



LIAQUAT UNIVERSITY OF MEDICAL & HEALTH SCIENCES
JAMSHORO, SINDH, PAKISTAN

AL-TIBRI INTERNATIONAL HOSTEL

Tele: 022-9213370, Fax: 022-9213371

TERMS & CONDITIONS
FOR ANNUAL OPERATION MAINTENANCE CONTRACT FOR
AL-TIBRI INTERNATIONAL HOSTEL, LUMHS JAMSHORO

1. This contract is initially for one year extendable for three years and it may be terminated earlier by either side by giving 30 days' notice. However, University reserves right to terminate this contract earlier without assigning any reason and notice thereof. If the services are unsatisfactory at any time, we reserve the right to withhold any or part payments that are to be made to you.
2. In case of any dispute, the decision of the Vice-Chancellor shall be final.
3. For all legal disputes and Jurisdiction is Jamshoro/Kotri.
4. No Advance amount will be paid with the order and signing of agreement.
5. The earnest money at 5% of bid amount of one year will remain as security deposit with LUMHS.
6. Payment on account of services rendered will be paid to contractor on quarterly basis. First payment will be paid to you after completion of first quarter with entire satisfaction of Monitoring Committee constituted regarding your services rendered under this contract.
7. Utility Charges (Electricity, Sui Gas and Water Charges) will be paid by the university.
8. The Contractor/Firm will abide by all instructions / suggestions etc., given to you either by the Monitoring Committee /Hostel Incharge or any other person nominated by the Vice Chancellor/Registrar regarding the services to be rendered under this contract.
9. The Contactor/Firm must notify to us in writing your employee's name employed by you for rendering the services referred to herein. It is clearly understood and agreed between the parties that we will not be held responsible or be liable under any laws that are in force/ come in force from time to time, in respect of personnel's employees/workers engaged by the contractor/firm and will be solely responsible for their terms & conditions of services, etc.,
10. It is agreed and understood that the contactor/firm will be responsible for any disciplinary matter arising out of employee's behavior and conduct. The university will take appropriate disciplinary action against the employees of contractor if found indulging in any act indiscipline in the premises or in connection with the services referred to herein.
11. The Contactor/firm should cover staff under all-statutory requirements, viz, Labour and other Laws enforced by government, etc., and comply with all formalities in this regard.
12. The LUMHS will not be liable for non-payment any dues / claims by the contactor to his workers.
13. Uniform for the staffs is to be provided by the contractor with ID badges. They should wear them all the time on duty.

14. It is clearly agreed and understood that all staff deputed by contractor for this contract will be fulfilling the age criteria as per the Labour Act of Government of Sindh.
15. Any theft, etc., the contractor will be held responsible.
16. None of contractor's employees are allowed to form any association, group etc while working at the Institute / Hostels.
17. It is agreed and understood that the contractor will be responsible for any disciplinary matters arising out of his employee's behavior and conduct. The University will take appropriate disciplinary action against the employees if found indulging in any act of indiscipline in the premises or in connection with the services referred to herein.

18. Duties and Responsibilities of the Contractor:

I. Maintenance & Repairs.

- I. The complete maintenance and petty repairs to Electrical installations and fixtures, Mechanical installations, Plumbing, Water supply distribution system, Water Coolers, Gas burners, etc Hostels will be responsibility of the contractor/firm.

II. Security.

- I. To safeguard and look after the Hostel property and any other Security related works etc., as may be assigned. In the event of any theft, etc., the contractor will be held responsible and the amount will be recovered.
- II. They should maintain registers at all the entry / exit gates (in English).
- III. People should be ready to work in shifts.
- IV. At all-time all the exits should be manned Hostel entrance.
- V. No one should be allowed to carry any object without gate pass out of the premises (With the exception of garbage)
- VI. No employee should be allowed to bring in their personal belongings into the Hostel premises (except small personal items like wallet, purse etc. In case anyone is carrying any personal items, it should be registered at the entrance and struck out during the time of exit.
- VII. In case any employee is carrying out any object of value, it should be accompanied by a gate pass duly signed by In charge. This would include gifts given by guests / other staff.
- VIII. The visitors should be issued visitors pass at the entrance. Their tools should be entered in the register and checked back during exit. In case any item is being sent out with them, it should be accompanied with a gate pass duly signed by in charge.

III. House Keeping.

- i. Since the staff will be working / visiting some food handling area all need to be medically fit and certified to that effect that they do not suffer from any disease.
- ii. All areas are to be cleaned daily – lobby restaurant, guest rooms, corridors, public toilets, kitchens, staff areas, pump room etc.,
- iii. All standard of cleanliness as specified by the Institute are to be maintained.

IV. DAILY DUSTING / CLEANING AND MOPPING SCHEDULE

- i. All rooms in all the floors.
- ii. Toilets in Hostel.
- iii. The pathway from the entrance and parking area.
- iv. Entire Hostel Premises.

The above mentioned areas will be cleaned as mentioned below on daily basis:

- v. Sweeping and mopping of floors, scrubbing – extra care to be taken in the kitchens and the wash up areas to remove the grease as well as dirt and of any other areas as and when required.
- vi. Dusting and cleaning of all furniture, shelves, cupboards, cabinets, electrical fixtures like tube light fittings, fans exhaust fans etc., in all rooms.
- V. Dusting and cleaning of all furniture, shelves, cupboards, cabinets, electrical fixtures like tube light fittings, fans exhaust fans etc., in all rooms.
- VI. Cleaning of windows (panes & grills) and doors.
- VII. Cleaning of windowsill, skirting, dados, curtains rods, ring.
- VIII. Cleaning of garbage bins, garbage collections and disposal at specified place properly without creating any hazards to environment.
- IX. Watering of indoor / outdoor plants and grass. Cutting and maintaining the same in proper shapes.
- X. Weekly cleaning of all upholstered furniture, periodic shampooing, high dusting and skirting, cleaning as required.**
- XI. Quarterly cleaning of sumps, overhead tanks & terrace.**
- XII. Attending to any other cleaning job as per our requirements, brought to your notice.
- XIII. All the areas and corridors are to be scrubbed with scrubbing machine at least once a fortnight.
- XIV. During room cleaning, changing of linen, scrubbing of bathrooms, replenishing supplies, and attending to guest calls to be done on a daily basis.

- XV. Cleaning of Canteen and Mess area to be done thrice daily (after breakfast + after lunch and dinner.
- XVI. All steel fixtures to be polished once a week.
- XVII. Cleaning of replenishing of pantry.
- XVIII. Cleaning of Library, Common Hall, Prayer Hall, Terrace Corridors daily.
- XIX. Dealing with routine matters and such other duties and responsibilities as may be assigned by a competent authority from time to time The timings of cleaning of all the areas, as instructed by the I/C are adhered to Your supervisor should supervise your employees.
- XX. Kitchens to be at least cleaned twice during the day.
- XXI. Public Toilets to be cleaned twice during the day.
- XXII. Damages / thefts by your employee of any equipment / furniture / guest items / personal belongings etc., will be recovered from payment due to you.

DAILY WORK SCHEDULE FOR RECEPTIONIST

- XXIII. Ministerial duties including working in computer for typing, letters, statements, maintenance of records and dealing with routine matters and such other duties and responsibilities as may be assigned by a competent authority from time to time
- XXIV. Refer logbook for messages.
- XXV. Check allotment/reservations for the day.
- XXVI. Compile arrival list for the day.
- XXVII. Prepare for the arrivals with registration cards.
- XXVIII. Filing reservation request and processing them
- XXIX. Process registration on guest arrival
- XXX. Issue keys and maintain its record.
- XXXI. Update the room status in Hostel.
- XXXII. Compile and update guest history records
- XXXIII. Handle guest complaints and special requests.
- XXXIV. Handle telephone calls and transfer the calls to concerned department through EPABX
- XXXV. Take guest departure, compile guest folio and do the settlement.
- XXXVI. Handling of guest messages, faxes, and packages if any
- XXXVII. Dealing with routine matters and such other duties and responsibilities as may be assigned by a competent authority from time to time.

DAILY WORK SCHEDULE FOR FOOD PRODUCTION DEPARTMENT:

- XXXVIII. Opening of the kitchen for Breakfast, checking the working of all the equipment.
- XXXIX. Preparation and pick-up of breakfast as per the menu of the day at the specified time.
- XL. Checking the quality and quantity of all the raw materials (perishable and nonperishable) that are to be received and used in the kitchen.
- XLI. Preparation and pick-up of staff food (breakfast, lunch and dinner) as per the menu of the day.
- XLII. Preparation and pick-up of lunch and dinner if any, either for Conferences or any guest orders from the Canteen.
- XLIII. Supervising the periodic cleaning of the kitchen during the day.
- XLIV. Maintaining the workplace in a clean and hygienic manner.
- XLV. Strictly adhering to the Fumigation and other cleaning schedules as decided by the management from time to time.
- XLVI. Maintenance of all kitchen equipment.
- XLVII. Store pick-up of all kitchen materials on a daily basis and/or as and when required.
- XLVIII. Closing of the Kitchen after duly checking all equipments like Gas valve, Electrical Equipment, etc.
- XLIX. Maintenance of records and dealing with routine matters and such other duties and responsibilities as may be assigned by a competent authority from time to time.

19. Manpower/staff required for hostel:

Sr. No.	Designation	Qualification	Nos.	Minimum Monthly Salary equivalent to BPS
1	Caretaker	Bachlers	2	11
2	Receptionost	Intermediate	2	7
3	Electrician	Matriuclate withrelevent certificate	1	5
4	Security Guard	Matriculate retired from armed forces	9	5
5	Malhi	Literate	3	2
6	Sanitary Worker	Literate	8	2
Total Manpower required			25	

SUMMARY OF FINANCIAL BID

Sr. No.	Description	Amount in Rs. (inclusive all taxes)
1	Monthly Charges/Bid on account of Services Charges	
2	Quarterly Charges/Bid on account of Service Charges	
3	Annual (One Year) Charges/Bid on account of Service Charges	

Signature:-----

Name:-----

Desinaation:-----

Seal of Firm:-----

Address of Firm:-----

Telephone No.-----

Email Address -----

BID EVALUATION CRITERIA

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| 1. Relevant Experience in Hostel Management
10 marks for each one year | 50 |
| 2. Financial Capabilities
(Evidence of Cash in Hand, Credit, Current Bank Balance)
Bank account statement for last five years | 20 |
| 3. Understanding of Assignment
Give your presentation in for operation, running and maintenance of the hostel | 10 |
| 4. Proposed Methodology for operations of the hostel | 20 |

Note: Minimum 70 marks should be obtained by the bidder for technical qualification