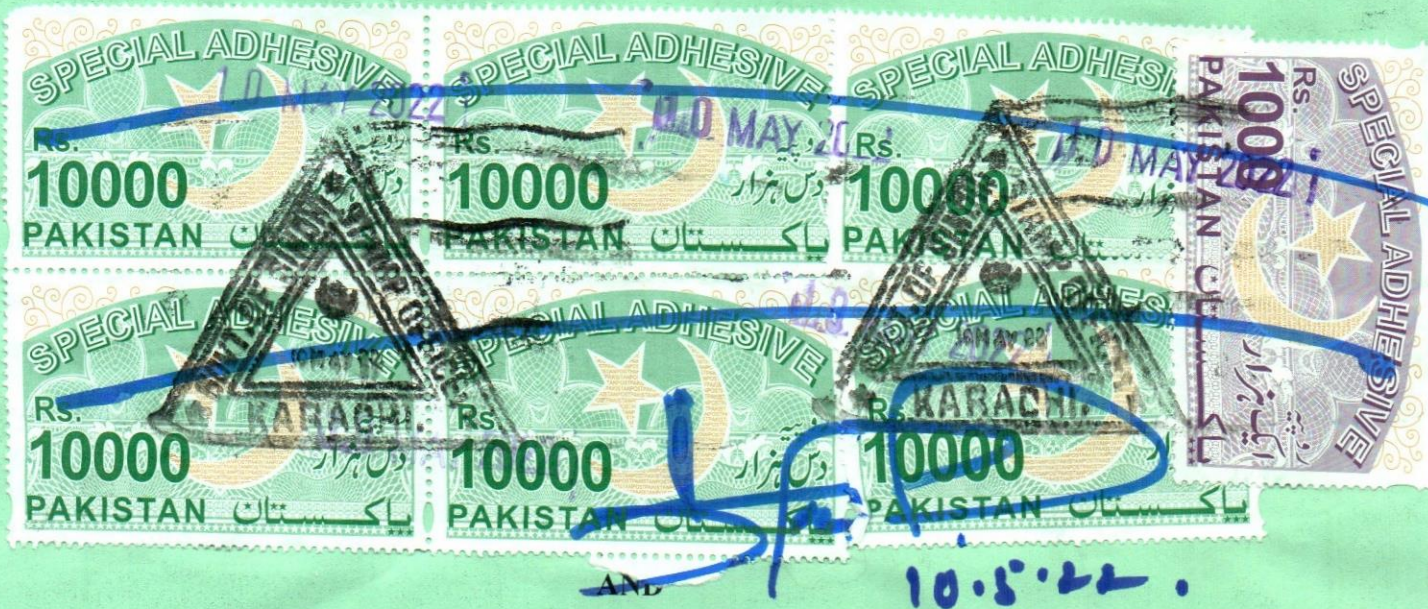
This Contract Agreement (hereinafter called the **Agreement**) made on 10th day of May, 2022.

Between

M/s. MASTER MULTI-TECH PVT. LTD.

A Contractor, having its office Mezzanine Floor, Business Avenue, 26-A, Block # 6, P.E.C.H.S, Shahrah-e-Faisal, Karachi (Hereinafter called the Contractor), which expression shall be deemed to mean and include its successor-in-interest and permitted assigns;





SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA, KARACHI
(Hereinafter called the **Procuring Agency**)

A department under control of Government of Sindh, having its office at SMBB Institute of Trauma, Chand Bibi Road, Karachi, Sindh, Pakistan hereinafter mentioned at “**the Client**” which expression shall be deemed to mean and include its successor-in-interest and permitted assigns;

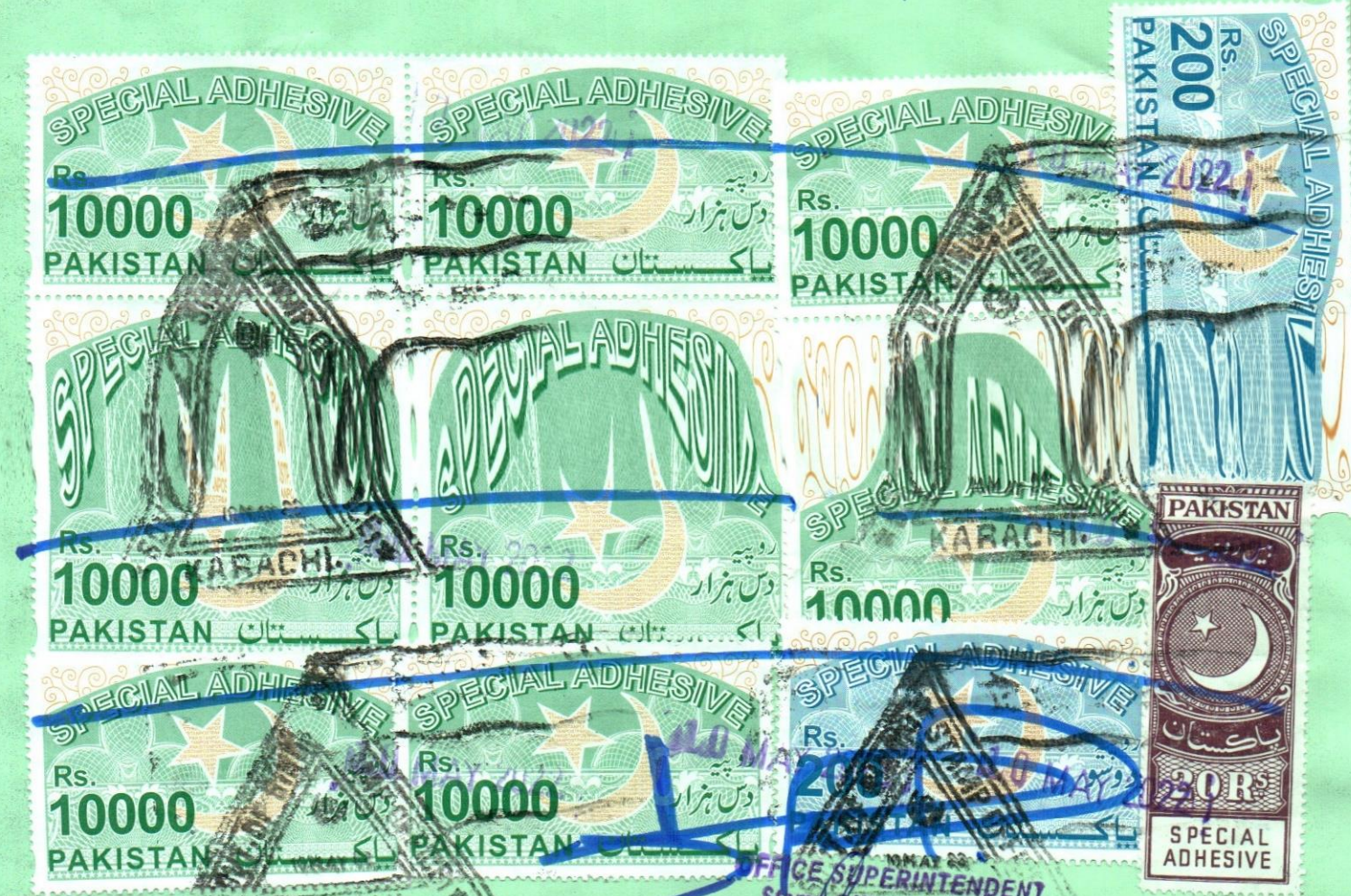
Whereas the **Contractor** has agreed to render certain services i.e. “**Provision of Janitorial Services**” at SMBB Institute of Trauma, Karachi, Sindh, Pakistan and has necessary know how and staff in the respect.

AND

Whereas the **Client** is desirous of availing the services offered by the contractor for “**Provision of Janitorial Services**” at SMBB Institute of Trauma, Karachi, Sindh, Pakistan on terms and conditions as per bidding documents in said NIT for its premises at the cost of **Rs. 68,976,000/-** as per year (The Contract Amount) as per below;

| Part A (Human Resources) | | | | | | | |
|--------------------------|--|------|---------------|--|-----------------|----------------|---------------|
| S# | Particular | Req. | Age | Qualification / Experience | Rate per Person | Rate per Month | Rate per Year |
| 1 | General Supervisor - Janitorial Services | 1 | Upto 50 Years | Graduate + 10 years Experience in Hospital/ Hotel Management | 28,000 | 28,000 | 336,000 |
| 2 | Janitorial Workers (Male / Female) | 180 | Upto 40 Years | Matric + 2 year Experience in Hospital/ Hotel Management | 27,500 | 4,950,000 | 59,400,000 |
| Total (Part A) | | | | | | 4,978,000 | 59,736,000 |

| Part B (Machinery Equipment and Materials) | | | |
|--|---|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached) | 20,000 | 240,000 |
| | All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, toilet cleaner, door mates, tissue roll, air freshener, proper color coded disposal bags for disposal of infected/ blood related products/ general waste products. Etc. will be arranged by the contractor. (Consumables / items list attached) | 650,000 | 7,800,000 |
| Total (Part B) | | 670,000 | 8,040,000 |



| Part C (Pest Control & Fumigation) | | | |
|------------------------------------|---|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor will be responsible to carry out fumigation on daily / weekly / monthly basis to ensure that the SMBB Institute of Trauma will remain free from all kinds for pests, insects, rodents, street cats and dogs& anything else which fall under this category. Note: A log book should be maintained with properly endorsed from end user(Incharge (s) of respective floor / facility) | 15,000 | 180,000 |
| Total (Part C) | | 15,000 | 180,000 |

| Part D (Waste Disposal) | | | | |
|-------------------------|--|------|----------------|---------------|
| S# | Particular | Req. | Rate per Month | Rate per Year |
| 1 | Mini Truck 24/7 basis (Shehzore / Master or equivalent) along with Driver for Disposal of the Hospital wastage from Hospital to KMC / Local Government approved dumping yard daily basis. Note:(Contractor should have own mini truck). | 1 | 35,000 | 420,000 |
| Total (Part D) | | | 35,000 | 420,000 |

| Part E (Plantation) | | | |
|---------------------|---|----------------|---------------|
| S# | Particular | Rate per Month | Rate per Year |
| 1 | Contractor will be responsible to carry out all the services required to maintain the plants inside and outside the premises of SMBB Institute of Trauma. | 20,000 | 240,000 |
| Total (Part E) | | 20,000 | 240,000 |

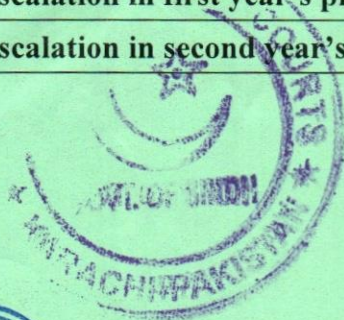
| Part F (Elevation Cleaning) | | | |
|-----------------------------|---|------------------|---------------|
| S# | Particular | Rate per Quarter | Rate per Year |
| 1 | Contractor will be responsible to carry out all the services required to clean the outside elevation of SMBB Institute of Trauma. (04) Four times in a year | 45,000 | 180,000 |
| Total (Part F) | | 45,000 | 180,000 |

| Part G (Tank Cleaning) | | | |
|------------------------|--|------------------|---------------|
| S# | Particular | Rate per Quarter | Rate per Year |
| 1 | Contractor will be responsible to carry out cleaning services of all water tanks including underground and overhead water tanks of SMBB Institute of Trauma (04) time in a year. | 45,000 | 180,000 |
| Total (Part G) | | 45,000 | 180,000 |

| SUMMARY | | | |
|--|----------------|------------------|---------------|
| Particulars | Rate per Month | Rate per Quarter | Rate per Year |
| Part A (Human Resources) | 4,978,000 | - | 59,736,000 |
| Part B (Machinery Equipment and Materials) | 670,000 | - | 8,040,000 |
| Part C (Pest Control & Fumigation) | 15,000 | - | 180,000 |
| Part D (Waster Disposal) | 35,000 | - | 420,000 |
| Part E (Plantation) | 20,000 | - | 240,000 |
| Part F (Elevation Cleaning) | - | 45,000 | 180,000 |
| Part G (Tank Cleaning) | - | 45,000 | 180,000 |
| Total Quoted Price | 5,718,000 | 90,000 | 68,976,000 |

- Note:**
- General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.
 - Certificate** will be provided by the Contractor to **Competent Authority** –SMBB Institute of Trauma, Karachi on monthly basis that the Hospital municipal and infected waste have been disposed off in the approved Local Government Dumping yards and through KMC as per EPA rules. Infected waste will be disposed off under the supervision of an authorized officer of SMBBIT and its bill will be submitted after approval from competent authority on monthly basis.

| SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), IN CASE CONTRACT IS RENEWED | | |
|---|-----|-----------------------------------|
| 2nd Year | 10% | Escalation in first year's price |
| 3rd Year | 10% | Escalation in second year's price |



Signature

Part B: Machinery, Equipment & Material Section: A.

| S.# | Items | Tentative Qty. | U.O.M |
|-----|--|----------------|-------|
| 1 | Floor Scrubbing Machine | 3 | Units |
| 2 | Mopping Trolley (Double Bucket) | 20 | Units |
| 3 | Garbage Drums weight capacity 120 liter +- | 15 | Nos. |
| 4 | Caution Boards | 2 | Nos. |
| 5 | Dust Bin weight capacity 5 liter +- | 150 | Nos. |
| 6 | Vacuum Cleaner Heavy Duty | 1 | Nos. |

Part B: Machinery, Equipment & Material Section B:

| | | | |
|----|--|------|---------|
| 1 | Black Shopper 18/24 for Waste Bins | 700 | Kg |
| 2 | Black Shopper 30/50 for Waste Bins | 700 | Kg |
| 3 | Yellow Shopper 18/24 for Waste Bins | 200 | Kg |
| 4 | Yellow Shopper 30/50 for Waste Bins | 200 | Kg |
| 5 | Red Shopper 18/24 for Waste Bins | 200 | Kg |
| 6 | Red Shopper 30/50 for Waste Bins | 200 | Kg |
| 7 | Phenyl Best Quality (Typhoon / Finis) | 3500 | Liter |
| 8 | Duster Cotton Best Quality | 50 | Dozen |
| 9 | Air Freshener Best Quality | 40 | Pcs. |
| 10 | Toilet Cleaner (Harpic or equivalent) | 30 | Bottles |
| 11 | Tissue roll (Maxob or equivalent) | 250 | Roll |
| 12 | Door Mates (Best Quality) | 30 | Pcs. |
| 13 | Spray Bottle for kills cockroaches and other crawling insects (Mortin or equivalent) | 50 | Pcs. |
| 14 | Liquid Soap for Hand Wash Best Quality | 100 | Liter |
| 15 | Washing Powder Best Quality | 250 | Kg |
| 16 | Soft Brooms Best Quality | 50 | Pcs. |
| 17 | Hard Brooms Best Quality | 75 | Pcs. |
| 18 | Mop Rods Best Quality | 24 | Pcs. |
| 19 | Mop Refill Best Quality | 200 | Pcs. |
| 20 | Dry Mop Best Quality | 100 | Pcs. |
| 21 | Dry Mop Rod Best Quality | 20 | Pcs. |
| 22 | Sweep Best Quality | 200 | Liter |
| 23 | Camphor Ball Best Quality | 5 | Kg |
| 24 | Scotch Bright Best Quality | 6 | Dozen |
| 25 | Dish washing powder 150gm Packets (Vim or equivalent) | 200 | Pack |
| 26 | Viper (Best Quality) | 50 | Pcs. |
| 27 | Bleach Powder (Best Quality) | 100 | Kg |
| 28 | Glass cleaner liquid bottle (Glint or equivalent) | 6 | Bottles |
| 29 | Spray bottles empty (Best Quality) | 12 | Pcs. |
| 30 | Scotch Bright Jali | 6 | Dozen |

Note:

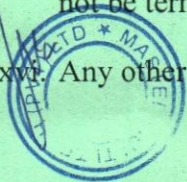
Above mentioned all items supplied to SMBBIT 1st date of every month. Contractor will bear all charges and also note quantities of above mentioned items are on estimate basis and could vary excessive qty. if needed contractor will bound to supply and rates for above items are locked till 30-06-2023 or finalization of next tender.

- SCOPE OF WORK:

1. AIM:

Bids are invited from reputable and well equipped Janitorial Contractors for Janitorial Services to be rendered for **SMBB Institute of Trauma, Karachi** for maintaining optimum hygienic conditions and general cleanliness round the clock. The contract will follow all the protocols prescribed by **SMBB Institute of Trauma, Karachi** from time to time specially with regards to the working methods and time schedule at all areas of the relevant location. The following are the scope of work to be performed if hired for provision of required services.

- i. Sweeping, Cleaning & scrubbing of all Units / Wards / OPDs / Operation Theaters / Laboratories / Radiology Suites / Procedure Rooms / Seminar Rooms / Admin Blocks / Offices / Corridors etc.
- ii. Cleaning of Sewerage System regularly including Septic Tanks
- iii. Contractor will be fully responsible to keep the whole covered area including walls and roofs neat and clean. Contractor will be responsible for disinfecting operation theaters, ICUs, HDUs etc. under the supervision of Infection Control Department of SMBB Institute of Trauma, Karachi, and as per the satisfaction of the Centre Administration.
- iv. All the open areas like roofs terraces, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- v. Contractor will be responsible for cleaning windows / glasses of the Centre from both inside and outside through the cleaning cradle.
- vi. Contractor will be responsible for cleaning of the outer facade of the building with cleaning cradle.
- vii. Contractor will be responsible for sweeping & cleaning of all open areas, bit mouse & R.C.C Roads.
- viii. Contractor will be responsible removal & disposal of non-infected (regular) garbage and infected medical waste as per E.P.A recommendation.
- ix. The Janitor will provide along with usual service as follow.
 - Provide bed pan / urinal to the patients as and when required.
 - Maintain the Cleanliness of the equipment used there-in.
 - Clean the soiled bed of patient as and when required.
- x. Services will be timely framed as and when required.
- xi. The contractor shall supply all equipment, tools and cleaning supplies necessary to perform the cleaning activities. The contractor shall keep all equipment clean, disinfected and in working order.
- xii. The contractor shall supply all consumables (**as mentioned under Part B of BOQ**), that is most suitable for a use in health care facility.
- xiii. Contractor's staff at SMBB Institute of Trauma, Karachi facilities will be supervised by Trauma Centre Admin staff.
- xiv. All contractor's staff assigned to work at SMBB Institute of Trauma, Karachi will have to sign in and out of their shifts using the existing daily attendance verification system.
- xv. Authorized officer / Official will declare sensitive areas / works and the list of Janitors required for that area will be provided to the contractor. These Janitors will be non-transferable and will not be terminated without taking a written permission from the hospital authorities.
- xvi. Any other service which will be required in the context of cleaning.



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2. CLEANING SPECIFICATIONS AND GUIDELINES:

A. DAILY SERVICES - PUBLIC AREAS:

- i. Floors will be cleaned and mopped to present an attractive appearance at all times.
- ii. Dust all ledges and other flat surfaces including window sills, chairs, tables, pictures and all manner of furnishings within reach with a treated cloth. Use extension pole for high window ledges and core lighting.
- iii. Remove fingerprints, smudges and stains on building directories, doorframes, wall switches, relights and glass partitions.
- iv. Spot clean all vinyl wall coverings and painted surfaces.
- v. Maintain janitor closets and fire hose cabinets in a clean and orderly condition.
- vi. Turn off all lights, leaving on only the emergency lights.
- vii. Dust signs with dry clean cloth.

ELEVATORS & DUMBWAITERS:

- i. Floor will be vacuumed daily including all corners with edges, spot clean if needed.
- ii. Elevator stainless steel and glass wiped cleaned.
- iii. Walls and rails wiped clean with treated cloth.
- iv. Clean and polish exterior of all elevator doors and trim.
- v. Elevator door tracks vacuumed daily.

RESTROOMS

- i. Ceramic tile and vinyl floors will be mopped with disinfecting soap and machine scrubbed daily removing any mop sludge accumulated on toilet base, wall and partitions.
- ii. Clean and polish mirrors, clean enameled surface and shelving.
- iii. Clean and polish plumbing piping, toilet seat hinges and other metal work.
- iv. Thoroughly clean and wash with disinfectant soap sinks, basins, urinals and toilet bowls; remove stains and make certain to clean under sides of rims.
- v. Low ledges, sills, tops of partitions to be cleaned with damp treated cloth.
- vi. Damp wipe and wash with disinfectant all baby-changing tables. Ceramic tile should be wiped down, spot clean walls including all partitions next to toilets, urinals and sinks. Notify Supervisor in writing, etc. items that cannot be removed. Also notify Admin.
- vii. Disposal trash cans include sanitary napkin dispensers. Must be emptied, cleaned and disinfected regularly.
- viii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked daily.

EXTERIOR ENTRANCE AREAS

- i. Sweep and vacuum walk off mats.
- ii. Empty and dry polish all trash cans.
- iii. Clean and polish glass on all entrance doors both sides.
- iv. Clean door facings.
- v. Exterior sidewalks, remove all trash.

B. DAILY SERVICES - TENANT AREAS:

- i. All suite doors to remain locked and closed during cleaning.
- ii. Dust cleared surface areas of desks, chairs, office furniture, counter tops, filing cabinets, window ledges, top surfaces of copy machines, tables and other flat surfaces, straightening magazines if present. However, never move papers, unplug or move any office equipment unless arrangements are made with tenant and / or Management Office if cleared.
- iii. Spot clean cabinet doors and appliance exterior for spills
- iv. Examine Room counter tops and sinks to be cleaned with disinfectant cleaner.
- v. Vacuum clean all carpet areas and spot clean all stains. Remove all paper clips and staples from all floor areas.
- vi. Sweep and/or dust mop all hard surface floors. Spot clean floors.
- vii. Damp mop all hard surface floors.
- viii. Floors mopped and sanitized in defined suites
- ix. All wastebaskets emptied and wiped with damp cloth or washed when required. Replace plastic liner daily.



- x. All paper trash will be collected, bags tied and emptied into the building trash dumpster
- xi. Thoroughly clean and wash with disinfectant soap all sinks, basins, urinals and toilet bowls, remove stains and make certain to clean under sides of rims.
- xii. Soap dispensers, paper towel and toilet tissue dispensers wiped clean, polished and refilled. All dispensers to be checked daily.
- xiii. All vinyl wall covering and painted wall surfaces will be spot cleaned.
- xiv. Lights to be turned off, doors locked and alarms set as requested.

C. WEEKLY SERVICES – NON-PUBLIC AREAS

- i. Dust and polish tops of desks (if cleared), chairs, office furniture, counter tops, filing cabinets, ledges, equipment and flat surfaces with treated cloth, removing all removable spots and dirt weekly.
- ii. Dust fixtures, picture frames, windowsills and window blinds.
- iii. Wipe out microwave ovens in the lounge areas.
- iv. Empty "catch basins" on bottled water coolers.
- v. Wipe down tile walls and toilet compartment partitions
- vi. Wet mop all hard surface floors.
- vii. Flush floor drains with clear water and enzyme disinfectant, clean and polish metal drain cover.
- viii. Remove all scuffmarks from hard surface flooring.
- ix. Clean and polish plumbing piping, toilet seat hinges, and other metal work.

D. WEEKLY SERVICES - PUBLIC AND OTHER AREAS

- i. Flush floor drains with clear water and enzyme disinfectant. Clean and polish metal drain cover.
- ii. Clean and service sand urns and change out sand weekly.

BUILDING ELEVATOR

- i. Ceilings cleaned, lights wiped clean.
- ii. Elevator door tracks cleaned and polished.

STAIRWELLS

- i. All stairwell landings, stairs and flooring under stairs swept and mopped or vacuumed as required.
- ii. High areas cleared of cobwebs and dust using an extension tool.
- iii. All stairwell corners cleaned out.
- iv. All handrails wiped clean with disinfectant cleaner.
- v. Light fixtures dusted.

JANITOR CLOSETS

- i. Thoroughly cleaned and trash removed.
- ii. Floors mopped and kept clean
- iii. Maintain janitor closets and fire hose cabinets in a clean, orderly condition.

OUTSIDE PERIMETER

- i. Clean exterior trash cans and pick up trash around exterior of building
- ii. Wipe down bench and railing outside of OPD's, Radiology, Laboratory, etc.

E. MONTHLY SERVICES - ALL AREAS –PUBLIC AND OTHER AREAS:

- i. Machine scrub (where appropriate) all tile hard surface floors, including grout, monthly in all common area restrooms and lobbies.
- ii. Wipe down baseboards when refinishing floors; do not allow buildup of wax.
- iii. Wipe down stretcher guards installed in the hospital, OPD, Radiology and Laboratory
- iv. All air duct vents, diffusers will be cleaned the first week of each month.
- v. Building elevator stainless steel wiped clean and polished with treated cloth.



Handwritten signature/initials.

F. QUARTERLY SERVICES:

- i. Strip and wax all vinyl floors in tenant suites at no additional charge. A rotating schedule is to be set up and a copy of said schedule given to Admin. Office.

G. OTHER SERVICES

- i. All entrance doors to building and tenant areas are to be locked during hours of cleaning operation and under no circumstances will admittance be given to anyone not part of the cleaning company's employ.
- ii. All cleaning should be performed using an industry standard disinfectant for proper sanitation.
- iii. Report all mechanical deficiencies, i.e. dripping faucets, running toilets to Supervisor/ Admin.

3. QUALITY OF WORK

- i. The contractor shall ensure that the quality of janitorial and housekeeping services is to be the entire satisfaction of the Officer/Official In-charge of the location.
- ii. The decision of the SMBB Institute of Trauma, Karachi management with regard to the determining the quality of work / Services done by the contractor shall be final and acceptable to the contractor. The contractor shall therefore rectify the defect so pointed out without any extra payment. In case of failure the SMBB Institute of Trauma, Karachi reserves the right to get the work / service so rejected, done from some other source at the risk and cost of the contractor. The expenditure so incurred shall be recovered from the pending bills of the contractor or any other outstanding dues or by all parts of the security / other deposits as appropriate.
- iii. Upon sub-standard services and unsatisfactory performance of the workers as determined by the SMBB Institute of Trauma, Karachi Management, giving one month's notice to the Company, shall terminate the contract agreement. Unsatisfactory performance includes:
 - Inability to provide desired number of workers
 - Absence of worker(s) from duty
 - Casual performance of duty by workers.
 - Using the substandard material and ancillaries.
 - Any loss and damage to be occurred to SMBB Institute of Trauma, Karachi property due to the negligence / unsatisfactory performance of the contractor.
 - Non-reporting of major incidents to SMBB Institute of Trauma, Karachi management that occurs in the SMBB Institute of Trauma, Karachi premises.
- iv. During the validity of the contract agreement, in case damage occurs to the property or personnel of the SMBB Institute of Trauma, Karachi and caused by the negligence of the worker the company shall be wholly responsible and liable for paying for such losses occurred to SMBB Institute of Trauma, Karachi.

4. GENERAL CONDITIONS:

- i. The contractor shall be responsible for smooth functioning of janitorial and housekeeping services and in the event of substandard or delay in service a penalty may be imposed and recovered from contractor's bills for unsatisfactory performance of work.
- ii. Contractor will be bound to provide uniform (approved by the competent authority (SMBB Institute of Trauma, Karachi) to their staff and ensure that the staff wears neat and clean uniform. In case of violation fine will be imposed by the Competent Authority - or Authorized Officer, which will be at least Rs. 500/- per employee per day.
- iii. In case of any dispute between Janitors / workers and the contractor the matter shall be, referred to the administration for arbitration whose decision shall be final. Contractor shall provide duty roster of the supervisors According to the Centre administration on monthly basis.
- iv. Indiscipline Janitors / the Janitors involved in immoral activities will not be allowed to serve in the hospital.
- v. Contractor will be bound to replace the Janitors who will be unwanted by the Centre Administration immediately.



- vi. Janitors will work according to time table issued by the Authorized Officer of the SMBB Institute of Trauma, Karachi or Competent Authority - (SMBB Institute of Trauma, Karachi).
- vii. Contractor will work according to the Government rules / policy;
 - Child labor rules and basic human rights will not be violated by the Contractor.
 - Age of worker shall not be less than 18 years.
 - Contractor must comply with the existing labor laws of Sindh and Pakistan.
 - Contractor will be bound to pay minimum wages to the Janitorial staff as per prevailing laws along with contribution to SESSI & EOBI.
 - Contractor shall be bound to provide the sanctioned strength of Janitors and cleaners at all-time even on holidays.
 - Contractor will not appoint any person with an addiction of Pan, Gutka, Manpuri and anything which falls under this category. Failing so said person would be terminated immediately and a fine would be imposed on Contractor.
- viii. In case of any complaint or observation conveyed to the Contractor or their supervisor by Competent Authority or official concerned, of (SMBB Institute of Trauma, Karachi), the Contractor will report the steps taken in order to rectify those observations in writing within stipulated time.
- ix. Attach list with bid documents, machinery / equipment / tools (relevant to the scope of work) which will be utilized by the Contractor to carry out desired operations.
- x. Contractor will ensure uninterrupted services under all circumstances, without any complaints being referred to the management.

Now this agreement witnesseth as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms & Conditions of Tender Enquiry referred to.
2. The Following documents after incorporating addenda, if any except these parts relating to Instruction to bidders, shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Purchase order(s)/ Letter of Acceptance where applicable.
 - b. The completed Form of Bid along with Schedules to Bid.
 - c. Condition of Contract & Contract Data
 - d. The priced Schedules of prices
 - e. The specifications
3. In consideration of the payments to be made by the Procuring Agency to the Contractor as hereinafter mentioned, the supplier hereby covenants with the Procuring Agency to execute and complete the works and remedy defects therein conformity and in all respects within the provision of the contract.
4. The Procuring Agency hereby covenants to pay the Contractor , in consideration of the execution and completion of the works as per provision of the contract, the contract price or such other sum as may become payable under the provision of contract at the times and in the manner prescribed by the contract.



Signature

0.35% of ordered amount Rs. 241,420/- should be placed on contract agreement as stamp duty on stamp paper of value.

Note: Please mobilize your resources and take over the job effect from 01-07-2022.

In WITNESS WHEREOF the parties hereto have caused this Contract Agreement in accordance with their respective hands and seals, the day, month and the year first above written.

SIGNATURE OF THE CONTRACTOR

G.M. M. N.
(Seal)

SIGNATURE OF THE PURCHASER

DR. MUHAMMAD JIR MEMON
(Seal) **Senior Operating Officer**
SMBB Institute of Trauma,
Karachi

Signed, Sealed and Delivered in the presence of:

WITNESS OF CONTRACTOR

Name: Muhammad Arshad
Title: General Manager
Address: C-16, Bilawal
Colony Karachi

WITNESS OF PURCHASER

Name: value
Title: DR. BUSHRA ARSH
Address: Manager Supply Chain
SMBB Institute of Trauma

RACHI-PAY

(Seal)