

SCOPE OF WORK

BUILDING MAINTENANCE SERVICES

(General Mechanical Duties, Electrician, Mechanical, Plumbing & Sewage, Glass Cleaning, Gardening, Swimming Pool Maintenance/General Utility Services)

01 January – 30 June 2026

I. OBJECTIVE

To ensure the continuous, safe, and efficient operation, upkeep, and preservation of the Embassy of the Republic of the Philippines in Pakistan building complex through the provision of professional, reliable, and responsive building maintenance services covering electrical, mechanical, plumbing and sewage, glass cleaning, gardening, swimming pool, and general utility functions for the period 01 January to 30 June 2026.

II. CONTRACT DURATION

The Contract shall be effective for six (6) months, commencing on 01 January 2026 and concluding on 30 June 2026, unless earlier terminated by the Embassy in accordance with the provisions herein.

III. AREAS OF OPERATION

Entire premises of the:
Embassy of the Republic of the Philippines
Philippine Embassy Building Complex
Diplomatic Enclave, G-5, Islamabad, Pakistan

IV. DUTY TIMING

Regular Duty Hours: 8:00 a.m. – 5:00 p.m. (Monday to Friday), with one (1) hour lunch break.
Weekend/Holiday Rotation: One (1) personnel assigned on rotation every Saturday, and another on Sunday and holidays.
Personnel may be required to render work beyond regular hours during emergencies or extraordinary circumstances.
Compensatory time-off shall be provided for work rendered outside regular duty hours.

V. CONTRACTOR'S OBLIGATIONS

The Contractor shall:

1. Company Qualifications

Provide a company profile demonstrating at least four (4) years of proven experience in facilities operation, preventive maintenance, and repair of building systems including electrical, mechanical, plumbing, sewage, glass cleaning, gardening, swimming pool, and general utility services.

2. Personnel Requirements

Submit résumés, credentials, and certifications of personnel proposed for deployment.

Allow the Embassy to select from among proposed personnel.

Replace any personnel found unsuitable by the Embassy.

Ensure assigned personnel have no derogatory record with the Government of Pakistan or within the company.

3. Provision of Equipment, Supplies, Transportation

The Contractor shall provide, at no additional cost:

a. Service Vehicle – For transporting manpower, tools, equipment, and materials to and from the Embassy.

b. Additional Manpower & Supervision – As needed during major/minor repairs or overhauling.

c. Equipment Relocation – Cost of transferring existing units/components within the chancery.

d. Labor, Materials & Cleanup – Full supervision, fabrication, repairs, materials/parts, consumables, and disposal of debris.

e. Maintenance Records & Reports – Monthly operational and maintenance reports submitted to the Admin Officer and Building Administrator and posted in machine rooms.

VII. STATEMENT OF COMPLIANCE – GENERAL GUIDELINES

Contractor must immediately provide a reliever for any absent personnel, subject to Embassy clearance.

A pre-cleared list of relievers must be submitted before the contract begins.

Embassy may require immediate replacement in cases of absenteeism, underperformance, contract violations, or misconduct.

During emergencies, personnel may be requested to report outside regular hours.

Embassy's Administrative Officer and Building Administrator shall have operational control over Contractor personnel.

Contractor personnel shall avoid the Embassy's Community Center when occupied unless instructed.

VIII. ROLES AND RESPONSIBILITIES OF SPECIFIC PERSONNEL

A. Mechanical Staff (Including Air-Conditioning/HVAC Maintenance)

1. General Mechanical Duties

Maintain and support all mechanical and civil works of the Embassy.

Supervise construction, structural repairs, and renovation works.

Assist in installation of IT hardware and equipment under guidance of the Embassy's IT Specialist.

Perform other duties necessary for proper mechanical and civil system operations.

2. Air-Conditioning / HVAC Maintenance

Inspect, maintain, and repair all air-conditioning units (split-type, window-type, ducted, cassette, and package units).

Clean or replace air filters; wash evaporator and condenser coils.

Check refrigerant levels, repair leaks, and recharge as needed.

Inspect compressors, capacitors, contactors, thermostats, sensors, PCB boards, and other HVAC parts.

Maintain and unclog condensate drain lines; prevent water leaks and mold.
Maintain exhaust fans, ventilators, and mechanical ventilation systems.
Respond promptly to cooling issues and HVAC-related emergencies.
Maintain detailed maintenance logs for all units.
Ensure compliance with Pakistan codes, manufacturer guidelines, and Embassy standards.

B. Electrician

Maintain and repair electrical panels, breakers, wiring, switches, control systems, outlets, lighting systems, and distribution boards.
Diagnose and resolve electrical faults including grounding issues, overloads, short circuits, and power fluctuations.
Operate and maintain the backup generator, including scheduled test runs, fueling, lubrication, and battery checks.
Install and replace electrical fixtures, devices, and wiring components.
Ensure consistent power supply for HVAC, pumps, IT equipment, and critical Embassy systems.
Maintain updated electrical diagrams, labels, and documentation.
Ensure compliance with Pakistan electrical standards and Embassy safety protocols.
Respond immediately to electrical emergencies or breakdowns.
Perform other tasks related to electrical system upkeep.

C. Plumber

Inspect, repair, and maintain water pipelines, drainage systems, sewage lines, valves, fixtures, sump pumps, and water heaters.
Maintain swimming pool pumps, filters, and water circulation in coordination with pool maintenance personnel.
Clean and disinfect all water storage tanks regularly.
Detect and repair leaks, blockages, and pressure irregularities.
Maintain and repair gas pipelines ensuring safety and proper operation.
Clear clogged toilets, sinks, drains, and sewer lines using proper equipment.
Install, replace, and upgrade plumbing fixtures and piping.
Maintain proper wastewater and storm drain systems, including grease traps.
Respond promptly to plumbing emergencies (burst pipes, tank issues, contamination).
Perform other tasks related to efficient operation of plumbing and sewage systems.

D. Glass Cleaners

Clean all glass walls, windows, partitions, doors, and fixed panels using approved chemicals.
Perform routine interior cleaning and monthly exterior glass cleaning.
Prevent damage by using proper tools and techniques.
Perform other related tasks as directed.

E. Swimming Pool Maintenance / General Utility

Check and record filter pressure; clean filters as required.
Remove debris from pool and strainer baskets.
Test and maintain appropriate chemical balance.
Clean tiles, walls, and vacuum the pool floor.
Inspect pool walls or liners and repair cracks or tears.
Clean pool deck and ensure proper drainage.

Perform other pool-related tasks as required.

F. Gardener

Raise, cultivate, water, and maintain plants, shrubs, and trees.

Maintain flower beds, landscaped areas, and lawns.

Conduct trimming, weeding, pest control, and fertilizing.

Sweep grounds and dispose of garden waste properly.

Perform other landscaping duties as required.

IX. EQUIPMENT, SUPPLIES AND UNIFORMS

Contractor shall provide personnel with standard uniforms (Mon–Thu), with Fridays allowed for casual/traditional attire (no slippers).

Provide appropriate personal protective equipment (PPE).

Provide all required maintenance tools, materials, and equipment.

Supplies must be of standard quality from reputable suppliers.

Special equipment or extraordinary supplies requested by the Embassy shall be procured at Embassy cost.

X. HEALTH MAINTENANCE AND SAFETY DURING OPERATIONS

The Contractor shall:

Provide yearly health certificates confirming personnel are free from communicable diseases.

Ensure compliance with WHO-recommended safety protocols and Embassy security regulations.

Supply personnel with hand sanitizer and hygiene materials.

XI. TERMS OF PAYMENT

Payment shall be made monthly upon submission of invoice and supporting documents. Payments shall be inclusive of applicable taxes and lawful charges.

XII. LIABILITY CLAUSES

Contractor shall be liable for any direct or indirect loss or damage to Embassy property resulting from negligence or misconduct.

Embassy reserves the right to impose penalties or terminate the contract for non-compliance with standards or procedures.

Embassy may terminate the contract with or without cause upon one (1) month written notice.

XIII. CONFIDENTIALITY CLAUSE

Contractor shall ensure all assigned personnel execute a Non-Disclosure Agreement (NDA) and maintain strict confidentiality of Embassy operations and information.

XIV. NOTE TO BIDDERS

Bidders must submit a Statement of Compliance for each provision, signed by the authorized representative.
Statements of "Comply" or "Cannot Comply" must be supported by verifiable evidence. False statements or unsupported claims will result in disqualification and may be grounds for prosecution.
Joint venture bidders must submit proof of authority to sign for all partners.