**Institute of Space Technology**

**Tender Document for Pre-Qualification of Firms for Janitorial Services, Garbage Collection & Disposal**

Institute of Space Technology

1, Islamabad Expressway, Near Toll Plaza, Islamabad

Table of Contents

Chapter No Title Page No.

1. Introduction 03
2. Description of Facility 05
3. Scope of Work 06
4. Details of Standard Required 08
5. Tender Requirement 10
6. Proposal Selection and Award Process 13
7. Right to Reject Proposals 14
8. Conditions of Contract 15
9. **INTRODUCITON**

Institute of Space Technology (IST) invites tender for the provision of cleaning services to its all-academic, non-academic blocks, workshops & hostels.

**Summary**

|  |  |  |
| --- | --- | --- |
| 1 | Closing date of tenders: |  |
| 2 | Contract Commencement Date: |  |
| 3 | Contract Term: | 03 x years with an option to extend the contract further for the same period |
| 4 | Site Inspection: | 1. From advertisement date onwards 2. Desirous Proposers must contact Administration Office at 051-9075456 for site inspection before visit. |

**Lodgment of Tender**

Tenders shall be forwarded for pre-qualification of the firms on given criteria basis for Janitorial Services, Garbage Collection & Disposal, and shall be deposited in the Tender Box or sent by prepaid post or through courier to reach the Administration Office before 1100hrs, 22 Oct 2024

Office hours are between 0800hrs to 1600hrs, Monday to Friday.

**Alterations, Erasures or Illegibility**

Tenders having alteration or erasures therein or prices are not legible, are liable to rejection. All tenders received after the stipulated closing time will be considered late.

**Communications relating to Tender**

Bidders should directly enquire to:

Dir Admin - Col Farooq Ahmed - 051-9075500

Dy. Director Admin - Muhammad Ali Asif - 0519075456

Institute of Space Technology, 1, Islamabad Expressway, Islamabad

**General Instructions**

1. The service provider should be registered with income and sales tax departments and should have proven track record of providing the janitorial services to large organization/multinationals.
2. Technical Bid should be accompanied with earnest money (refundable) equivalent to and amount of Rs. 50,000/- in the shape of pay order/demand draft in favor of the Institute of Space Technology. Tender submitted without earnest money or less earnest money will not be further evaluated and will be rejected straightaway.
3. Company profile, list of present/potential clients, performance certificates from the customers, proof of company as legal entity, affidavit indication that the company is not black listed by any government organization should also be the part of the proposal.
4. Price quoted by pre-qualified bidders shall remain valid for a period of 120 days from the closing date of bids submitted, however the bidders are encouraged to extend the period of validity for their proposal. Rates quoted should be in Pak rupee (PKR) inclusive of all applicable taxes.
5. Contractor will be bound to provide the Janitorial Services within 7 days after issuance of the work order.
6. Contractor will be fully responsible in case of theft, or damage caused by the janitorial staff.
7. Janitorial Services are based on six working days a week and in case of absence of janitorial staff contractor would be bound to provide the replacement or otherwise appropriate deduction will be made from monthly bill.
8. Contractor shall ensure that proper dress code with name tag is observed by his personnel. Further management of the janitorial staff will be the responsibility of the contractor.
9. List of inventory items should also be submitted along with the tender documents.
10. Janitorial Services contract will be for a period of 03 years term further extendable with mutual consent for another term with same terms & conditions.
11. The last date for the receipt of tenders is 22 Oct 2024t till 1100hrs at IST Block-II, Islamabad Expressway, Islamabad and these will be opened on the same day at 1130hrs in the presence of bidders or their authorized representatives who may wish to be present.
12. Committee reserves the right to accept, reject or amend any or all tenders as per PPRA Rules.
13. Bidders must mention number of workers to be deployed at IST premises.
14. Contact person/administrator of the service provider shall visit the Administration Department of IST once a week to obtain feedback, however in case of emergency the visit shall be done upon call.
15. Cleaning staff deputed once shall not be changed during the contract period without consent of the administration Department. However, in case of any complaint of the staff, the service provider will provide replacement within 12 hours.
16. The concerned staff will perform their duties from 0800hrs to 1600hrs daily. However, for evening and early morning (Monday to Friday) skeleton staff will be deputed as per requirement. The concerned staff will observe one-hour lunch break. It would be the responsibility of the Contractor that staff duty hours are according to the government act/labor laws. The daily cleaning schedule would be prepared in consultation with Administration Representative in order to minimize hindrance caused to floor occupants.

2. **DESCRIPTION OF FACILITY**

The following is an outline of facilities: -

1. Block – I to Block – VII
2. Roof tops of all Block
3. Pickets (Security Post)
4. Space Observatory Room
5. IST Main Store
6. Dinning Facility inside and outside & kitchen waste
7. All workshops & hanger area
8. Faculty Suites
9. Surrounding Area Faculty Suites
10. Boys Hostel – I to III & surrounding areas
11. Girls Hostel & surrounding areas
12. Laundry Shop /SM Barrack
13. Masjid/ Ablution Room
14. Services Area under OHT
15. Tuck Shop/Coffee Shop & surrounding areas
16. 5 x Sub Stations/ Generator Rooms
17. Open Area / Lawns
18. Parking Area inside and outside
19. Site offices in containers (TPT, Horticulture, Maintenance)
20. Security Gate/ staff rooms/ ATM Room
21. GYM Area, TV Room, Table Tennis Room
22. Drain Culverts
23. Junk Yard
24. Security Gate / Reception Area
25. All Grounds
26. All Roads from Expressway to Nursery, Boys Hostel, Girls Hostel & STP, Block-VII

3. **SCOPE OF WORK**

Cleaning requirement fall into the following categories:

3.1 Working Days

It is stressed that all the areas must be cleaned irrespective of any problems encountered like bad weather, staffing problems, equipment breakdowns etc. Contractors should be fully aware of the importance of this requirement. Waste Bins as required to be emptied for daily waste.

3.2 Removal of Waste Materials

Collection, removal and disposal of waste and garbage including kitchen waste on daily basis and after every event will be the responsibility of the Contractor by all means. Contractor would provide big dust bin trolley mounted to collect garbage at a point. Garbage disposal place/point/area or whatsoever would be the total responsibility of the Contractor. No extra remuneration will be claimed by the Contractor for the same.

3.3 Consumables

Following material would be provided by the Contractor on monthly basis & inspected by IST representative and verified. Cleaning material should be provided as per given specifications. Change in specifications/numbers which are undesirable would not be acceptable: -

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S No** | **Name of Items** | **Company Name** | **Total** | **A/U** |
| 1 | Insect Killer | Bygone/Cobra/King |  |  |
| 2 | Glass Window Cleaner (bottles) | Glint |  |  |
| 3 | Drain Opener | Acid |  | Litre |
| 4 | Duster Cloth (White/Yellow) |  |  |  |
| 5 | Broom/Brush (Hard) |  |  |  |
| 6 | Broom/Brush (Soft) |  |  |  |
| 7 | Mop (Dry) refills |  |  |  |
| 8 | Mop (Wet) refills |  |  |  |
| 9 | Wiper (Small & Large) |  |  |  |
| 10 | Toilet Rolls | Rose Petal |  |  |
| 11 | Phenyl (Tablet & Liquid) | Finis |  | 3 Litre |
| 12 | Vim (1/2 Kg) |  |  | 0.5 kg |
| 13 | Surf (200 gm) | Surf Excel |  | 200 g |
| 14 | Air Freshener Roomi (bath) |  |  |  |
| 15 | Room Air Freshener Auto |  |  | 300 ml |
| 16 | Toilet Cleaner | Harpic |  | 500 ml |
| 17 | Garbage Liner (small) | 1 KG = 35 piece |  | Kg |
| 18 | Garbage Liner (large) | 1 KG = 14 piece |  |  |
| 19 | Dettol (Surface Cleaner) (250 ml) |  |  | 500 ml |
| 20 | Scotch Brite Sponge |  |  |  |
| 21 | Brasso or Glint steel |  |  |  |
| 22 | Air Freshener | Air Wick/ Cobra |  | 300 ml |
| 23 | Hi Jean | Rose petal |  |  |
| 24 | Floor Towel |  |  |  |
| 25 | Caddy Baskets |  |  |  |
| 26 | Soap | Lux/Lifebuoy/Dettol |  | 100 g |
| 27 | Soap Liquid (Bottle) | Dettol |  | 140 ml |
| 28 | Telescopic rod for window cleaning | As per requirement |  |  |
| 29 | Toilet Brush | As per requirement |  |  |
| 30 | Safety Signs (for we floor etc) | As per requirement |  |  |
| 31 | Ladder (1 x small & 1 x large) | As per requirement |  |  |
| 32 | Spade/Pickaxe | As per requirement |  |  |
| 33 | Vacuum machine (Dry & Wet) | As per requirement |  |  |
| 34 | Buckets | As per requirement |  |  |
| 35 | Web Cob Brusher | As per requirement |  |  |
| 36 | Wheel Barrow | As per requirement |  |  |
| 37 | Flush Pump/ Extraction Motor | As per requirement |  |  |
| 38 | Grout Cleaning Sponges | As per requirement |  |  |
| 39 | Hand Brush | As per requirement |  |  |
| 40 | Dust Collector / Scrubber | As per requirement |  |  |
| 41 | Blower for shades cleaning | As per requirement |  |  |

3.4 Events

3.4.1 Pre Events Cleaning

When necessary, thorough cleaning of specified areas immediately prior to an event to ensure the particular facilities to be cleaned and ready for use.

3.4.2 Services During Events

To provide the necessary personnel and Supervisory Staff during the event to maintain the areas in a clean state throughout the events.

3.4.3 Post Events Cleaning

To clean all the areas used during an event up to the standards. It should be noted that major post clean must be completed within five hours of the conclusion of the preceding event.

4. **DETAILS OF STANDARD REQUIRED**

4.1 Class Rooms/ Auditorium / Conference Room/ Video Conferencing

* Vacuum all carpeted areas.
* Remove spillages from carpeted surfaces and remove stains.
* Sweep, mop and/or polish all hard floor surfaces.
* Empty, clean and polish all bins and replace liners.
* Clean with suitable detergents all surfaces such as window sills.
* Clean and polish all glass surfaces.
* Remove marks and spillages from vertical surfaces including walls, partitions and support columns.
* Empty and clear all the waste bins.
* Replace all the bin-liners.
* Wipe & clean doors and windows.
* Thoroughly clean all walls.

4.2 Faculty Suite/Mess/Dinning Facility

* Empty and lean waste bins.
* Replace all bin-liners.
* Wipe and clean all surfaces.
* Thoroughly clean and or polish flooring.
* Clean all glass surfaces.
* Wipe and clean doors and jambs.
* Clean windows, balconies, rails and seats.

4.3 Toilets

* Thoroughly clean all hand wash basins with bleach cleansers.
* Clean and sanities all toilet-bowls, lids and seats.
* Clean mirrors.
* Clean all walls and maintain in clean and hygienic condition.
* Wipe and clean all ridges etc.
* Clean and disinfect all flooring.
* Remove all rubbish from waste bins.
* Clean windows.
* Will be responsible for Drain opening, if any

4.4 Concourse Areas

* Thoroughly clean all areas.
* Rake and remove all refuse.
* Wash stains from floor where necessary.
* Pick garbage from grounds and put it in the dustbins.
* Empty and clean all rubbish bins.

4.5 Parking Areas, Driveways, Roads and Footpaths

* Maintain all areas free from litter.
* Thoroughly clean all areas.
* Empty and clean all rubbish bins.
* Clean grates and storm water drains.

4.6 Walkways and Stairwells

* Wipe and clean banners.
* Clean thoroughly.
* Wash stains from concrete surfaces where necessary.

4.7 Student Rooms

* Sweep and mop hard floor surfaces.

4.8 Firms will depute at least following minimum staff members at IST.

* Manager/Focal Personal
* Supervisor
* Cleaner/Janitor (Male & Female)

**Detail Plan will be submitted by the contractor**

4.9 07 % annual increment will be the part of the contract.

5. **TENDER REQUIREMENT**

5.1 **Inspection of Premises**

Proposers are required to inspect premises prior to submitting proposal to determine all requirement associated with the contract. Failure to adequately inspect the site shall not relieve the Proposer from the necessity of providing, without additional costs to the Department, all necessary services that may be required to carry out is the intent of the resulting contract.

5.2 **Vendor Information**

Proposer/Company Name:

NTN & Income dust Number:

Name of Authorized Person:

CNIC No:

Position:

Authorized Person Address:

Telephone:

Fax:

E-mail:

Company Address:

5.3 **Vendor Reference**

Company Name

Address

Contact Person Phone No.

Product(s) and/or Service(s) Used

Company Name

Address

Contact Person Phone No.

Product(s) and/or Service(s) Used

Company Name

Address

Contact Person Phone No.

Product(s) and/or Service(s) Used

Company Name

Address

Contact Person Phone No.

Product(s) and/or Service(s) Used

5.4 **Evaluation Criteria**

This evaluation process bases the contract award on the evaluation of work history, technical experience, ability, resources and other pertinent factors of the Proposer in conjunction with the total cost estimate. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

5.4.1 Staffing Structure

* Management structure
* Manpower working with the firm *(Give total number of persons)*
* On site Supervision *(No. of Supervisor at IST as would be)*
* On site Cleaning Staff *(No. of Staff at IST as would be)*

5.4.2 Operational Plan

Proposers are to submit details of their operational plan for the delivery of services at IST. This should include a description of individuals start and finishing times and task descriptions for staff or groups of staff along with check lists.

5.4.3 Quality Assurance and Staff Training

Proposers are to provide site specific details of the following:

* Personnel Training, Supervision
* Quality Assurance Program/Plan
* Staff Training Program

Submissions should outline how these will be implemented on site, specifying the following:

* The person responsible for implementing the quality assurance program and how it will be reported to the institution.
* The minimum training requirements for staff prior to commencement on site.

5.4.4 Equipment, Chemicals & Supplies

* Proposers are to provide a list of all equipment types and numbers to be used on site.
* Proposer are to provide details of the chemicals to be used in carrying out the cleaning services.

In accordance with the institute’s environmental policy evidence of environmentally friendly products is to be led.

5.4.5 Uniforms

It is a minimum requirement that all staff employed at any time on site would wear a uniform approved by IST and will not permit any employee on site without wearing the approved uniform.

5.4.6 Current Contracts: Attach Details Clients along with their starting and closing date of contracts.

5.4.7 Previous Experience: Experience of the Govt. Sector and other reputed public sector organization.

5.4.8 Cleaning Procedures & Methodologies (Attach details)

5.4.9 Presentation / Demo: Will be done at the spot if found necessary by the board.

5.4.10 Other information (if any): Please attach supporting documents

5.4.11 The firm must achieve 50 % or more in the Technical Evaluation for pre-qualification.

6. **PROPOSAL SELECTION AND AWARD PROCESS**

6.1 Preliminary Evaluation

The proposals will first be reviewed to determine if mandatory requirements are met. Failure to meet mandatory requirements may result in the proposal being rejected. All requirements listed are mandatory unless specifically stated otherwise.

Accepted proposals will be scored by the Evaluation Committee, on a preliminary basis, as to their responsiveness to the requirements in this RFP.

6.2 Proposal Scoring

Proposals will be reviewed by an evaluation committee and scored against the below stated criteria. A proposer may not contact any member of an evaluation committee except at the Administration IST’s direction. The committee may review references, request interviews, and/or conduct on-site visits and use the results in scoring the proposals. The evaluation committee’s scoring will be tabulated and proposals ranked based on the total numerical score received for each firm.

|  |  |  |
| --- | --- | --- |
| **Sr No.** | **Term** | **Points** |
| 1 | Company Profile | 5 |
| 2 | Management Structure | 5 |
| 3 | Manpower Working with Firm | 5 |
| 4 | Supervision at IST | 5 |
| 5 | Cleaning Staff at IST | 5 |
| 6 | Operational Plan | 5 |
| 7 | Quality Assurance & Training | 5 |
| 8 | Equipment, Chemicals & Supplies | 5 |
| 9 | Uniforms | 5 |
| 10 | Current Contracts | 5 |
| 11 | Previous Experience | 5 |
| 12 | Cleaning Procedures and Methodologies | 5 |
| 13 | Presentation/ Demo | 5 |

6.3 The firms which are pre-qualified will be intimated in writing and their bid security (re-fundable) will be retained by IST till the completion of pre-qualification period or as decided by the committee. Firms which are disqualified will be intimated in writing and their bid security will be returned. In case of provision of wrong/ false information, IST reserves the right to forfeit the bid security and temporarily/ permanently blacklist the firm.

6.4 The competition for award of services contract will be made between pre-qualified firms only.

6.5 The award of contract for will be given to pre-qualified firms whose bid will be considered most feasible and that bring value for money to the organization. The successful Tenderer shall be required to enter into an Agreement with IST, governing the Terms and Conditions of the agreement on non-judicial stamp paper/ judicial stamp paper whatever the case may be. The agreement between both parties will be finalized with mutual consent of both parties.

6.6 In case of anything not covered in these documents like, any clarification/ dispute/ amendment/ discussion thereof must be adhered by the pre-qualification committee and becomes the part of bidding/contract documents. The decision of committee will be final and binding on both the parties.

6.7 Firms already pre-qualified shall remain pre-qualified and their pre-qualification will be extended in accordance with the terms & conditions contained in this tender document or if they want to apply again their bid security already submitted will be considered and they are not required to re-submit.

6.8 Terms & Conditions may be revised/ changed as and when required by IST in the core benefit of organization.

6.9 For award of the contract 50 % Technical Evaluation & 50 % Financial Bid Evaluation will be considered.

7. **RIGHT TO REJECT PROPOSALS**

The Committee reserves the right to reject any or all proposals.

8. **CONDITIONS OF CONTRACT**

8.1 **Period of Contract**

Commencement Date: 01 December, 2024

Termination Date: 30 November, 2027

8.2 **Extension of Contract and Payment**

The Institute will pay monthly payments as per bids during the period of contract and may agree to extend the period of this contract from the termination date. The granting of this extension is at the absolute discretion of IST.

8.3 **Cleaning Specifications and Schedules**

Details of all cleaning specifications and schedules are enclosed above.

8.4 **Satisfactory Performance of Work**

8.4.1 All work under this contract is to be carried out in a proper and skillful manner to the satisfaction of IST. If the work or any part thereof to be performed pursuant to the contract is not carried out to the satisfaction of IST, the institute will have the right to:

1. Withhold payment under the contract until such time as the work or any part thereof has been carried out to the satisfaction of the institution; or will arranges to have the work performed by another provider, and recover the resultant additional costs from the Contractor.
2. The institution will undertaker regular inspections of the standards of cleaning to ensure compliance with the general cleaning specification.
3. Where the results are less than 100% compliance with general cleaning specification, the following actions will occur unless there are extenuating circumstances accepted and agreed by: -
4. First month of inadequate performance, may deduct 5% from Contractor’s claim for payment, pending rectification.
5. Second month of inadequate performance may deduct 10% from the Contract’s claim for payment, pending rectification.
6. Thereafter the IST will consider cancellation of the Contract.
7. Polishing of floors will be done on quarterly basis.
8. Lady Sweeper will be deputed for sweeping of all lady bathrooms.
9. Attendance of all janitors should be signed by the Representative of Administration on regular basis.
10. Material used for cleaning should be approved by the Representative of Administration.

8.5 **Payment for Service**

8.5.1 Payment for work performed based under the Contract will be paid by IST within fourteen (14) days.

8.5.2 All invoices should to be received in the Admin Office within two working days of every month.

8.6 **Economy**

The Contractor shall use less power or water as reasonably for the efficient cleaning of the premises and shall ensure that all electric lights water and gas taps and appliances are turned off immediately after use.

8.7 **Sub-Contracting**

The work under the Contract cannot be sold, sublet, assigned, transferred or subcontracted to third parties, except by written permission from IST.

8.8 **Settlement of Disputes**

All disputes arising out of the Contract shall be decided as follows:

8.8.1 Between Director Administration and the Contractor.

8.8.2 Between the Competent Authority of IST and the Contractor.

8.9 **Safety**

The Contractor shall carry out the whole of the works in a thoroughly safe manner and, in particular, shall:

8.9.1 conform to the requirements of all relevant Acts or Statutes of Parliament,

Regulations, By-Laws or Orders relating to the safety of persons or about the premises.

8.9.2 ensure that all tackle, gear, ladders, machines and other equipment used by the Contractor or any others in connection with the Contract, are of adequate strength and safe for use.

8.9.3 immediately discontinue or remove any equipment or material which becomes, or is likely to become, unsafe.

8.9.4 ensure the prompt removal from the premises of any employee or representative whose conduct tends to create a danger to himself or to others.

8.10 **Poisons, Inflammable Liquids and Other Dangerous Injurious Substances**

8.10.1 The Contractor shall not use without prior approval of store any poisonous, dangerous, explosive, corrosive or inflammable liquids, gas, oil, mixture, compound or other substance upon the premises apart from mineral spirits and oils required for use in the Contract being executed.

8.10.2 The Contractor will store any such substances under lock and key and only within the area allocated by IST and in properly labeled and sealed containers and will not use any such substances in the premises for any purpose other than usual work applications and then only if in accordance with the manufacturer’s direction and under the constant supervision of the Contractor. The Contractor shall not heat wax or other inflammable substances on any heating appliance in the premises.

8.10.3 Acid-based chemicals and alkaline chemicals are not to be used on the premises without the prior approval.

8.11 **Disturbance**

8.11.1 The Contractor will take all reasonable precautions to ensure as little disturbance as possible to the area to be cleaned and the routine of other activities therein performed and will promptly remove all materials and equipment when cleaning has been completed.

8.11.2 Except to the extent reasonably necessary for costing purposes, the Contractor shall not remove or re-arrange in any way files, documents, papers, records or equipment on tables, benches or other furniture provided however that the Contractor shall, in no circumstances, remove or re-arrange any apparatus or equipment.

8.12 **Supplies**

All cleaning materials and equipment will be subject to approval by IST for use on site on the submission of suitability and product description with technical information data sheets.

8.13 **Waste**

The Contractor shall ensure that any waste of debris resulting from the operations or actions of the Contractor’s employees shall be properly disposed of, and that any area occupied by the employees for the purpose in the contract shall be left clean and free of any waste.

8.14 **Inspection of Time Sheets**

All employees under this Contract are required to swipe cards in a record book on commencement of duty and out on conclusion of duty each day. The time cards and/ or record books are to be available with contractor for inspection on demand. IST reserves the right to check the Contractor’s time sheets/ job cards for all works carried out.

8.15 **Non-Disclosure of Confidential Information**

The Contractor and any persona employed by or representing the Contractor must not disclose to or discuss with any other person any confidential information obtained by his / her or them or to which he / she or they have obtained in the course of performance of their duties.

8.16 **Wages**

The Contractor shall ensure that all persons employed in the cleaning of the premises are paid at rates which are not less than those fixed by the relevant award, determination, judgment or order of any competent court, wages board, commission or other industrial tribunal or by any relevant industrial agreement in force under any laws Government of Pakistan and such persons are employed under the conditions prescribed in any such award, judgment order.

8.17 **Operations Plan**

Within fifteen (15) days of the commencement of the Contract, the Contractor, in conjunction with, is to submit in writing, a plan of operations including all work schedule, check lists, inspection sheets as outlined in the Contractors Tender Proposal for cleaning, daily cleaning, pre and post event cleaning including vacation and periodic cleaning, floor stripping and re-sealing. Carpet shampooing, inaccessible and accessible glass cleaning, high dusting.

8.18 **Uniforms**

All staff is to be issued with full uniforms for use which are approved by IST. It should be noted that condition of this Contract that Contractors staff not wearing uniform will not be allowed on site. Contractor would provide a space in any form e.g. a container for his employees to change their dresses. Contractor would owe the container.

8.19 **Smoking**

Smoking restrictions apply to all areas of IST and these restrictions are enforced.

8.20 **Employees**

The Contractor shall submit at least seven days prior to its commencement of the services contracted for or within such other time as may allow, personal information of all the individuals who will be employed by the Contractor in discharging its obligations under the Contract.

If any employee of the Contractor, in the opinion of the IST, be guilty of misconduct or unsuitable to be employed in the carrying out of the Contract, the IST may require the Contractor forthwith to cease to employ such employee in connection with the Contract and may forbid to such employee to remain in or return to the said premises and, if necessary, may remove such employee or cause that employee to be removed from the said premises.

In any such case, the Contractor shall forthwith determine the employment of such employee in connection with the purpose of the Contract and shall not thereafter employ such person in connection therewith, or permit such person to come to the said premises without the previous written consent of the IST, provided always that the IST shall not in any case by under any liability in respect of any claim made by the Contractor or any such employee as aforesaid for wags or damages, whether for wrongful dismissal or otherwise and the Contractor shall indemnify the IST against every such claim.

The Contractor shall be responsible for the good and proper conduct of the persons employed by him in the cleaning of the said premises. When the Contractor is not personally in charge of the cleaning of the premises, the Contractor shall ensure that a responsible representative is at all times supervising the cleaning of the premises.

8.21 **Performance Bond**

The successful contractor with whom IST shall enter to sign the agreement will be required to provide performance bond of Rs. 200,000/- for the due and complete performance of the provision of these Terms and Conditions and the Agreement. Performance bond shall be submitted in shape of Call Deposit, Pay Order or Demand Draft in favor of IST and is refundable subject to adjustments/ claims at the time of normal expiry of the term of the Contract.

8.22 **Damage**

The Contractor will be held responsible for and will be required to make good any loss or damage to property of which is attributable to the Contractor’s negligence or the negligence of the Contractor’s agents, servants or employees, or to the use by the contractor or his / her servants or employee of any material or method or apparatus, in a manner not in accordance with the specification or previously approved in writing by IST. All damaged work shall be made good by the Contractor at his / her own expense and to the satisfaction of IST.

8.23 **General**

No variation, modification of or addition to this contract shall be effective unless made in writing and executed by both parties.

No waiver by either party of any condition or any breach of the term, covenant, agreement, representation or warranty under this agreement whether by conduct or otherwise in any one or more instances shall be deemed to be or construed as a further or continuing waiver of any such condition or breach of any other term, covenant, agreement, representation or warranty under this agreement.

Any written notice or communication to be given under this agreement shall be given either personally to the other party or by sending it through the post in a pre-paid envelope addressed to the other party at its address referred to above. Any notice given personally shall be deemed to be duly delivered when left at the premises of the party. Any notice sent by pre-paid post shall be deemed to be delivered on the third (excluding Saturdays, Sundays, and statutory holidays) next following the dates of posting.

8.24 **Security Clearance**

Company and employees of company should be security wise cleared. Company will provide Police Verification of its employees deployed at IST premises within a week of their induction.

Proprietor () On Behalf of IST