

SINDH PUBLIC PROCUREMENT REGULATORY AUTHORITY

CONTRACT EVALUATION FORM

TO BE FILLED IN BY ALL PROCURING AGENCIES FOR PUBLIC CONTRACTS OF WORKS, SERVICES & GOODS

- 1) NAME OF THE ORGANIZATION / DEPTT. SMBB INSTITUTE OF TRAUMA
- 2) PROVINCIAL / LOCAL GOVT / OTHER PROVINCIAL
- 3) TITLE OF CONTRACT PROVISION OF JANITORIAL SERVICES
- 4) TENDER NUMBER PROC/SMBBIT/(OSR-02)/2025-26
- 5) BRIEF DESCRIPTION OF CONTRACT PROVISION OF JANITORIAL SERVICES
- 6) FORUM THAT APPROVED THE SCHEME REGULAR BUDGET
- 7) TENDER ESTIMATED VALUE 137.1 (M)
- 8) ENGINEER'S ESTIMATE NOT APPLICABLE
(For civil works only)
- 9) ESTIMATED COMPLETION PERIOD (AS PER CONTRACT) YEARLY CONTRACT (Extendable)
- 10) TENDER OPENED ON (DATE & TIME) 30-04-2025 AT 11:00 am & 19-05-2025 AT 11:00 am
- 11) NUMBER OF TENDER DOCUMENTS SOLD TWO
(Attach list of buyers)
- 12) NUMBER OF BIDS RECEIVED TWO
- 13) NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS TWO
- 14) BID EVALUATION REPORT COPY ENCLOSED
(Enclose a copy)
- 15) NAME AND ADDRESS OF THE SUCCESSFUL BIDDER M/s. MASTER MULTI-TECH PVT. LTD.
- 16) CONTRACT AWARD PRICE Rs. 204,073,200/-
- 17) RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT M/S. MASTER MULTI-TECH PVT. LTD.
(i.e. 1st, 2nd, 3rd EVALUATION BID).

18) METHOD OF PROCUREMENT USED : - (Tick one)

- a) SINGLE STAGE – ONE ENVELOPE PROCEDURE _____ Domestic/ Local
- b) SINGLE STAGE – TWO ENVELOPE PROCEDURE YES _____ Domestic/Local
- c) TWO STAGE BIDDING PROCEDURE _____
- d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE _____

PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED i.e. EMERGENCY, DIRECT CONTRACTING ETC. WITH BRIEF REASONS:

19) APPROVING AUTHORITY FOR AWARD OF CONTRACT _____

20) WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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21) ADVERTISEMENT :

i) SPPRA Website
(If yes, give date and SPPRA Identification No.)

Yes	EPADS ID # S-25049229 & SMBB-IT WEBSITE
No	

ii) News Papers
(If yes, give names of newspapers and dates)

Yes	DAILY THE TRIBUNE (DATED: 11-04-2025) , DAILY JANG & DAILY KAWISH (DATED: 13-04-2025)
No	

22) NATURE OF CONTRACT

Domestic/ Local	<input checked="" type="checkbox"/>	Int.	<input type="checkbox"/>
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23) WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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24) WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING / TENDER DOCUMENTS?
(If yes, enclose a copy)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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25) WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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26) WAS BID SECURITY OBTAINED FROM ALL THE BIDDERS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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27) WHETHER THE SUCCESSFUL BID WAS LOWEST EVALUATED BID / BEST EVALUATED BID (in case of Consultancies)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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28) WHETHER THE SUCCESSFUL BIDDER WAS TECHNICALLY COMPLIANT?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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29) WHETHER NAMES OF THE BIDDERS AND THEIR QUOTED PRICES WERE READ OUT AT THE TIME OF OPENING OF BIDS?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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30) WHETHER EVALUATION REPORT GIVEN TO BIDDERS BEFORE THE AWARD OF CONTRACT?
(Attach copy of the bid evaluation report)

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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31) ANY COMPLAINTS RECEIVED
(If yes, result thereof)

Yes	
No	NO

32) ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE / DOCUMENTS
(If yes, give details)

Yes	
No	NO

33) WAS THE EXTENSION MADE IN RESPONSE TIME?
(If yes, give reasons)

Yes	
No	NO

34) DEVIATION FROM QUALIFICATION CRITERIA
(If yes, give detailed reasons.)

Yes	
No	NO

35) WAS IT ASSURED BY THE PROCURING AGENCY THAT THE SELECTED FIRM IS NOT
BLACK LISTED?

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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36) WAS A VISIT MADE BY ANY OFFICER/OFFICIAL OF THE PROCURING AGENCY TO THE
SUPPLIER'S PREMISES IN CONNECTION WITH THE PROCUREMENT? IF SO, DETAILS TO
BE ASCERTAINED REGARDING FINANCING OF VISIT, IF ABROAD:
(If yes, enclose a copy)

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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37) WERE PROPER SAFEGUARDS PROVIDED ON MOBILIZATION ADVANCE PAYMENT IN
THE CONTRACT (BANK GUARANTEE ETC.)?

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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38) SPECIAL CONDITIONS, IF ANY
(If yes, give Brief Description)

Yes	
No	NO

Signature & Official Stamp of
Authorized Officer _____

FOR OFFICE USE ONLY

SPPRA, Block. No.8, Sindh Secretariat No.4-A, Court Road, Karachi
Tele: 021-9205356; 021-9205369 & Fax: 021-9206291

Print

Save

Reset



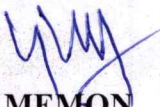
SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA CERTIFICATE

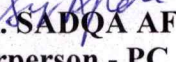
In accordance with SPPRA's comments on receiving and redressing complaints received during tender processing, we have certified that no complaints have been received about the procurement process of the below-mentioned tender.

EPADS ID: S-25049229


Tender Name: **PROVISION OF JANITORIAL SERVICES**

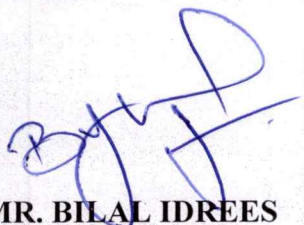
Tender Reference: PROC/SMBBIT/(OSR-02)/2025-26

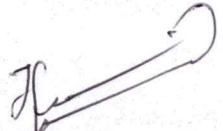

DR. YOUSUF MEMON
Member - PC
HOD Interventional Radiology,
SMBB Institute of Trauma, Karachi
MBBS, DMRD, FRCR, A, EDIR VIR
SMBB Institute of Trauma Karachi


PROF. DR. SADQA AFTAB
Chairperson - PC
HOD ICU & Anesthesiology Department,
SMBB Institute of Trauma, Karachi
Department Of Anesthesiology
SMBB Institute Of Trauma
Dow University of Health Sciences


PROF. DR. BADDARUDDIN SAHITO
Member – PC
Head of the Department of Orthopaedic
Surgery
Dow University of Health Sciences &
Dr. Ruth K.M.Pfau Civil Hospital, Karachi



DR. SYED AKMAL SULTAN
HOD Orthopaedic Department,
Shaheed Mohtarma Benazir Bhutto Institute of
Trauma, Karachi


MR. BILAL IDREES
Member - PC
Manager
Supply Chain Management,
SMBB Institute of Trauma, Karachi
MANAGER
SUPPLY CHAIN MANAGEMENT
SMBB Institute of Trauma, Karachi


MR. HAMMAD HUSSAIN
Member - PC
Bio-Medical Engineer,
SMBB Institute of Trauma, Karachi

HAMMAD HUSSAIN
Biomedical Engineer
SMBB Institute of Trauma


MR. MUHAMMAD FAHEM
Member - PC
Senior Pharmacist
Shaheed Mohtarma Benazir Bhutto
SMBB Institute of Trauma, Karachi
Senior Pharmacist
Shaheed Mohtarma Benazir Bhutto
SMBB Institute of Trauma, Karachi


DR. MUHAMMAD SABIR MEMON
Executive Director,
SMBB Institute of Trauma, Karachi



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/498

Dated: 26 - May - 2025

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: LETTER OF ACCEPTANCE - PROVISION OF JANITORIAL SERVICES
NIT# PROC/SMBBIT/2024-25/387 (DATED: 10th APRIL – 2025),
REF# PROC/SMBBIT/(OSR-02)2025-26
FOR FINANCIAL YEAR 2025-26**

- A. Notice Inviting Tender issued in respect of “**Provision of Janitorial Services**” to be executed for one year from the date of award of contract extendable for further two years on yearly basis, after the approval of the **Competent Authority**.
- B. The said bid (**Single Stage – Two Envelope** procedure basis) submitted at EPADS SPPRA on **30-04-2025** by your firm.
- C. Meeting of Procurement Committee of Institute was held on **30-04-2025 & 19-05-2025** to open the Technical Proposal and Financial Proposal respectively.
- D. Procurement Committee of SMBB Institute of Trauma has evaluated the Technical and Financial Proposal submitted by the participants in detail and recommended you as “**Preferred Bidder**” for execution of “**Provision of Janitorial Services**”.
- E. Procuring Agency now wishes to offer execution of same on term and conditions as per bid documents of said **Notice Inviting Tender**.

Part A (Human Resources)

S#	Particular	Req. for Khi	Age	Qualification / Experience	Rate per Person	Rate per Month (Karachi)	Rate per Year (Karachi)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	24	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	1,030,800.00	12,369,600.00



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S#	Particular	Req. for Khi	Age	Qualification / Experience	Rate per Person	Rate per Month (Karachi)	Rate per Year (Karachi)
3	Trained Janitorial Workers (Male / Female)	200	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	8,590,000.00	103,080,000.00
	Total	225					
Total (Part A)						9,663,750.00	115,965,000.00

Part A (Human Resources)

S#	Particular	Req. for Larkana	Age	Qualification / Experience	Rate per Person	Rate per Month (Larkana)	Rate per Year (Larkana)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	12	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	515,400.00	6,184,800.00
3	Trained Janitorial Workers (Male / Female)	120	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	5,154,000.00	61,848,000.00
	Total	133					
Total (Part A)						5,712,350.00	68,548,200.00



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Part B (Machinery Equipment and Materials)					
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
1	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached)	40,000.00	480,000.00	20,000.00	240,000.00
2	All necessary cleaning material for example phenyl, bleach, oil spray, washing powder, toilet cleaner, door mats, 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)	850,000.00	10,200,000.00	300,000.00	3,600,000.00
Total (Part B)		890,000.00	10,680,000.00	320,000.00	3,840,000.00

Part C (Pest Control & Fumigation)					
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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 (In charge (s) of respective floor / facility)	70,000.00	840,000.00	30,000.00	360,000.00
Total (Part C)		70,000.00	840,000.00	30,000.00	360,000.00



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Part D (Waste Disposal)						
S#	Particular	Required	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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).	2	120,000.00	1,440,000.00	50,000.00	600,000.00
Total (Part D)			120,000.00	1,440,000.00	50,000.00	600,000.00

Part E (Plantation)					
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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.	40,000.00	480,000.00	20,000.00	240,000.00
Total (Part E)		40,000.00	480,000.00	20,000.00	240,000.00

Part F (Elevation Cleaning)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	55,000.00	660,000.00
Total (Part F)		55,000.00	660,000.00



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Part G (Tank Cleaning)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	35,000.00	420,000.00
Total (Part G)		35,000.00	420,000.00

SUMMARY - Bill of Quantity / Schedule of Requirements of Most Advantageous Bid				
Particulars	Rate per month Khi	Rate Per Year (Karachi)	Rate Per Month Larkana	Rate Per Year (Larkana)
Part A (Human Resources)	9,663,750	115,965,000	5,712,350	68,548,200
Part B (Machinery Equipment and Materials)	890,000	10,680,000	320,000	3,840,000
Part C (Pest Control & Fumigation)	70,000	840,000	30,000	360,000
Part D (Waste Disposal)	120,000	1,440,000	50,000	600,000
Part E (Plantation)	40,000	480,000	20,000	240,000
Part F (Elevation Cleaning)	55,000	660,000	-	-
Part G (Tank Cleaning)	35,000	420,000	-	-
Total Quoted Price	10,873,750	130,485,000	6,132,350	73,588,200

Note:

- General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.
- Above mentioned all items supplied to SMBB-IT, Karachi and SMBB-TERC, Larkana. 1st date of every month whichever needed. The contractor will bear all charges of required items as and where needed.



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SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), SUBJECT TO COMPETENT AUTHORITY APPROVED BELOW MENTIONED %	
2nd Year	10 % Escalation in first year's price Maximum
3rd Year	10 % Escalation in second year's price Maximum

SCOPE OF WORK:

(below mentioned scope also followed in SMBBIT and including it's all satellite center's, all over Sindh).

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.



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- 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.

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 walls 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.



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- 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.

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.



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- 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.



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- 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.

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.



SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

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- 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.



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- 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 rooster 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.

In the province of Sindh, when the SMBB Institute of Trauma (SMBBIT) expands its operations pursuant to directives issued by the Health Department, a formal *Letter of Acceptance (LOA)* regarding manpower is issued to the successful bidder, in accordance with the approved rate contract.



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Upon receipt of the LOA, the bidder is required to submit the *Performance Security* in the form of a Pay Order. Following the submission of the Performance Security, the bidder must commence the provision of services without any failure or delay, as per the agreed terms and conditions

1. That this letter of acceptance does not form a contractual or legal relationship under the relevant law of Pakistan between SMBB Institute of Trauma and the addressee of this "Letter of Acceptance".
2. You are therefore requested to confirm within Seven (07) days from the date of receipt of this letter of acceptance, regarding your willingness to accept this offer for "Provision of Janitorial Services" to **SMBB Institute of Trauma, Karachi and Trauma & Emergency Response Centre, Larkana.**
3. If agreed, Form of Contract on Non-Judicial Stamp Paper along with Bank Guarantee of Performance Security Bond of 10% of Contract value i.e. **Rs. 20,407,320/-** may be submitted to this Institute within stipulated time.
4. 0.35% of ordered amount **Rs. 714,256.20/-** should be placed on contract agreement as stamp duty on stamp paper of value.
5. Documents showing any set of exemption from duty taxes should be attached with bills.

EXECUTIVE DIRECTOR / 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 EPADS ID: **S-25049229**
2. **Account & Finance Department, SMBB Institute of Trauma, Karachi**

EXECUTIVE DIRECTOR / DDO
SMBB Institute of Trauma - Karachi

Revised
Ahmed Ali



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/522
Dated: 13th - June - 2025

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/2024-25/387 (DATED: 10th APRIL – 2025),
REF# PROC/SMBBIT/(OSR-02)2025-26 FOR FINANCIAL YEAR 2025-26

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 1st July-2025 till 30th June-2026.

(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/2024-25/387
2. NIT Reference # PROC/SMBBIT/(OSR-02)/2024-25
3. EPADS ID# S-25049229
4. Technical Bid Opening Date: 30-04-2025 AT 11:00 AM
5. Financial Bid Opening Date: 19-05-2025 AT 11:00 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. for Khi	Age	Qualification / Experience	Rate per Person	Rate per Month (Karachi)	Rate per Year (Karachi)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	24	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	1,030,800.00	12,369,600.00



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/522
Dated: 13th - June - 2025

S#	Particular	Req. for Khi	Age	Qualification / Experience	Rate per Person	Rate per Month (Karachi)	Rate per Year (Karachi)
3	Trained Janitorial Workers (Male / Female)	200	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	8,590,000.00	103,080,000.00
	Total	225					
Total (Part A)						9,663,750.00	115,965,000.00

Part B (Machinery Equipment and Materials)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
1	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached)	40,000.00	480,000.00
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)	850,000.00	10,200,000.00
Total (Part B)		890,000.00	10,680,000.00

Part C (Pest Control & Fumigation)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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)	70,000.00	840,000.00
Total (Part C)		70,000.00	840,000.00



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/522

Dated: 21st - June - 2025

Part D (Waste Disposal)				
S#	Particular	Required	Rate per Month (Karachi)	Rate per Year (Karachi)
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).	2	120,000.00	1,440,000.00
Total (Part D)			120,000.00	1,440,000.00

Part E (Plantation)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	40,000.00	480,000.00
Total (Part E)		40,000.00	480,000.00

Part F (Elevation Cleaning)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	55,000.00	660,000.00
Total (Part F)		55,000.00	660,000.00

Part G (Tank Cleaning)			
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	35,000.00	420,000.00
Total (Part G)		35,000.00	420,000.00



SHAHEED SUHRAWARDY MEDICAL COLLEGE & INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2024-25/522
Dated: 13th - June - 2025

SUMMARY - Bill of Quantity / Schedule of Requirements of Most Advantageous Bid		
Particulars	Rate per month Khi	Rate Per Year (Karachi)
Part A (Human Resources)	9,663,750	115,965,000
Part B (Machinery Equipment and Materials)	890,000	10,680,000
Part C (Pest Control & Fumigation)	70,000	840,000
Part D (Waste Disposal)	120,000	1,440,000
Part E (Plantation)	40,000	480,000
Part F (Elevation Cleaning)	55,000	660,000
Part G (Tank Cleaning)	35,000	420,000
Total Quoted Price	10,873,750	130,485,000

Note:

1. **General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.
2. **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.

SCOPE OF WORK:

(Below mentioned scope also followed in SMBBIT and including it's all satellite center's, all over Sindh).

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.



SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

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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.

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.



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- iv. Spot clean all vinyl walls 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.

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



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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.



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INSTITUTE OF TRAUMA**

No: PROC/SMBBIT/2024-25/522
Dated: 13th - June - 2025

- 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.

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.



SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

No: PROC/SMBBIT/2024-25/522
Dated: 13th - June - 2025

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 rooster 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.



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**


No: PROC/SMBBIT/2024-25/522
Dated: 13th June - 2025

- 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.

**SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES
(IN TERMS OF PERCENTAGE), IN CASE CONTRACT IS RENEWED**

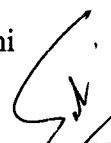

2nd Year	10%	Escalation in first year's price
3rd Year	10%	Escalation in second year's price

Note: Please mobilize your resources and take over the job effect from 1st July-2025.


EXECUTIVE DIRECTOR / 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 EPADS ID: **S-25049229**
2. **Housekeeping & Janitorial Sr. Supervisor**, SMBB Institute of Trauma, Karachi
3. **Account & Finance Department**, SMBB Institute of Trauma, Karachi



EXECUTIVE DIRECTOR / DDO
SMBB Institute of Trauma - Karachi



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/TERCL/2024-25/354
Dated: 13th - June - 2025

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/2024-25/387 (DATED: 10th APRIL – 2025),
REF# PROC/SMBBIT/(OSR-02)2025-26 FOR FINANCIAL YEAR 2025-26

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 1st July-2025 till 30th June-2026.

(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/2024-25/387
2. NIT Reference # PROC/SMBBIT/(OSR-02)/2024-25
3. EPADS ID# S-25049229
4. Technical Bid Opening Date: 30-04-2025 AT 11:00 AM
5. Financial Bid Opening Date: 19-05-2025 AT 11:00 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. for Larkana	Age	Qualification / Experience	Rate per Person	Rate per Month (Larkana)	Rate per Year (Larkana)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	12	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	515,400.00	6,184,800.00



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/TERCL/2024-25/354
Dated: 13th - June - 2025

S#	Particular	Req. for Larkana	Age	Qualification / Experience	Rate per Person	Rate per Month (Larkana)	Rate per Year (Larkana)
3	Trained Janitorial Workers (Male / Female)	120	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	5,154,000.00	61,848,000.00
	Total	133					
Total (Part A)						5,712,350.00	68,548,200.00

Part B (Machinery Equipment and Materials)			
S#	Particular	Rate per Month (Larkana)	Rate per Year (Larkana)
1	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached)	20,000.00	240,000.00
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)	300,000.00	3,600,000.00
Total (Part B)		320,000.00	3,840,000.00

Part C (Pest Control & Fumigation)			
S#	Particular	Rate per Month (Larkana)	Rate per Year (Larkana)
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 (In charge (s) of respective floor / facility)	30,000.00	360,000.00
Total (Part C)		30,000.00	360,000.00



**SHAHEED MOHTARMA BENAZIR BHUTTO
INSTITUTE OF TRAUMA**

No: PROC/TERCL/2024-25/354
Dated: 13th - June - 2025

Part D (Waste Disposal)				
S#	Particular	Required	Rate per Month (Larkana)	Rate per Year (Larkana)
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).	2	50,000.00	600,000.00
Total (Part D)			50,000.00	600,000.00

Part E (Plantation)			
S#	Particular	Rate per Month (Larkana)	Rate per Year (Larkana)
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.	20,000.00	240,000.00
Total (Part E)		20,000.00	240,000.00

SUMMARY - Bill of Quantity / Schedule of Requirements of Most Advantageous Bid		
Particulars	Rate Per Month Larkana	Rate Per Year (Larkana)
Part A (Human Resources)	5,712,350	68,548,200
Part B (Machinery Equipment and Materials)	320,000	3,840,000
Part C (Pest Control & Fumigation)	30,000	360,000
Part D (Waste Disposal)	50,000	600,000
Part E (Plantation)	20,000	240,000
Total Quoted Price	6,132,350	73,588,200

Note:

- General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.



SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA

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Dated: 13th June - 2025

2. **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 or SMBB-TERCL and its bill will be submitted after approval from competent authority on monthly basis.

SCOPE OF WORK:

(Below mentioned scope also followed in SMBBIT and including it's all satellite center's, all over Sindh).

1. AIM:

antiorial 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.



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Dated: 13th June - 2025

- 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.

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 walls 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.



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- 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.

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.



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Dated: 13th - June - 2025

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



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INSTITUTE OF TRAUMA**

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Dated: 13th - June - 2025

- 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.
- 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



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- 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 rooster 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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INSTITUTE OF TRAUMA**

No: PROC/TERCL/2024-25/354

Dated: 13th - June - 2025

- 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.

**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

Note: Please mobilize your resources and take over the job effect from 1st July-2025.

EXECUTIVE DIRECTOR / 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 EPADS ID: S-25049229**
- 2. Housekeeping & Janitorial Sr. Supervisor, SMBB Institute of Trauma, Karachi**
- 3. Account & Finance Department, SMBB Institute of Trauma, Karachi**

EXECUTIVE DIRECTOR / DDO
SMBB Institute of Trauma - Karachi

A975844



REFERENCE CORRESPONDENCE:

1. **Tender Name:** WASIL USHALE STAMP VENDOR
2. **NIT #** Naz Aqil Qulietan-e-Johar, Karachi.
3. **NIT Reference #** Lic No 168
4. **EPADS ID:** S NO 1765
5. **Technical Bid Opening Date:** POUL SHARBOO ANSARI
6. **Financial Bid Opening Date:** AVDDAT

PROVISION OF JANITORIAL SERVICES
PROC/SMBBIT/2024-25/387
27 MAY 2025
PROC/SMBBIT/(OSR-02)/2025-26
S-25049229
30-04-2025 AT 11:00 AM
19-05-2025 AT 11:00 AM
PROC/SMBBIT/2024-25/498 Dated: 26- May- 2025

This Contract Agreement (hereinafter called the **Agreement**) made on 12th day of June, 2025.

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;

AND

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 and SMBB Trauma and Emergency Response Centre, Larkana, Sindh, Pakistan and has necessarily 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 and SMBB Trauma and Emergency Response Centre, Larkana, Pakistan on terms and conditions as per bidding documents in said NIT for its premises at the cost of **Rs. 204,073,200/-** as per year (The Contract Amount) as per below;

Ahmed Ali

Part A (Human Resources)							
S#	Particular	Req. for Khi	Age	Qualification / Experience	Rate per Person	Rate per Month (Karachi)	Rate per Year (Karachi)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	24	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	1,030,800.00	12,369,600.00
3	Trained Janitorial Workers (Male / Female)	200	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	8,590,000.00	103,080,000.00
Total		225					
Total (Part A)						9,663,750.00	115,965,000.00

Part A (Human Resources)							
S#	Particular	Req. for Larkana	Age	Qualification / Experience	Rate per Person	Rate per Month (Larkana)	Rate per Year (Larkana)
1	General Supervisor - Janitorial Services	1	Up to 50 Years	Graduate + 10 years' Experience in Hospital/ Hotel Management	42,950.00	42,950.00	515,400.00
2	Trained Shift Supervisor	12	Up to 40 Years	Matric + 3 Years' Experience in Hospital / Hotel Management / Any Reputable Industry	42,950.00	515,400.00	6,184,800.00
3	Trained Janitorial Workers (Male / Female)	120	Up to 35 years	Middle / Literate + 2-years' Experience in Hospital / Hotel Management	42,950.00	5,154,000.00	61,848,000.00
Total		133					
Total (Part A)						5,712,350.00	68,548,200.00

Part B (Machinery Equipment and Materials)					
S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
1	Contractor shall supply Scrubbers, floor polishers, Moping trolleys, soft brooms & hand brooms and all required machinery and equipment. (Equipment list attached)	40,000.00	480,000.00	20,000.00	240,000.00
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)	850,000.00	10,200,000.00	300,000.00	3,600,000.00
Total (Part B)		890,000.00	10,680,000.00	320,000.00	3,840,000.00



Ahmed Ali

Part C (Pest Control & Fumigation)

S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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 (In charge (s) of respective floor / facility)	70,000.00	840,000.00	30,000.00	360,000.00
Total (Part C)		70,000.00	840,000.00	30,000.00	360,000.00

Part D (Waste Disposal)

S#	Particular	Required	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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).	2	120,000.00	1,440,000.00	50,000.00	600,000.00
Total (Part D)			120,000.00	1,440,000.00	50,000.00	600,000.00

Part E (Plantation)

S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)	Rate per Month (Larkana)	Rate per Year (Larkana)
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.	40,000.00	480,000.00	20,000.00	240,000.00
Total (Part E)		40,000.00	480,000.00	20,000.00	240,000.00

Part F (Elevation Cleaning)

S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	55,000.00	660,000.00
Total (Part F)		55,000.00	660,000.00

Part G (Tank Cleaning)

S#	Particular	Rate per Month (Karachi)	Rate per Year (Karachi)
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.	35,000.00	420,000.00
Total (Part G)		35,000.00	420,000.00



Ahmed Ali

SUMMARY - Bill of Quantity / Schedule of Requirements of Most Advantageous Bid				
Particulars	Rate per month Khi	Rate Per Year (Karachi)	Rate Per Month Larkana	Rate Per Year (Larkana)
Part A (Human Resources)	9,663,750	115,965,000	5,712,350	68,548,200
Part B (Machinery Equipment and Materials)	890,000	10,680,000	320,000	3,840,000
Part C (Pest Control & Fumigation)	70,000	840,000	30,000	360,000
Part D (Waste Disposal)	120,000	1,440,000	50,000	600,000
Part E (Plantation)	40,000	480,000	20,000	240,000
Part F (Elevation Cleaning)	55,000	660,000	-	-
Part G (Tank Cleaning)	35,000	420,000	-	-
Total Quoted Price	10,873,750	130,485,000	6,132,350	73,588,200

Note:

- General Supervisor - Janitorial Services** will be interviewed & their document will be verified by the competent authority before finalization for the recruitment.
- Above mentioned all items supplied to SMBB-IT, Karachi and SMBB-TERC, Larkana. 1st date of every month whichever needed. The contractor will bear all charges of required items as and where needed.

SUBSEQUENT YEAR'S PRICE INCREASE OF OFFERED SERVICES (IN TERMS OF PERCENTAGE), SUBJECT TO COMPETENT AUTHORITY APPROVED BELOW MENTIONED %	
2nd Year	10 % Escalation in first year's price Maximum
3rd Year	10 % Escalation in second year's price Maximum

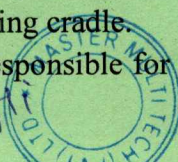
SCOPE OF WORK:

(below mentioned scope also followed in SMBBIT and including it's all satellite center's, all over Sindh).

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.

- Sweeping, Cleaning & scrubbing of all Units / Wards / OPDs / Operation Theaters / Laboratories / Radiology Suites / Procedure Rooms / Seminar Rooms / Admin Blocks / Offices / Corridors etc.
- Cleaning of Sewerage System regularly including Septic Tanks
- 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.
- All the open areas like roofs terraces, ducts etc. shall also be kept neat and clean all the time by the Contractor.
- Contractor will be responsible for cleaning windows / glasses of the Centre from both inside and outside through the cleaning cradle.
- Contractor will be responsible for cleaning of the outer facade of the building with cleaning cradle.

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- 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.

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 walls 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.

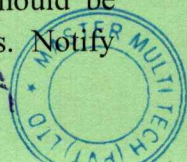
ELEVATORS & DUMBWAITERS:

- 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.

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- 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.

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.

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 rooster 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.

In the province of Sindh, when the SMBB Institute of Trauma (SMBBIT) expands its operations pursuant to directives issued by the Health Department, a formal *Letter of Acceptance* (LOA) regarding manpower is issued to the successful bidder, in accordance with the approved rate contract.

Upon receipt of the LOA, the bidder is required to submit the *Performance Security* in the form of a Pay Order. Following the submission of the Performance Security, the bidder must commence the provision of services without any failure or delay, as per the agreed terms and conditions.

Performance Security Bond of **10% of Contract value** i.e. **Rs. 20,407,320/-** may be submitted to this Institute within stipulated time

Ahmed Ali



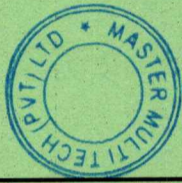
0.35% of ordered amount Rs. 714,256.20/- should be placed on contract agreement as stamp duty on stamp paper of value.

Note: Please mobilize your resources and take over the job effect from 1st July 2025.

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.

Ahmed Ali

SIGNATURE OF THE CONTRACTOR



(Seal)

SIGNATURE OF THE PURCHASER

Dr. Muhammad Sabir Memon
Executive Director
Shaheed Mohtarma Benazir Bhutto
Institute of Trauma, Karachi

(Seal)

Signed, Sealed and Delivered in the presence of:

Manzoor Ahmed

WITNESS OF CONTRACTOR

Name: MANZOOR AHMED

Title: General Manager

Address: 701, 7th Floor, Marine

7th Floor, 10-A Block-6 PECHS Karachi

WITNESS OF PURCHASER

Name: Bikal Idrees

Title: DM SCM

Address: SMBB-IT

Bikal Idrees

MANAGER
SUPPLY CHAIN MANAGEMENT
SMBB Institute of Trauma, Karachi

A736542



27 MAY 2025

WASIL IQBAL STAMP VENDOR

Shop No 1E Block-4 Naz Apat Guilstan-e-Johar, Karachi.

Lic No 168

S NO

DATE

ISSUED TO WITH
THROUGH WITH A
PURPOSE
VALUE RS
STAMPS VENDOR'S SIGNATURE ATTACHED

7265

ABDUL SHAKOOR

ANSARI

ADVOCATE

INTEGRITY PACT

DECLARATION OF FEES, COMMISSION AND BROKERAGE ETC. PAYABLE BY THE SUPPLIERS/CONTRACTORS/CONSULTANTS

Contract Number: **PROC/SMBBIT/(OSR-02)/2025-26**
Contract Value: **Rs. 204,073,200/-**
Contract Title: **PROVISION OF JANITORIAL SERVICES**

M/s. Master Multi-Tech Pvt. Ltd. hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Sindh (GoS) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoS) through any corrupt business practice.

Without limiting the generality of the fore going, **M/s. Master Multi-Tech Pvt. Ltd**, represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from **Shaheed Mohtarma Benazir Bhutto Institute of Trauma** (Procurement Agency-PA), except that which has been expressly declared pursuant hereto.

M/s. Master Multi-Tech Pvt. Ltd. certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with PA and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

M/s. Master Multi-Tech Pvt. Ltd. accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to PA under any law, contract or other instrument, be voidable at the option of PA.

Notwithstanding any rights and remedies exercised by PA in this regard, **M/s. Master Multi-Tech Pvt. Ltd.**, agrees to indemnify PA for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to PA in an amount equivalent to ten time the sum of any commission, gratification, bribe, finder's fee or kickback given by **M/s. Master Multi-Tech Pvt. Ltd.**, as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit, in whatsoever form, from PA.

Ahmed Ali
M/s. Master Multi-Tech Pvt. Ltd.



Dr. Muhammad Sabir Memon
Executive Director
Shaheed Mohtarma Benazir Bhutto
Institute of Trauma, Karachi

EXECUTIVE DIRECTOR/DDO
SMBB Institute of Trauma