# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## OFFICE OF THE PRINCIPAL DISTRICT & SESSIONS JUDGE, SAGAR (M.P.)

MECHANIZED CLEANING SERVICES & MAINTENANCE OF GARDEN

District Court Sagar & all Taluka Courts, District Sagar (M.P.)

**1. NOTICE INVITING TENDER**

**No. 6341 /2026** **Sagar, Date: 16/11/2026**

Tenders are invited through the Government Online Tender Portal **https://mptenders.gov.in** from reputed, registered and experienced firms/agencies/contractors for providing **Mechanized Cleaning Services, Manual Cleaning, Sanitation and Maintenance of Garden** at District Court Sagar and the covered Taluka Courts of District Sagar (M.P.), namely Banda, Bina, Deori, Garhakota, Khurai, Rehli, Shahgarh, Kesli, Malthone and Rahatgarh. Garden maintenance shall be carried out only at the six locations marked "Yes" in Annexure-I of the tender document.

The last date for online submission of the tender is 15/12/2026 up to 05:00 P.M. (mandatory). In addition, a complete sealed physical hard copy of the Technical Bid, along with the prescribed Tender Form, checklist and supporting documents, must reach the Receipt/Inward Section of the District & Sessions Court, Sagar (M.P.) on or before 16/12/2026 up to 05:00 P.M. (mandatory). The Technical Bids shall be opened online on 17/12/2026 at 11:30 A.M. The Financial Bids of only technically qualified bidders shall be opened online, on the date and time notified through the e-procurement portal.

The physical hard-copy submission is compulsory and is in addition to online submission. The physical envelope shall contain only the Technical Bid and supporting documents. The Financial Bid / price quotation shall be submitted online only and shall not be enclosed in the physical envelope.

The detailed tender document, along with terms and conditions, is available on the official website of the High Court of Madhya Pradesh **https://mphc.gov.in**, Government e-Procurement Portal **https://mptenders.gov.in** and the official website of District Court Sagar **https://sagar.dcourts.gov.in**.

MAHESH KUMAR SHARMA
Digitally signed by MAHESH KUMAR SHARMA
Date: 2026.11.16 16:26:19 +0530

**PRINCIPAL DISTRICT & SESSIONS JUDGE**
**SAGAR (M.P.)**

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## TENDER DOCUMENT

### 2. TENDER DATA / IMPORTANT INFORMATION

| Particular | Requirement |
|---|---|
| Name of Work | Mechanized Cleaning Services & Garden Maintenance |
| NIT Date | 16/11/2026 |
| Covered Establishments | District Court Sagar and the covered Taluka Courts at Banda, Bina, Deori, Garhakota, Khurai, Rehli, Shahgarh, Kesli, Malthone and Rahatgarh, District Sagar (M.P.), subject to final site verification |
| Tender Fee | **Rs. 2000** |
| Earnest Money Deposit (EMD) | **Rs. 1,00,000** |
| Contract Period | **01 Year from the date of execution of the Agreement** |
| Bid Validity | **120 (One Hundred Twenty) Days** |
| Last Date & Time of Online Tender Submission (mandatory) | 15/12/2026 up to 05:00 P.M. |
| Last Date & Time for Mandatory Physical Hard-Copy Submission | 16/12/2026 up to 05:00 P.M. at Receipt/Inward Section, District & Sessions Court, Sagar (M.P.) |
| Date & Time of Opening of Technical Bid | 17/12/2026 at 11:30 A.M. (online, as per e-procurement portal) |
| Financial Bid Opening | **Only for technically qualified bidders, as per NIT** |
| EMD / Bid Security Validity | The Earnest Money Deposit shall remain valid for a period of 120 (one hundred twenty) days from the last date prescribed for submission of bids. Any extension shall be governed by applicable e-procurement rules and written instructions issued by the Tender Inviting Authority. |
| Performance Security | **05% (Five Percent)** of the accepted annual contract value; submission within 15 days of LOA; in the prescribed form; valid for the contract period plus 60 days. |

**N.B. –** The tender form is non-transferable. Bidders shall carefully read all terms and conditions and submit their bids along with the prescribed documents through the Government e-Procurement Portal.

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## 3. SPECIAL PROCUREMENT / EVALUATION CONDITION

1) The Technical Bid shall be opened and evaluated first by the competent authority/committee.
2) The eligibility documents and technical requirements submitted by each Tenderer shall be scrutinized as per the terms and conditions of this Tender Document.
3) Only those Tenderers who fulfil all prescribed eligibility conditions and are found technically qualified shall be considered for opening of their Financial Bids.
4) The Financial Bids of technically disqualified or ineligible Tenderers shall not be opened.
5) The evaluation process shall be carried out in accordance with the directions communicated by the High Court of Madhya Pradesh, Principal Seat Jabalpur, vide Memo No. **Reg(IT)(SA)/2025/1771**, regarding opening and evaluation of Technical and Financial Bids.

**The tender process shall be conducted in accordance with the applicable Madhya Pradesh Government procurement rules and the conditions of the Government e-Procurement Portal. The number of bids received shall be dealt with by the competent authority in accordance with those rules; no automatic minimum-bid threshold is prescribed by this tender.**

## 3A. MANDATORY PHYSICAL HARD-COPY SUBMISSION

In addition to online submission through https://mptenders.gov.in, the bidder shall mandatorily submit one complete, sealed and properly superscribed physical hard copy of the Technical Bid, including the Tender Form, checklist and all supporting documents, duly signed and stamped by the authorized signatory. The physical hard copy must reach the Receipt/Inward Section, District & Sessions Court, Sagar (M.P.), by 16/12/2026 up to 05:00 P.M. The responsibility for timely delivery shall rest solely with the bidder; dispatch/courier receipt shall not be treated as proof of timely receipt. The envelope shall be superscribed: "TECHNICAL BID – MECHANIZED CLEANING SERVICES & MAINTENANCE OF GARDEN – DISTRICT COURT SAGAR AND COVERED TALUKA COURTS, DISTRICT SAGAR (M.P.)". The Financial Bid / price quotation shall be uploaded online only and shall not be placed in the physical envelope. Failure to submit the complete physical Technical Bid by the prescribed deadline may render the bid liable for rejection, subject to applicable procurement rules.

Every page of the physical Technical Bid and its enclosures shall be serially numbered and signed/stamped by the authorized signatory. The bidder shall retain proof of delivery and ensure that the complete envelope is received by the Court within the stipulated time.

## 4. ELIGIBILITY & QUALIFICATION

The Agency/Firm applying for the tender shall fulfil the following eligibility conditions:

1. The Agency/Firm should possess valid registration/constitution documents and be legally authorized to undertake the contract.
2. The Agency/Firm should possess a valid Income Tax PAN and GST Registration Certificate, wherever applicable.
3. The Agency/Firm should have a minimum experience of 03 (three) years in providing mechanized cleaning/housekeeping or similar services.
4. The Tenderer must have an average annual turnover of not less than **Rs.** 50.00 lakh during the last three financial years in the relevant field.
5. The Tenderer shall submit audited Profit & Loss Accounts and Balance Sheets for the last three financial years.
6. The Tenderer shall submit Income Tax Returns (ITR) for the last three financial years.
7. The Tenderer shall submit a Chartered Accountant's certificate confirming year-wise and average annual turnover.
8. The Agency/Firm shall possess valid EPF, ESIC and labour registration/licence, wherever applicable.
9. The Tenderer shall submit verifiable experience certificates/work orders issued by Government Departments, Semi-Government Organizations, public bodies or other institutional clients in support of similar mechanized cleaning/housekeeping work. The minimum qualifying experience shall remain three (03) years.
10. The Tenderer shall submit a self-declaration regarding non-blacklisting/non-debarment by any Government Department or public authority.

11. The Tenderer shall submit details of the manpower, supervisors, gardeners and machine operators proposed to be deployed for the work.
12. The Tenderer shall furnish a list of machines and equipment proposed to be deployed, along with their make, model, capacity and technical brochures of major machines.
13. The Earnest Money Deposit (EMD) of ₹1,00,000/- (Rupees One Lakh Only) and prescribed tender fee shall be deposited in the manner specified in the Notice Inviting Tender.
14. All documents submitted along with the Technical Bid shall be duly signed/self-attested by the authorized signatory of the Agency/Firm.
15. The successful bidder shall furnish Performance Security in accordance with Clause 15.2 of this Tender Document.

**Note:** The Tenderer shall submit all supporting documents along with the Technical Bid. Incomplete bids or bids not fulfilling the prescribed eligibility conditions may be rejected by the competent authority in accordance with the tender conditions and applicable rules.

## 5. SCOPE OF WORK

The Contractor shall provide comprehensive mechanized and manual cleaning, sanitation, housekeeping and garden maintenance services at the District Court, Sagar and the concerned Taluka Court establishments, strictly in accordance with the site-wise requirements, manpower deployment, prescribed duty hours and other conditions specified in this Tender Document and its Annexures. The scope of work shall include, but shall not be limited to, the following:

1. **Daily Cleaning of Court Premises:** Daily dry and wet cleaning of all court rooms, chambers, offices, corridors, passages, staircases, entrances, lobbies, waiting areas, common areas, public areas and other covered premises, including sweeping, dusting, mopping and removal of accumulated dirt and dust.
2. **Cleaning and Sanitation of Toilets:** Regular and continuous cleaning and sanitation of all male and female toilets, public toilets, urinals and bathrooms situated within the covered establishments. Such facilities shall be cleaned and sanitized at least two to three times daily and additionally whenever required or upon receipt of a complaint. Cleaning shall include toilet floors, walls, wash basins, water taps, mirrors, fittings, doors and surrounding areas. The Contractor shall ensure that these facilities remain hygienic, clean and free from foul smell throughout the prescribed working hours. Wherever such facilities exist, cleaning personnel shall be specifically assigned responsibility for their regular maintenance. Additional cleaning arrangements on holidays shall be made whenever specifically directed by the competent authority, in accordance with the terms of the contract.
3. **Cleaning of Special and Common Areas:** Cleaning of judicial lock-ups, suitor sheds and waiting areas, petition-writer areas, employee common rooms, filing sections, record rooms, utility areas, water stands, drinking-water points and other common or operational areas forming part of the covered premises.
4. **Mechanized Cleaning Operations:** Carrying out mechanized scrubbing, mopping, vacuum cleaning, floor polishing, buffing and high-pressure jet cleaning, wherever feasible, necessary and safe, using suitable machines and equipment appropriate to the nature of the surface and the area concerned.
5. **Cleaning of Fixtures and Accessible Surfaces:** Cleaning of glass panels, doors, windows, walls, tiles, floors, railings, furniture, fixtures, fittings, display boards, panels and other accessible surfaces. The work shall also include removal of dust, cobwebs, stains, pan/spit marks, hard-water stains and other accumulated dirt, using suitable cleaning materials and methods without causing damage to Court buildings, furniture, fixtures, electrical installations or other property.
6. **Cleaning of Entrances and External Covered Areas:** Cleaning of the front side of all main entrance gates, approach areas, verandahs, covered external passages and other accessible areas within the covered premises. The scope shall also include newly constructed buildings and other buildings or areas brought under the contract by the competent authority, wherever applicable and within the approved site coverage.
7. **Cleaning of Server Rooms and Operational Areas:** Proper cleaning of server rooms and other sensitive operational areas forming part of the covered premises, subject to the instructions of the authorized Court officer. Such cleaning shall be carried out carefully, without disturbing, disconnecting, operating or causing damage to servers, computers, networking equipment, electrical installations, cables or other sensitive equipment. No wet

cleaning shall be undertaken near such equipment unless specifically permitted and supervised by the authorized officer.

8. **Collection and Disposal of Waste:** Collection, segregation, removal and proper disposal of garbage, dust, sweepings, waste materials, rags, muck and other cleaning waste generated from the covered premises, at the designated collection or disposal points as directed by the competent authority. The Contractor shall ensure that waste does not accumulate in Court premises or obstruct public movement.
9. **Garden Maintenance and Upkeep:** Regular maintenance, upkeep and beautification of lawns, flower beds, shrubs, trees, hedges, potted plants and other plantations, wherever garden maintenance services are included in the approved site-wise schedule. The work shall include watering, weeding, mowing, grass cutting, pruning, trimming, removal of dry leaves and unwanted vegetation, loosening of soil, application of manure and fertilizers, pest-control measures for plants where required, replacement of dead or damaged plants and seasonal plantation, as specified in the approved schedule or as directed by the competent authority.
10. **Specified Locations for Garden Maintenance:** Garden maintenance services shall be provided only at the six locations marked **"Yes"** in Annexure-I, namely District Court Sagar, Deori, Garhakota, Khurai, Shahgarh and Malthone. No garden maintenance services or deployment of gardeners shall be required at Banda, Bina, Rehli, Kesli and Rahatgarh. The Contractor shall deploy gardeners and provide garden-related tools, equipment and consumables only in accordance with the approved site-wise manpower and work schedule.
11. The Contractor shall deploy only one (01) supervisor for the entire contract, stationed at District Court, Sagar. The supervisor shall be responsible for monitoring and coordinating cleaning and garden-maintenance services at District Court Sagar and all ten (10) Taluka Court establishments through periodic visits, attendance verification, inspections and coordination with the concerned local Court officers. The supervisor shall remain reachable during prescribed working hours and shall act as the single point of contact for the Court administration.
12. **Supply of Machines, Tools and Consumables:** The Contractor shall, at its own cost, arrange and provide all required cleaning machines, equipment, tools, implements, cleaning chemicals, detergents, disinfectants, consumables, garbage collection materials, garden inputs, fertilizers, manure, gardening tools and other materials necessary for satisfactory performance of the contract, except those expressly specified as being provided by the Court in this Tender Document. All machines and equipment shall be maintained in proper working condition, and suitable replacement arrangements shall be made in the event of breakdown or non-availability.
13. **Uniforms and Personal Protective Equipment:** The Contractor shall provide appropriate uniforms, identity cards, gloves, masks, footwear and other necessary personal protective equipment (PPE) to its deployed personnel, according to the nature of the work. The Contractor shall ensure that all personnel use the prescribed protective equipment while performing their duties and follow applicable safety and hygiene practices.
14. **Additional Resources and Replacement Arrangements:** The Contractor shall ensure adequate availability of manpower, machines, tools and consumables for uninterrupted performance of the services. Any additional manpower, equipment, tools or consumables reasonably necessary to meet the prescribed service standards, or to replace absent personnel or non-functional equipment, shall be arranged by the Contractor at its own cost, without any additional financial liability to the Court, subject to the terms and conditions of the contract.
15. **Continuous Upkeep and Complaint-Based Cleaning:** The Contractor shall maintain regular cleanliness and hygiene throughout the prescribed working hours. Any area found unclean or any complaint regarding cleaning, sanitation or garden maintenance shall be attended to promptly by the Contractor. The Contractor shall also carry out additional cleaning wherever required to maintain the prescribed standards of cleanliness and hygiene.
16. **Additional Work Within the Contractual Scope:** Any other work relating to cleaning, sanitation, housekeeping, upkeep or maintenance of the covered premises, including garden maintenance at the locations specified in Annexure-I, as may be assigned or directed by the Principal District & Sessions Judge, District Court, Sagar, or an officer duly authorized by him/her from time to time, in the interest of proper maintenance, cleanliness and functioning of the Court premises, shall also be performed by the Contractor without any additional cost, provided that such work is incidental to and reasonably related to the nature and scope of this contract and does not materially alter the approved contractual scope.
17. **Compliance with Instructions and Service Standards:** The Contractor shall perform all services in accordance with the directions issued by the Principal District & Sessions Judge, District Court, Sagar, or the officer authorized by him/her. The Contractor shall ensure that the work is carried out efficiently, hygienically and without causing inconvenience to Judges, Court staff, advocates, litigants or members of the public. All services shall be performed in accordance with the site-wise schedule, approved manpower deployment, machinery requirements and other conditions prescribed in this Tender Document.

## 6. ACTIVITY-WISE MACHINES & EQUIPMENT USED FOR CLEANING

| ACTIVITY | MACHINE FOR MECHANIZED CLEANING | OTHER EQUIPMENTS / KIT ITEMS |
|---|---|---|
| Scrubbing | Industrial Scrubber-cum-Drier / Compact Scrubber with features of scrubbing, mopping and water retrieval. | Squeegee, Wipers, Sanitary Brushes. |
| Sweeping, Dry Mopping | Walk-Behind Sweeper. | Brooms, Dry Mops, Dustpans. |
| Wet Cleaning / Wet Mopping | High Pressure Jet Cleaning Machine. | Wipers, Wet Mops, Squeegee. |
| Dusting & Cobweb Cleaning | Wet & Dry Vacuum Cleaner. | Duster Brush, Cobweb Cleaner, Wall Brush. |
| Removal of Stains (Hard Water, Pan Spit etc.) | Compact Scrubber for corners and areas where the main scrubber machine is not reachable. | Sanitary Brush, Hand Brush. |
| Picking up of Rags from the Court Premises and Cleaning | Wet & Dry Vacuum Cleaner and Manual Cleaning Process. | Hand Pickers, Sanitary Brush, Cleaning Poles etc. |
| Collection and Disposal of Garbage, Dust, Muck etc. | Trolleys and Wheelbarrows with Rubberized Wheels. | Bins for Collection, Rag and Muck Picking Tools. |
| Grass Cutting / Lawn Maintenance | Lawn Mower / Grass Cutting Machine / Brush Cutter. | Grass Cutting Blades, Garden Tools and Collection Bags. |
| Hedge and Shrub Maintenance | Hedge Trimmer / Pruning Equipment. | Secateurs, Pruning Shears, Garden Scissors and Hand Tools. |
| Watering of Garden | Suitable Water Sprayer / Spray Machine, wherever required. | Water Hose Pipes, Watering Cans and Nozzles. |
| Garden Upkeep and Plantation | Suitable Garden Maintenance Equipment. | Spades, Khurpi, Rakes, Hoes, Wheelbarrows and other gardening tools. |

**NOTE:**

1. The Contractor shall arrange all required machines, equipment, tools and kit items at his own cost for proper execution of the work.
2. All machines and equipment shall be maintained in good working condition and shall be replaced immediately in case of breakdown or non-availability.
3. The Contractor shall deploy trained operators wherever required for operating mechanized cleaning machines.
4. Lawn Mowers, Grass Cutting Machines, Hedge Trimmers and other gardening equipment shall be deployed only at the locations where garden maintenance services are required under this Tender.

## 7. DAILY / PERIODIC SERVICE FREQUENCY

| S. No. | DESCRIPTION OF WORK | AREA | DAILY SCHEDULE OF WORKING |
|---|---|---|---|
| 1. | Cleaning of premises by washing with high-pressure jet wherever suitable, scrubbing with automatic scrubber-cum-drier, removal of stains from floors, corners and walls using suitable cleaning materials and spraying of mosquito/fly-control and disinfectant agents wherever required. | Corridors, Toilets, Verandahs, Court Rooms, Offices, Common Areas, Entrance Areas and other covered premises, including newly constructed buildings handed over for use. | Cleaning and scrubbing as per the approved cleaning schedule and whenever required. |
| 2. | Cleaning and sweeping of circulating areas, concourse, entrances and staircases. | Circulating Areas, Concourse, Corridors, Staircases and Main Movement Areas. | Circulating areas and main movement areas: minimum 2 times a day and as and when required. Other covered areas: |

| | | | |
|---|---|---|---|
| | | | minimum 1 time a day. |
| 3. | Removal of cobwebs, cleaning, washing, wet mopping, dusting of walls and cleaning of window glasses. Cleaning and disinfection of urinals, toilets and public toilets. | All covered Court Buildings, Offices, Toilets, Bathrooms, Windows, Walls and other premises under the contract. | Toilets and urinals: 2–3 times a day and as required. Rooms and offices: minimum 2 times a day. Cobweb removal: at least once a week. Water stands and wash basins: daily. |
| 4. | Cleaning of dustbins, water stands and basins of water coolers, including placing and replacing suitable garbage bags. | All covered premises, drinking water points, water stands, wash basins and dustbin locations. | Dustbins: minimum twice daily and whenever required. Water stands and water cooler basins: daily. Garbage bags shall be replaced as required. |
| 5. | Monitoring and supervision of all cleaning and maintenance activities, attendance of deployed personnel and timely redressal of complaints. | All establishments and areas covered under the contract. | Supervisor shall monitor the work throughout the prescribed duty hours and ensure that all cleaning activities are completed satisfactorily. |

**ADDITIONAL SCHEDULE FOR GARDEN MAINTENANCE**

| S. No. | DESCRIPTION OF WORK | AREA | SCHEDULE OF WORKING |
|---|---|---|---|
| 6. | Watering of plants, lawns and flower beds; grass cutting, weeding, pruning, hedge trimming, removal of dry leaves and maintenance of garden areas. | District Court Sagar, Deori, Garhakota, Khurai, Shahgarh and Malthone only. | Watering and routine upkeep as required. Grass cutting, pruning, weeding and other maintenance shall be carried out periodically and whenever required. |

**NOTE:**

1. All cleaning activities shall be carried out in accordance with the instructions of the Principal District & Sessions Judge, Sagar, or the authorized officer.
2. The contractor shall ensure continuous cleanliness during Court working hours and attend complaints promptly.
3. The above schedule represents minimum service requirements. Additional cleaning shall be undertaken whenever necessary to maintain proper hygiene and cleanliness.
4. Garden maintenance shall be carried out only at the six locations specified above.
5. The contractor shall deploy the prescribed manpower and machinery as per the approved site-wise schedule.

## 8. MACHINES & EQUIPMENT

- Auto/industrial scrubber-cum-drier
- Walk-behind sweeper, wherever required by site
- Wet & dry vacuum cleaner
- High-pressure jet cleaning machine
- Single-disc / polishing machine
- Compact scrubber for corners/inaccessible areas
- Carpet/upholstery cleaning equipment where required
- Lawn mower/grass cutter
- Hedge trimmer/pruning equipment
- Trolleys/wheelbarrows with suitable wheels
- Ladders/cobweb cleaning equipment
- Other site-specific equipment approved in Annexure-III

Every machine shall have a trained operator wherever operation requires an operator. Breakdown shall be attended promptly and the machine replaced/alternate service arranged so that the prescribed schedule is not affected.

**Garden-related machinery and equipment, including lawn mowers, grass cutters, hedge trimmers and pruning equipment, shall be deployed only at the locations marked "Yes" under the Garden column in Annexure-I. No garden machinery, gardener or garden-maintenance service shall be required at locations marked "No", unless specifically directed through an approved written amendment.**

## 9. CHEMICALS, CONSUMABLES & PPE

The contractor shall maintain adequate stock and use good-quality materials suitable for the surface/task. The following minimum list shall be treated as indicative minimum consumables unless the final site schedule specifies additional items:

- Bleaching powder; soda ash; suitable toilet/floor disinfectants; Suitable acid/descaling agent compatible with the surface, where legally and technically appropriate; fly/mosquito killer; naphthalene balls; odour-control/air freshener; glass cleaner; stain remover; phenyl/disinfectant; Isopropyl Alcohol (IPA) where required for suitable electronic/surface cleaning.

Brooms, dustpans/iron panja, buckets, big plastic drums, large collection buckets with garbage liners, gharmela, spades, brushes, long-handle cobweb removers, sponges, electrostatic and cotton cleaning cloths, dusting cloths, wet mops, dry mops, squeegees, wipers and garbage bags.

- Uniform, Photo Identity Card (ID Card), gloves, masks, safety shoes/boots, safety spectacles, caps.

## 10. MANPOWER, ATTENDANCE & CONDUCT

The site-wise manpower requirement is specified in Annexure-II and totals 01 supervisor, 47 cleaners and 10 gardeners (58 personnel in all). The single supervisor shall be stationed at District Court Sagar and shall monitor and coordinate services at all ten Taluka Courts through periodic visits, inspections and coordination with the concerned Court officers. The contractor shall deploy cleaners / machine operators, gardeners and the supervisor strictly in accordance with the approved site-wise schedule.

Names of employees deputed for cleaning/gardening shall be furnished in advance at the time of issuing final work order. Attendance shall be maintained by the contractor and verified by the concerned Nazarat/Officer In Charge (OIC) or authorized officer.

Personnel shall remain present during the prescribed duty/court hours and shall not leave the campus without authorization. Immediate substitute personnel shall be provided for absence.

All personnel shall wear proper uniform and identity card and shall maintain disciplined, courteous and non-disruptive conduct.

## 11. MINIMUM WAGES / FINANCE DEPARTMENT CONDITION

In accordance with the Letter of the Madhya Pradesh Finance Department No. F11-1/2023/rules/four, Bhopal, dated 31.03.2023, the contractor shall furnish in advance the names of employees deputed for cleaning/gardening work and shall pay them wages not less than the applicable Collector rates for non-technical labour, as applicable from time to time. The contractor shall maintain the employee register and attendance records, which shall also be subject to verification by the Nazarat/authorized officer.

**The contractor shall comply with all applicable minimum-wage, wage-payment, EPF, ESIC, labour and social-security requirements. The quoted rates shall include all such statutory obligations.** The contractor shall ensure timely payment of wages to all deployed personnel at rates not less than the applicable statutory minimum wages and applicable Collector rates, as required under prevailing Government instructions and labour laws. The contractor shall submit wage-payment proof, employee-wise attendance records and other statutory compliance documents along with the monthly bill or whenever required by the authorized officer.

If any deployed employee leaves the court premises before completion of the prescribed duty hours without prior permission of the authorized officer, the same shall be recorded in the attendance register or inspection report. **A contractual deduction of Rs. 500/- (Rupees Five Hundred only)** per employee per verified instance may be imposed on the contractor, subject to verification, recording of reasons and an opportunity to submit an explanation wherever required under the applicable procedure. This deduction shall be treated as a tender-specific contractual condition and not as a deduction prescribed by the Finance Department.

## 12. GARDEN MAINTENANCE

- Watering, weeding, pruning, mowing, hedge dressing and removal of dead leaves/branches.
- Maintenance of lawns, flower beds, trees, shrubs, hedges and potted plants.
- Replacement of dead/diseased plants and filling of vacant patches as directed.
- Application of suitable manure/compost/fertilizer and horticultural inputs as included in the approved schedule.
- Seasonal flowering plantation and beautification as included in the approved scope.
- Safe pest-control measures where necessary.
- Garden waste shall be removed and disposed of as directed.

**The garden-maintenance obligations in this section apply only to the locations marked "Yes" in Annexure-I. No gardener or garden-maintenance service is required at locations marked "No", unless the Tender Inviting Authority issues an approved written amendment.**

## 13. SERVICE LEVELS, INSPECTION & PENALTIES

Routine and surprise inspections may be conducted by the Principal District & Sessions Judge, OIC/Nazarat, Court Manager, authorized committee or other officer authorized for the purpose.

| Default | Basis of Deduction | Penalty / Recovery Amount |
|---|---|---|
| Late commencement or non-completion of daily cleaning | Per day | **Rs. 1000** |
| Required machine unavailable without timely replacement | Per machine/day | **Rs. 1000** |
| Employee absent without providing a substitute | Per person/day | **Rs. 500** |
| Unauthorized early departure from court premises | Per person per verified instance | **Rs. 500** |
| Negligence in garden maintenance | Per verified instance | **Rs. 10,000 plus actual rectification cost, wherever incurred** |
| Complaint not attended to within prescribed time | Per instance | **Rs. 2000** |
| Damage or loss to Court property due to negligence | As assessed | **Actual restoration/replacement cost** |

All penalties and deductions shall be imposed after verification of the default and recording of the relevant facts by the authorized officer. The contractor shall be given an opportunity to submit an explanation wherever required under the applicable procedure. The same default shall not attract duplicate recovery under different clauses of this tender. The imposition of penalties shall be without prejudice to other contractual remedies available to the Tender Inviting Authority. Serious or repeated defaults may lead to withholding/recovery, invocation/forfeiture of performance security and/or termination as per contract, after following the prescribed procedure.

## 14. PAYMENT, TAXES & STATUTORY COMPLIANCE

- **Monthly bills shall be submitted** with attendance sheets, service reports, statutory compliance documents and satisfactory-service certification.
- **No advance payment** shall be made unless expressly provided in the final NIT/contract.
- **Payment shall be subject to satisfactory performance, certification by the designated authority, availability of funds and statutory deductions.**
- GST/Tax Deducted at Source (TDS) and other statutory deductions shall be made as applicable.
- The contractor shall bear wages, statutory contributions, uniforms, PPE, consumables, transport, supervision, repairs and all other costs necessary for performance unless expressly excluded.

## 15. BID EVALUATION, EMD & PERFORMANCE SECURITY

Evaluation shall be conducted in the following sequence: (i) preliminary scrutiny of tender fee/EMD and mandatory documents; (ii) technical/techno-commercial evaluation; (iii) opening/evaluation of financial bids only of technically qualified bidders; (iv) determination of the lowest evaluated responsive bidder (L1) on the basis of the aggregate total annual amount (including all applicable taxes) quoted for the complete work covering District Court Sagar and all ten (10) Taluka Court establishments together, as specified in the Price Schedule and the corresponding online BOQ.

The work is one composite tender package for District Court Sagar and all ten (10) covered Taluka Court establishments. The bidder shall quote for the complete package and not for individual establishments separately. The online BOQ shall provide corresponding location-wise price entries consistent with Clause 16, and the aggregate of all location-wise amounts, including applicable taxes, shall be the evaluated tender amount.

No separate location-wise award shall be made under this tender. The contract shall be awarded as a single contract for the complete package to the lowest evaluated responsive bidder (L1), determined by comparing the aggregate total annual amount inclusive of applicable taxes for all eleven (11) establishments. The online BOQ total and the total shown in the Price Schedule shall be consistent; any discrepancy shall be dealt with under the applicable e-procurement rules and the tender conditions.

### 15.1 EARNEST MONEY DEPOSIT (EMD) / BID SECURITY — SUBMISSION, VALIDITY, REFUND AND FORFEITURE

The Earnest Money Deposit (EMD) shall be ₹1,00,000/- (Rupees One Lakh only), as specified in the Tender Data, unless modified by a corrigendum issued by the competent authority. The EMD shall be submitted only through the mode(s) enabled/allowed on the Government e-Procurement Portal and stated in the Notice Inviting Tender (NIT). Where the portal permits online payment, the bidder shall complete the payment and upload/retain the transaction acknowledgement/receipt. Where an instrument is expressly permitted, it shall be drawn in the name and form specified in the NIT and submitted within the prescribed time.

A bid not accompanied by valid EMD, or for which the payment/instrument is not verifiable in the manner prescribed in the NIT, may be treated as non-responsive and rejected, subject to applicable procurement rules. The bidder shall quote the transaction/reference number and furnish the prescribed proof in the technical bid. The EMD shall remain valid for 120 days from the last date of bid submission. Any extension shall be governed by applicable e-procurement rules and a written request/notice issued by the Tender Inviting Authority.

Refund/Release of EMD: (a) EMD of unsuccessful bidders shall be released/refunded through the same payment channel or returned instrument, as applicable, after completion of the tender process and award of contract, subject to portal/bank processing and applicable rules; (b) EMD of the successful bidder shall be released/refunded only after the bidder has furnished the required Performance Security, executed the agreement and completed the formalities stipulated in the Letter of Acceptance/Work Order, unless the applicable rules prescribe adjustment or other treatment; and (c) no interest shall be payable on EMD.

### 15.2 PERFORMANCE SECURITY — AMOUNT, SUBMISSION, VALIDITY, RELEASE AND FORFEITURE

The successful bidder shall furnish Performance Security amounting to 05% (Five Percent) of the accepted annual contract value, for due and faithful performance of the contract. The Performance Security shall be submitted within fifteen (15) days from the date of issuance of the Letter of Acceptance (LOA), and in all cases before issuance of the final work order/commencement of services. It shall be furnished in the form of an Account Payee Demand Draft or an unconditional and irrevocable Bank Guarantee issued by a Nationalized Bank, in favour of the Principal District & Sessions Judge, Sagar (M.P.), unless another form is expressly permitted by the e-procurement rules or the competent authority in writing.

The Performance Security shall remain valid throughout the entire contract period and for an additional period of sixty (60) days after completion of all contractual obligations. If the contract period is extended, the Contractor shall extend/renew the Performance Security so that it remains valid for the extended contract period plus sixty (60) days. All bank charges and expenses shall be borne by the Contractor.

The Performance Security shall secure due performance of all contractual obligations. It shall be liable to be invoked/forfeited, wholly or partly, if the services are found unsatisfactory, any material condition is breached, the Contractor abandons or fails to perform the work, or damage/loss is caused due to negligence of the Contractor or its employees. Such invocation/forfeiture shall be without prejudice to other remedies available under the contract and applicable law, after following the prescribed procedure.

Release of Performance Security: The Performance Security shall be released only after expiry of its prescribed validity, satisfactory completion of the contract, certification by the authorized officer and settlement of all dues, claims, recoveries and statutory liabilities. No interest shall be payable.

## 16. PRICE SCHEDULE

| Sl. | Location | Annual Cleaning Charges (Excluding Taxes) | Annual Garden Maintenance Charges (Excluding Taxes) | GST / Other Applicable Taxes | Total Annual Amount (Including Taxes) |
|---|---|---|---|---|---|
| 1 | District Court, Sagar | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 2 | Banda | ₹ _____ | NIL – Garden service not required | ₹ _____ | ₹ _____ |
| 3 | Bina | ₹ _____ | NIL – Garden service not required | ₹ _____ | ₹ _____ |
| 4 | Deori | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 5 | Garhakota | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 6 | Khurai | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 7 | Rehli | ₹ _____ | NIL – Garden service not required | ₹ _____ | ₹ _____ |
| 8 | Shahgarh | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 9 | Kesli | ₹ _____ | NIL – Garden service not required | ₹ _____ | ₹ _____ |
| 10 | Malthone | ₹ _____ | ₹ _____ | ₹ _____ | ₹ _____ |
| 11 | Rahatgarh | ₹ _____ | NIL – Garden service not required | ₹ _____ | ₹ _____ |
| | **TOTAL** | ₹ _____ | ₹ _____ | ₹ _____ | **₹ _____** |

Garden maintenance charges shall be quoted only for locations marked "Yes" in Annexure-I. For locations marked "No", including Banda, Bina, Rehli, Kesli and Rahatgarh, garden maintenance charges shall be treated as NIL. The bidder shall quote all applicable taxes separately. The TOTAL row in this Price Schedule shall represent the aggregate of the annual cleaning charges, applicable garden-maintenance charges and all applicable taxes for District Court Sagar and all ten (10) Taluka Court establishments together. This is a single composite tender and a single contract for all eleven (11) establishments; bids for individual locations or partial scope shall not be considered. The online BOQ shall contain corresponding location-wise entries and its grand total, inclusive of applicable taxes, shall match the aggregate total quoted in this Price Schedule. The aggregate grand total shall be the sole financial basis for ranking technically qualified bidders and determining L1, subject to applicable procurement rules.

## 17. TECHNO-COMMERCIAL BID CHECKLIST

Bidders shall submit all documents listed in the Techno-Commercial Bid Checklist at Annexure-IX.

## 18. DECLARATIONS

**No Blacklisting / Debarment:** I/We declare that the firm has not been blacklisted/debarred by any competent authority except as disclosed.

**Authenticity:** I/We certify that all documents, certificates, work orders and declarations submitted are genuine and verifiable.

**Labour Compliance**: I/We undertake to comply with minimum wages, Collector rates, EPF/ESIC, labour, safety and social-security requirements.

**Confidentiality & Court Security**: I/We undertake to protect court records, documents, property and restricted information.

**No Private Work:** Contract resources shall not be used for private/personal work of court officials/staff.

**Service Continuity**: I/We undertake to maintain replacement manpower and uninterrupted service.

## 19. ANNEXURES AND SERVICE SCHEDULES

### ANNEXURE-I : SITE-WISE COVERAGE

| Sl. | Court Location | Cleaning | Garden |
|---|---|---|---|
| 1 | District Court, Sagar | **Yes** | **Yes** |
| 2 | Banda Taluka Court | **Yes** | **No** |
| 3 | Bina Taluka Court | **Yes** | **No** |
| 4 | Deori Taluka Court | **Yes** | **Yes** |
| 5 | Garhakota Taluka Court | **Yes** | **Yes** |
| 6 | Khurai Taluka Court | **Yes** | **Yes** |
| 7 | Rehli Taluka Court | **Yes** | **No** |
| 8 | Shahgarh Taluka Court | **Yes** | **Yes** |
| 9 | Kesli Taluka Court | **Yes** | **No** |
| 10 | Malthone Taluka Court | **Yes** | **Yes** |
| 11 | Rahatgarh Taluka Court | **Yes** | **No** |

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## ANNEXURE-II : EXACT SITE-WISE MANPOWER

| Sl. | Location / Deployment | Supervisor | Cleaners | Gardeners |
|---|---|---|---|---|
| 1 | District Court, Sagar | 1 | 10 | 2 |
| 2 | Banda | 0 | 5 | 0 |
| 3 | Bina | 0 | 4 | 0 |
| 4 | Deori | 0 | 3 | 1 |
| 5 | Garhakota | 0 | 9 | 2 |
| 6 | Khurai | 0 | 5 | 1 |
| 7 | Rehli | 0 | 3 | 0 |
| 8 | Shahgarh | 0 | 1 | 1 |
| 9 | Kesli | 0 | 2 | 0 |
| 10 | Malthone | 0 | 4 | 3 |
| 11 | Rahatgarh | 0 | 1 | 0 |
| | TOTAL | 1 | 47 | 10 |

## ANNEXURE-III : EXACT MINIMUM MACHINE / EQUIPMENT QUANTITIES

The quantities stated in this Annexure are minimum aggregate units required for the entire contract. The deployment pattern shown is the minimum operational arrangement for District Court Sagar and the ten Taluka Courts. The Contractor shall keep all units serviceable and deploy them at the covered establishments / clusters as directed by the authorized Court officer. The bidder shall indicate make, model, capacity, proposed quantity and deployment details in Annexure-X. Quantities for each site-specific set (trolleys, ladders/cobweb sets and garden kits) are expressly stated below.

| Sl. | Machine / Equipment | Minimum Quantity | Site / Location / Deployment |
|---|---|---|---|
| 1 | Industrial auto scrubber-cum-drier / floor scrubber | 02 (minimum) | One for District Court Sagar and one for Taluka Court cluster; movable deployment as directed |
| 2 | Wet & dry vacuum cleaner for dusting / cobweb cleaning | 02 (minimum) | One for District Court Sagar and one for Taluka Court cluster |
| 3 | High-pressure jet cleaning machine | 02 (minimum) | One for District Court Sagar and one for Taluka Court cluster; use only where safe and suitable |
| 4 | Single-disc floor polishing / buffing machine | 01 (minimum) | Shared specialist equipment; deployment at any covered establishment as directed |
| 5 | Walk-behind sweeper | 02 (minimum) | One for District Court Sagar and one for Taluka Court cluster |
| 6 | Compact scrubber for | 02 (minimum) | One for District Court Sagar and one for Taluka |

| Sl. | Machine / Equipment | Minimum Quantity | Site / Location / Deployment |
|---|---|---|---|
| | corners / inaccessible areas | | Court cluster |
| 7 | Carpet / upholstery extraction-cleaning machine | 01 (minimum) | Shared specialist equipment; use only at locations having carpet/upholstery requiring cleaning |
| 8 | Lawn mower | 02 (minimum) | One at District Court Sagar and one for the Taluka garden cluster |
| 9 | Grass cutter / brush cutter | 06 (minimum) | One at each of the six garden locations marked “Yes” in Annexure-I |
| 10 | Powered hedge trimmer | 03 (minimum) | Shared across the six garden locations; deploy according to approved garden schedule |
| 11 | Trolleys / wheelbarrows with suitable wheels | 11 (minimum) | One at each of the eleven covered court establishments |
| 12 | Safe access ladder and long-handle cobweb-cleaning set | 11 sets (minimum) | One set at each of the eleven covered court establishments |
| 13 | Dedicated wet & dry vacuum cleaner for rag / muck picking | 02 (minimum) | Separate from the two units at Sl. No. 2; one for District Court Sagar and one for Taluka Court cluster |
| 14 | Garden watering hose / sprayer and basic garden tool kit | 06 sets (minimum) | One set at each of the six garden locations marked “Yes” in Annexure-I |

- The bidder shall deploy the required machinery at the specified locations or clusters as per the approved deployment schedule.
- The contractor shall ensure that all machinery remains in working condition throughout the contract period.
- In case of breakdown, suitable replacement machinery shall be provided immediately without affecting the prescribed cleaning schedule.
- Garden-related machinery shall be deployed only at the six locations marked "Yes" in Annexure-I.

## ANNEXURE-IV : SIMILAR WORK EXPERIENCE

**(Location)**

**Date:** _____

**From:** (Name & Address of the Bidder)

**To,**

**The Princ**

Cleaning Services & Maintenance of Garden at District & Sessions Court, Sagar and covered Taluka Courts, District Sagar (M.P.).

**Ref.:** _____

Dear Sir/Madam,

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

We hereby declare and confirm that we, _____ (Name of the Bidder), having our registered office at _____, have successfully executed similar work relating to Mechanized Cleaning Services / Housekeeping Services and Maintenance of Garden. We are providing the details below:

| S. No. | Name of the Organization | Work Order No. & Date / Project Value (₹) | Contract Period | Brief Scope of Work | Whether copies of Work Orders / Experience Certificates are attached |
|---|---|---|---|---|---|
| 1. | _____ | | _____ | _____ | Yes / No; Page No. _____ |
| 2. | _____ | | _____ | _____ | Yes / No; Page No. _____ |
| 3. | _____ | | _____ | _____ | Yes / No; Page No. _____ |

We hereby certify that the information furnished above is true and correct and that supporting documents are enclosed with the Technical Bid.

**Name of Bidder/Firm:** _____

**Name of Authorized Signatory:** _____

**Designation:** _____

**Signature with Seal:** _____

**Date:** _____ **Place:** _____

## ANNEXURE-V : TURNOVER STATEMENT

The Tenderer must have an average annual turnover of not less than Rs. **50.00 lakh (Rupees Fifty Lakh Only)** during the last three financial years in the relevant field.

Copies of the following documents shall be submitted along with the Technical Bid:

1. Audited Profit & Loss Accounts and Balance Sheets for the last three financial years.
2. Income Tax Returns (ITR) for the last three financial years.
3. Chartered Accountant's Certificate showing year-wise turnover and average annual turnover for the last three financial years.
4. Supporting documents establishing that the turnover relates to mechanized cleaning, housekeeping or similar services.

| Financial Year | Annual Turnover (₹) |
|---|---|
| **2023–24** | _____ |
| **2024–25** | _____ |

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

| | |
|---|---|
| **2025–26** | _____ |
| **Total Turnover** | _____ |
| **Average Annual Turnover** | _____ |

**Name of Bidder/Firm:** _____

**Signature of Authorized Signatory:** _____

**Seal of Firm/Agency:** _____

## ANNEXURE-VI : PERSONNEL DEPLOYMENT LIST (After issuing a final work order)

| Sl. | Name | Role | Qualification/Training | ID/Verification | Mobile | Site |
|---|---|---|---|---|---|---|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| 4 | | | | | | |
| 5 | | | | | | |
| 6 | | | | | | |
| 7 | | | | | | |
| ..... | | | | | | |

## ANNEXURE-VII : WORK / INSPECTION REGISTERS

- Daily attendance register of deployed personnel.
- Daily cleaning/service register showing work completed and deviations.
- Machine maintenance/breakdown register.
- Garden maintenance register.
- Routine/surprise inspection register maintained and made available to the authorized officer.
- Consumable stock register; stock shall be available for verification whenever required.

## 20. DRAFT AGREEMENT

The successful contractor shall execute an agreement with the **Principal District & Sessions Judge, Sagar (M.P.)** incorporating the tender document, accepted financial bid, work order and all approved annexures. The contractor shall perform the complete scope, provide the prescribed manpower/machines/consumables, comply with statutory requirements, submit monthly bills and maintain all registers.

The contract shall remain in force for one year from the date of execution of the Agreement unless extended or terminated in accordance with its terms. Material breach, repeated unsatisfactory performance, abandonment or failure to maintain the prescribed manpower/service level may result in recovery, forfeiture, termination and other action as per the contract.

## 21. DISPUTE RESOLUTION / ARBITRATION / JURISDICTION

Any dispute or difference arising out of or relating to this tender, the Agreement, interpretation, payment, performance or termination shall first be referred to the Principal District & Sessions Judge, Sagar, or the officer

nominated by the competent authority, for amicable resolution through mutual discussion. If the dispute is not resolved within thirty (30) days of written reference, it may be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended. The parties shall mutually agree upon an independent and impartial sole arbitrator. If they fail to agree on the appointment within the period prescribed by law, appointment shall be made in accordance with Section 11 of the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Sagar, Madhya Pradesh, unless otherwise mutually agreed in writing. The arbitral award shall be final and binding, subject to remedies available under applicable law. Nothing in this clause shall prevent either party from seeking interim relief from a court of competent jurisdiction.

### 21A. GOVERNING LAWS AND JURISDICTION

The tender, Agreement and contractual relationship shall be governed by the laws in force in India, including applicable laws, rules and Government instructions of Madhya Pradesh. Subject to the arbitration clause and applicable law, courts of competent jurisdiction at Sagar, Madhya Pradesh, shall have territorial jurisdiction in respect of proceedings arising out of or relating to the contract.

### 22. LETTER OF ACCEPTANCE / WORK ORDER

| | |
|---|---|
| Contractor | M/s _____ |
| Accepted Annual Contract Value | ₹ _____ |
| Applicable Taxes | ₹ _____ / as applicable |
| Performance Security | 05% of accepted annual contract value |
| Commencement Date | _____ |
| Contract End Date | _____ |
| Authorized Officer / OIC | _____ |

The contractor shall mobilize the approved manpower, machinery and consumables and commence services by the commencement date. Failure to commence or maintain services shall attract the remedies specified in the tender/contract.

### SCHEDULE–I : DETAILED METHOD OF CLEANING

| DESCRIPTION OF AREA | LOCATIONS | OPERATION REQUIRED |
|---|---|---|
| Surface area with Kota Stone, Marble, Concrete Tiles, Vitrified Tiles etc. | Court Rooms, Corridors, Open Areas, Concourse, Verandahs, Offices and Common Areas. | Sweeping, Dry & Wet Mopping, Scrubbing, Wet Cleaning and Removal of stains, spit marks and other dirt. |
| Surface area with Asphalt / Bituminous, Chequered Tiles / Blocks etc. | Entrance, Approach Roads, Parking Areas and External Circulating Areas. | Sweeping, Dry Mopping, Wet Cleaning and Removal of accumulated dirt and muck. |
| Other Rough Surfaces | Circulating Areas, Open Spaces and Movement Areas. | Sweeping, Rag Picking, Muck Collection and General Cleaning. |
| Ceilings, Walls, Windows and Doors | All covered Court Buildings, Offices, Corridors and other premises under the contract. | Dusting, cobweb removal and cleaning of glass/windows with suitable surface-safe agents; periodic cleaning without damaging surfaces. |
| Staircases | All covered Court Buildings and Taluka Court premises. | Dry Mopping, Sweeping, Pressure Water Cleaning wherever suitable and Vacuum Cleaning. |
| Toilets and Bathrooms | All Male / Female Toilets, Public Toilets, Urinals and Bathrooms in covered premises. | Cleaning with surface-compatible cleaning agents, descaling where appropriate, disinfection, odour control and pressure-water cleaning only where safe and suitable. Acidic agents shall not be used on incompatible surfaces or fixtures. |

| | | |
|---|---|---|
| Water Booths and Wash Basins | Drinking Water Points, Wash Basins and Water Stands in covered premises. | Cleaning, removal of stains, disinfection and use of suitable cleaning agents; water-contact surfaces shall be rinsed appropriately and kept hygienic. |
| Garbage Disposal | All areas covered under the contract. | Collection of Sweepings, Garbage, Rags and Muck in bins and disposal at the designated garbage collection point. |
| Air Freshening Measures | Toilets, Bathrooms and other designated common areas. | Use of approved fragrant cleaning agents, disinfectants, toilet fresheners and odour-control materials such as naphthalene balls / Odonil or equivalent, where suitable. |
| Cleaning of Electronic Display Boards and Panels | Electronic Display Boards, Notice Boards and Panels in covered premises. | Dusting and cleaning with suitable dry or surface-safe methods/agents only; no liquid shall be sprayed directly on electronic panels, switches, screens or equipment. |
| Court Rooms, Offices and Common Rooms | Court Rooms, Judicial Officers' Chambers, Offices, Waiting Areas and Staff Common Rooms. | Sweeping, Dusting, Dry & Wet Mopping, Waste Collection and General Cleaning. |
| Special Areas | Judicial Lock-ups, Suitors' Sheds, Petition Writers' Areas, Filing Sections and Record Rooms. | Sweeping, Mopping, Dusting, Sanitation and Waste Collection as per directions. |
| Garden Areas | District Court Sagar, Deori, Garhakota, Khurai, Shahgarh and Malthone only. | Lawn Mowing, Grass Cutting, Watering, Weeding, Pruning, Hedge Trimming, Plantation and General Garden Maintenance. |

**Note: The Tenderers are advised to visit the District Court Sagar and the covered Taluka Court premises before quoting their rates, after obtaining necessary permission from the competent authority, to assess the areas, surfaces and nature of work involved. No objection regarding the site conditions shall ordinarily be entertained after submission of the bid.**

**SCHEDULE–II : ACTIVITY-WISE MACHINERY & EQUIPMENT**

| Sl. | Activity | Machine / Equipment | Minimum Quantity |
|---|---|---|---|
| 1 | Floor scrubbing | Industrial auto scrubber-cum-drier / single-disc scrubber | 02 auto scrubber-cum-driers; 01 single-disc machine (see Annexure-III) |
| 2 | Wet cleaning | High-pressure jet cleaning machine | 02 minimum (see Annexure-III) |
| 3 | Dusting / cobweb cleaning | Wet & dry vacuum cleaner / cobweb equipment | 02 minimum (see Annexure-III) |
| 4 | Sweeping | Walk-behind sweeper | 02 minimum (see Annexure-III) |
| 5 | Corner / inaccessible-area cleaning | Compact scrubber | 02 minimum (see Annexure-III) |
| 6 | Carpet / upholstery cleaning | Carpet / upholstery extraction-cleaning equipment | 01 minimum (see Annexure-III) |
| 7 | Garbage collection | Trolleys / wheelbarrows | 11 minimum (one per covered establishment; see Annexure-III) |
| 8 | Garden maintenance | Lawn mower / grass cutter / brush cutter | 02 lawn mowers and 06 grass cutters (see Annexure-III) |
| 9 | Hedge and shrub maintenance | Powered hedge trimmer / pruning | 03 powered hedge trimmers plus hand tools |

| Sl. | Activity | Machine / Equipment | Minimum Quantity |
|---|---|---|---|
| | | equipment | (see Annexure-III) |
| 10 | Other cleaning activities | Ladders and long-handle cobweb equipment | 11 sets minimum (see Annexure-III) |
| 11 | Rag / muck picking | Dedicated wet & dry vacuum cleaner and manual process | 02 minimum, separate from the 02 dusting/cobweb units (see Annexure-III) |

**SCHEDULE–III : DAILY / PERIODIC CLEANING FREQUENCY**

| Sl. | Activity / Area | Frequency | Remarks |
|---|---|---|---|
| 1 | Circulating areas / main public movement areas | Minimum 2 times daily | Also whenever required |
| 2 | Other general areas | Minimum 1 time daily | Also whenever required |
| 3 | Public toilets / urinals | 2–3 times daily | Immediate cleaning on complaint/need |
| 4 | Court rooms / office rooms | 2 times daily | Before/after prescribed court/office activity as directed |
| 5 | Staircases | Daily | More frequently at high-use locations |
| 6 | Cobweb removal | At least once weekly | More frequently where necessary |
| 7 | Water stands / cooler platforms | Daily | Maintain hygienic condition |
| 8 | Dustbins | At least twice daily | Bags to be replaced as required |
| 9 | Glass / windows / doors | Weekly / as required | Streak-free cleaning |
| 10 | Garden watering | As per season/weather | No over-watering; authority instructions prevail |
| 11 | Lawn mowing / hedge trimming | As required by growth | Maintain neat appearance |
| 12 | Garbage disposal | Daily / as required | No accumulation within court premises |

The contractor shall ensure uninterrupted cleaning and garden maintenance services during the entire contract period. Any absence of personnel, machinery breakdown or other operational difficulty shall be immediately addressed by providing suitable replacement manpower or equipment. The contractor shall not be entitled to claim additional payment for such replacement arrangements.

**SCHEDULE–IV : CHEMICALS, CONSUMABLES, TOOLS & PPE**

- Bleaching powder, soda ash, suitable floor/toilet disinfectants, phenyl/disinfectant, glass cleaner, stain remover, room/air freshener, odour-control materials and other task-appropriate cleaning chemicals.
- Where technically and legally appropriate: descaling/toilet-cleaning chemicals, suitable pest-control products and IPA/electronic-safe cleaner for compatible surfaces.
- Brooms, dustpans/iron panja, buckets/drums, gharmela, spades, brushes, long-handle cobweb remover, sponges, dusting cloths, wet mops, dry mops, squeegees, wipers and garbage bags.

Garden consumables and tools: grass-cutting equipment, pruning/hedge tools, khurpi, rake, hoe, spade, shovel, secateurs, pruning shears, watering hoses/sprayers, manure/compost/fertilizer, seeds/seasonal plants and pots where included in the approved scope.

- Uniform, photo identity card, gloves, masks, safety shoes/boots, safety spectacles, caps and other PPE appropriate to the task shall be provided at contractor's cost.

• All chemicals/materials shall be of standard/reputed quality, used strictly according to the manufacturer's instructions and stored safely with appropriate labels and safety data. Acidic, alkaline, caustic or other hazardous agents shall be used only where technically suitable and legally permitted; they shall not be used on incompatible surfaces, near records/electronics, or in a manner likely to injure persons or damage Court property. Water-contact surfaces shall be rinsed appropriately.

## 23. SPECIAL TERMS & CONDITIONS

1. **Inspection of Premises Before Quoting:** The tenderer may inspect all covered premises before submitting the bid, after obtaining necessary permission from the competent authority wherever required. The tenderer shall be deemed to have acquainted himself with the nature and extent of the work, site conditions, floor areas, staircases, toilets, gardens, entrances, access restrictions, working hours, availability of water and electricity, storage arrangements and other operational requirements. No claim for additional payment or relaxation of contractual obligations on account of lack of knowledge of site conditions shall ordinarily be entertained after submission of the bid.
2. **Responsibility for Complete Service Arrangement:** The Contractor shall arrange and provide all required manpower, supervision, machines, equipment, tools, cleaning materials, chemicals, consumables, garden inputs, uniforms, identity cards, personal protective equipment (PPE) and other incidental resources necessary for satisfactory performance of the contract, except those items expressly specified in the Tender Document as being provided by the Court.
3. **Ownership and Availability of Machines:** The machines and equipment deployed for the work may be owned, hired or otherwise lawfully arranged by the Contractor. However, the Contractor shall remain fully responsible for their availability, serviceability, maintenance, repair, operating expenses and timely replacement. All machines shall be maintained in proper working condition throughout the contract period. Any machine becoming defective or unavailable shall be repaired or replaced promptly so that the cleaning services are not interrupted.
4. **A trained operator shall be available for every machine while it is in operation. Operators may be drawn from the approved cleaner strength only where doing so does not reduce the prescribed cleaning coverage; otherwise, the Contractor shall provide additional operators at its own cost. Concurrent deployment shall be planned so that all minimum cleaning duties continue without interruption.**
5. **Commencement of Services:** The successful Contractor shall commence the work within the period specified in the Work Order. Unless otherwise specified in the Work Order, the Contractor shall make all necessary arrangements for deployment of manpower, machines, tools and consumables and commence the services within seven days from the date of issuance of the Work Order. Failure to commence within the stipulated period may attract action under the Tender Document and applicable rules.
6. **Daily Cleaning Schedule and Timely Completion:** The Contractor shall ensure that the initial cleaning of the covered premises is completed before the commencement of regular Court functioning, as far as practicable and in accordance with the approved duty schedule. Cleaning and sanitation shall continue during the prescribed working hours wherever required. The Contractor shall strictly follow the site-wise schedule of work and ensure that no covered area remains unattended or unclean due to improper planning or deployment.
7. **Deployment and Replacement of Manpower:** The Contractor shall deploy the approved number of supervisors, cleaners and gardeners at each establishment in accordance with the manpower details specified in the relevant Annexure. The Contractor shall ensure that sufficient personnel remain available throughout the prescribed duty hours. In case of absence, leave, resignation or removal of any deployed employee, a suitable replacement shall be arranged without delay and without affecting the services. Any additional manpower reasonably necessary to maintain the prescribed service standards shall be arranged by the Contractor at its own cost, subject to the contractual scope.
8. **Public Toilet Cleaning Personnel:** Wherever male and female public toilets, urinals and bathrooms exist, the Contractor shall assign designated cleaning personnel for their regular maintenance during the prescribed working hours. Such facilities shall be cleaned and sanitized at least two to three times daily and additionally whenever required or upon receipt of a complaint. The Contractor shall ensure continuous availability of the required cleaning materials and personnel for this purpose.
9. **Garden Maintenance:** The Contractor shall maintain lawns, flower beds, trees, shrubs, hedges, pots and other plantations at the locations specifically marked “Yes” in Annexure-I. The Contractor shall arrange the required gardeners, gardening tools, machines, seeds, plants, manure, fertilizers and other garden inputs at its own cost, as per the approved schedule. Garden maintenance shall be carried out under the instructions of the Officer-in-Charge/Nazarat or other authorized officer. No garden maintenance services or deployment of gardeners shall be required at locations marked “No” in Annexure-I.
10. **Cleaning Materials and Consumables:** The cost of all cleaning materials and consumables, including but not limited to soap, phenyl, detergents, disinfectants, floor cleaners, glass cleaners, room fresheners, brushes, wipers, mops, dusters, garbage bags and other necessary materials, shall be borne by the Contractor. Only good-quality

materials of reputed and suitable makes shall be used. The materials shall be appropriate for the surface and purpose for which they are used and shall not cause damage to Court property, flooring, furniture, equipment or installations.

11. **Monthly Stock of Consumables:** The Contractor shall maintain sufficient stock of cleaning materials, chemicals, consumables and garden inputs required for at least one month's normal operations. The stock shall be produced for inspection before the Officer-in-Charge/Nazarat or other authorized officer during the first week of every month or whenever required. The Contractor shall ensure that no cleaning activity is interrupted due to shortage or non-availability of materials.
12. **No Private or Unauthorized Work:** No private or personal work shall be performed by the Contractor's employees or by using the machines, equipment, tools or materials deployed under this contract during the subsistence of the contract. The Contractor's resources shall be used exclusively for the work covered under the agreement and for no unauthorized purpose.
13. **Prohibition on Subcontracting:** The Contractor shall not assign, transfer, sublet or subcontract the whole or any part of the contract to any other agency or person without the prior written approval of the competent authority. Any unauthorized subcontracting or transfer of contractual responsibility shall constitute a breach of contract and may result in termination and other action as permissible under the contract and applicable rules.
14. **Compliance with Instructions of Court Authorities:** The Contractor and its employees shall immediately comply with all reasonable instructions issued by the Principal District & Sessions Judge, District Court, Sagar, the Officer-in-Charge/Nazarat or any other officer duly authorized by the competent authority regarding cleanliness, sanitation, garden maintenance, manpower deployment, service quality, security and continuity of services. The Contractor shall ensure that such instructions are implemented promptly and properly.
15. **Attendance, Identity Cards and Uniforms:** The Contractor shall furnish in advance the names, photographs and other necessary particulars of all employees proposed to be deployed at the covered establishments. Every employee shall wear a clean and proper uniform and prominently display an identity card issued by the Contractor in the format or manner approved by the competent Court authority. Employees shall carry their identity cards while on duty and shall produce them whenever demanded by the authorized Court officer. No unauthorized person shall be permitted to enter or work within the Court premises.
16. **Verification of Personnel and Conduct:** The Contractor shall ensure that all personnel deployed are adults, medically and physically fit for the assigned work and satisfy applicable legal requirements. Identity and antecedent/credential verification shall be carried out wherever required by the Court. The Contractor shall be responsible for the conduct, discipline and behavior of its employees. Any employee found involved in misconduct, indiscipline, misbehavior, unauthorized access, security violation, negligence or any activity prejudicial to the functioning or security of the Court may be directed to be removed immediately. The Contractor shall arrange a suitable replacement without delay.
17. **Protection of Court Property and Confidentiality:** The Contractor and its employees shall take utmost care to protect all Court buildings, records, files, furniture, fixtures, computers, servers, networking equipment, electronic display boards, glass panels, doors, windows, electrical installations and other assets. No record, file, document, electronic equipment or other Court property shall be handled, shifted, opened, accessed or disturbed by the Contractor's personnel without specific permission from the authorized Court officer. The Contractor shall maintain confidentiality of all information and records that may come to the knowledge of its personnel during the performance of the contract. Any loss or damage caused due to negligence, misconduct or unauthorized act of the Contractor or its employees shall be recoverable from the Contractor, in addition to any other action permissible under the contract and law.
18. **Use of Court Facilities:** Any space, electricity, water or other facility specifically permitted by the Court for execution of the contract shall be used only for the authorized contractual work. The Contractor shall not use Court electricity, water, stores, premises or other facilities for any private or unauthorized purpose. The availability of such facilities shall be subject to the permission and conditions prescribed by the competent authority. Any additional electrical points, extension arrangements or other installations specifically required by the Contractor shall be arranged at its own cost after obtaining prior approval. The Contractor shall not undertake any electrical or structural alteration without written permission.
19. **Registers and Records:** The Contractor shall maintain proper and updated registers in the prescribed format, including:
    (a) Employee attendance and deployment register;
    (b) Daily duty and work-completion register;
    (c) Machine and equipment deployment/maintenance register;
    (d) Garden maintenance register;

(e) Complaint and action-taken register;
(f) Consumables and stock register; and
(g) Routine and surprise inspection register.

These registers shall be produced before the Officer-in-Charge/Nazarat or any other authorized officer whenever required. The daily duty and work register shall be submitted for verification at the intervals prescribed by the competent authority, including weekly verification wherever directed.

20. **Routine and Surprise Inspections:** The Court administration or any officer authorized by the Principal District & Sessions Judge, District Court, Sagar, shall have the right to conduct routine, periodic and surprise inspections of the services, deployed manpower, machines, consumables and garden maintenance work. The Contractor shall extend full cooperation during such inspections. The Contractor shall also conduct routine internal inspections to ensure satisfactory service quality and submit inspection reports, including quarterly performance reports, whenever directed by the competent authority.
21. **Complaint Handling and Immediate Attendance:** The Contractor shall promptly attend to any complaint or instruction received from the Officer-in-Charge/Nazarat or any authorized Court officer relating to cleaning, sanitation, toilet maintenance, waste disposal, machine availability or garden maintenance. The Contractor or its designated supervisor/representative shall remain reachable during the prescribed working hours and shall arrange immediate corrective action according to the urgency and nature of the complaint.
22. **Safety and Personal Protective Equipment:** The Contractor shall be solely responsible for the safety and welfare of its personnel while performing the contractual work. The Contractor shall provide appropriate PPE, including gloves, masks, protective footwear, safety spectacles, caps and other necessary safety equipment according to the nature of the assigned work. It shall ensure that employees are properly trained in the safe use of machines, cleaning chemicals and equipment. Hazardous chemicals shall be stored, handled and used safely and in accordance with applicable instructions. The Contractor shall be responsible for accidents, injuries, compensation and other employment-related liabilities to the extent imposed upon it under applicable law.
23. **Statutory Compliance and Payment of Wages:** The Contractor shall comply with all applicable labour laws, minimum wage notifications, statutory rules and Government instructions relating to the employment and deployment of its personnel. The Contractor shall pay wages not less than the applicable statutory minimum wages and relevant Collector rates, as applicable to the respective category of work, and shall make payment within the prescribed period. The Contractor shall furnish the names and details of deployed employees in advance and maintain employee-wise attendance and wage-payment records. Such records shall be made available for verification by the Nazarat Section or any authorized officer. The Contractor shall also comply with the applicable instructions of the Madhya Pradesh Finance Department, including Letter No. F11-1/2023/rules/four, Bhopal, dated 31.03.2023, to the extent applicable to this contract.
24. **Licences, Registrations and Statutory Records:** The Contractor shall obtain and maintain all registrations, licences, permissions and statutory records required under applicable laws, including labour laws, EPF, ESIC, GST, professional tax, safety and other applicable enactments, wherever applicable. Copies of relevant certificates, challans, returns and other compliance documents shall be submitted to the competent authority whenever required. Any liability arising from non-compliance with applicable statutory requirements shall be borne by the Contractor.
25. **Rates and Price Stability:** The rates quoted and accepted shall remain firm during the contract period and shall not be increased on account of inflation, increase in the cost of materials, machinery, fuel, transportation, wages or other operational expenses, except for statutory wage revisions or other adjustments expressly permitted under the Tender Document, the accepted bid and applicable Government orders. Any permitted statutory wage adjustment shall be dealt with strictly in accordance with the applicable contractual provisions and Government instructions. No other escalation or additional payment shall be admissible without prior written approval of the competent authority.
26. **Performance Review and Corrective Measures:** The Court administration shall have the right to review the performance of the Contractor at any time during the contract period. If any deficiency, negligence, incomplete work, shortage of manpower, non-availability of machines, poor-quality cleaning or unsatisfactory garden maintenance is noticed, the Contractor shall immediately take corrective measures as directed by the authorized officer. The Contractor shall also rectify deficiencies within the time specified by the competent authority, without additional cost wherever the deficiency is attributable to the Contractor.
27. **Penalties, Deductions and Recovery:** For delay, absence of manpower, non-availability of machinery, incomplete cleaning, negligence in garden maintenance, failure to attend complaints, unauthorized early departure or any other deficiency, the penalties and deductions specifically prescribed in the relevant penalty clause/schedule of this Tender Document shall be applicable. Such penalties may be recovered from the monthly

bills, pending payments or Performance Security, as permissible under the contract. In case of damage or pecuniary loss caused to the Court due to negligence, misconduct or breach by the Contractor or its employees, the actual assessed cost of restoration or replacement and other recoverable loss may also be recovered from the Contractor. No double penalty shall be imposed for the same default under different clauses unless the defaults are distinct or the contract expressly permits such recovery.

28. **Monthly Bills and Payment:** The Contractor shall submit monthly bills in the prescribed form, preferably in triplicate or in such number of copies as directed by the accounts section, along with the required supporting documents, including employee-wise attendance, deployment details, wage-payment proof, statutory compliance documents, complaint/action-taken details and service-performance certification, wherever applicable. Payment shall be made at the accepted contractual rates after verification of the work and satisfactory certification by the Officer-in-Charge/Nazarat or other authorized officer, subject to applicable deductions, penalties, recoveries, statutory deductions and availability of funds. No advance payment shall be made unless expressly provided in the Tender Document or approved in writing by the competent authority. No interest shall ordinarily be payable for delay in processing or payment of bills, subject to applicable law and contractual provisions.
29. Termination of Contract: The Agreement shall automatically expire on completion of the contractual period unless extended in writing by the competent authority in accordance with the tender and applicable procurement rules. The competent authority may terminate the contract for (a) material breach not rectified within thirty (30) days of written notice, where the breach is capable of remedy; (b) repeated or serious unsatisfactory performance, negligence, misconduct or failure to maintain prescribed manpower, machines or service levels; (c) failure or delay in commencing work, abandonment, unauthorized suspension or persistent interruption of services; (d) insolvency, bankruptcy or winding-up of the Contractor; (e) Force Majeure continuing for a period that makes performance impracticable; or (f) where the work is no longer required, subject to applicable rules. The competent authority may also terminate the contract by giving thirty (30) days' written notice without assigning a reason, if permitted by applicable procurement rules and the Agreement. On termination, payment shall be limited to satisfactory services actually rendered up to the effective date, after adjustment of lawful recoveries and liabilities. The Contractor shall hand over Court property, keys, records and materials and cooperate in orderly transition. Termination shall be without prejudice to recovery, invocation of Performance Security or other remedies available under the contract and law.
30. Withdrawal / Abandonment by Contractor: The Contractor shall not withdraw, suspend or abandon the work during the contract period without prior written approval of the competent authority. Any request for withdrawal shall be made in writing with reasons and shall not relieve the Contractor from continuing services until written approval and an orderly handover. Unauthorized withdrawal or abandonment shall constitute breach and may lead to termination, invocation of Performance Security and recovery of additional expenditure, subject to the tender and applicable law.
31. Failure to Commence or Continue Work: The Contractor shall commence services within the period specified in the Work Order. Failure to mobilize or commence, refusal to perform, or inability to maintain the required services shall be treated in accordance with the termination, penalty and Performance Security provisions of this Tender Document. The Court may, subject to applicable rules, arrange alternative services and recover additional expenditure lawfully attributable to the Contractor.
32. **Right to Accept or Reject Bids:** The Principal District & Sessions Judge, District Court, Sagar, reserves the right to accept or reject any bid, in whole or in part, or reject all bids, in accordance with applicable procurement rules and without being bound to accept the lowest financial offer. The evaluation shall be carried out on the basis of the eligibility requirements, technical compliance, experience, machinery, manpower, service capability, financial offer and other criteria specified in the Tender Document. The competent authority shall be entitled to seek clarification or additional information from bidders wherever permissible under applicable rules. Any negotiation or further evaluation shall be undertaken only in accordance with the applicable procurement procedure.
33. **No Right to Claim Award of Contract:** Submission of a tender shall not confer any right upon the bidder to claim award of the contract. The decision of the competent authority regarding evaluation and award shall be governed by the Tender Document and applicable procurement rules. Unsuccessful bidders shall not be entitled to claim compensation for costs incurred in preparing or submitting their bids.
34. **Performance Security and Earnest Money Deposit:** The successful bidder shall furnish the Performance Security within the time, amount, validity period and permitted form specified in the relevant clauses of this Tender Document and the Letter of Acceptance. The Performance Security shall remain valid for the period prescribed in the Tender Document, including any additional validity period specified therein. It shall be liable to be invoked or forfeited, wholly or partly, in the event of breach of contract, unsatisfactory performance,

abandonment of work, failure to fulfil contractual obligations or recovery of amounts lawfully due from the Contractor, subject to the terms of the contract. The EMD of unsuccessful bidders shall be dealt with in accordance with the applicable tender conditions. No interest shall be payable on EMD or Performance Security.

35. **Premature Withdrawal of Bid:** A bidder shall not withdraw or modify its bid during the bid validity period except as permitted under the Tender Document and applicable procurement rules. Any withdrawal or refusal to honour the bid after its acceptance, or failure to execute the agreement or furnish the required Performance Security within the stipulated period, may result in forfeiture of EMD and other action as prescribed in the Tender Document and applicable rules.
36. **Contract Period:** The contract shall remain in force for a period of one year from the date of execution of the agreement, unless terminated earlier in accordance with the terms of the contract. Any extension or renewal shall be subject to the written approval of the competent authority, satisfactory performance, availability of funds and compliance with applicable procurement rules. No automatic extension shall be claimed by the Contractor.
37. **Inspection and Verification of Work:** The Contractor shall permit the Principal District & Sessions Judge, District Court, Sagar, or any officer authorized by him/her to inspect the premises, verify manpower attendance, examine machinery and consumable stock, check the quality of work and inspect relevant registers and records at any reasonable time. The Contractor shall promptly comply with observations and directions issued during such inspection.
38. **No Employer-Employee Relationship:** The personnel engaged by the Contractor shall remain employees or engaged personnel of the Contractor and shall not be treated as employees of the Court. The Contractor shall be solely responsible for their recruitment, wages, leave, service conditions, statutory benefits, discipline, compensation and all other employment-related obligations, subject to applicable law. Nothing in the contract shall create an employer-employee relationship between the Court and the personnel deployed by the Contractor.
39. Force Majeure: Neither party shall be responsible to the other for delay or failure in performance of its obligations to the extent caused by an event beyond its reasonable control, including fire, flood, explosion, natural calamity, act of God, act of Government, public disorder, riots, embargo, epidemic/pandemic, strike, lockout, labour dispute, insurrection, civil commotion, war or enemy action. The affected party shall promptly notify the other party in writing, stating the nature, cause and expected duration of the event. Unless otherwise directed by the competent authority, the Contractor shall continue to perform obligations to the extent reasonably practicable and shall take reasonable steps and alternative measures to minimize disruption, particularly to essential sanitation and cleaning services. Relief shall apply only for the period and to the extent the event actually prevents performance; lack of funds, ordinary price increases or avoidable shortage of manpower/materials shall not by themselves constitute Force Majeure.
40. **Amendment and Clarification of Conditions:** Any amendment, modification or clarification affecting the contractual obligations, scope, financial terms or other material conditions shall be made only by the competent authority in writing and in accordance with applicable procurement rules. Instructions issued during the contract for routine operational arrangements, work scheduling, cleanliness standards and maintenance of the covered premises shall be complied with by the Contractor, provided that such instructions remain within the approved contractual scope.
41. **Notices and Communication:** All official notices, instructions, complaints and communications relating to the contract shall be issued or received through the addresses, email IDs or other communication channels furnished by the Contractor and approved by the competent authority. The Contractor shall promptly inform the Court of any change in its registered address, contact number, email address or authorized representative.
42. **Execution of Agreement and Binding Conditions:** The successful bidder shall execute the agreement in the prescribed form within the time specified in the Letter of Acceptance or Work Order. The Tender Document, accepted bid, Letter of Acceptance, Work Order, approved schedules, annexures and executed agreement shall be read together and shall form part of the contractual arrangement. In case of any inconsistency, the order of precedence specified in the agreement or Tender Document shall apply.
43. Reference to Governing Law and Jurisdiction: The governing law and territorial jurisdiction applicable to this Tender and the Agreement are set out in Clause 21A above. This paragraph is only a cross-reference and shall not create any separate or additional jurisdiction.

## 24. COMPLAINT & RESPONSE MECHANISM

• Complaint/deficiency shall be entered in the complaint register or communicated through the designated officer/telephone/other approved mode.

• The contractor shall immediately depute the concerned person and rectify the deficiency within the response time prescribed by the OIC/Nazarat.

• Emergency sanitation issues affecting toilets, public areas, water leakage/garbage accumulation or court functioning shall receive priority.

• Repeated complaints or failure to rectify deficiencies may attract penalty and/or other contractual action.

### 25. PRE-BID SITE INSPECTION / SITE CONDITION

The bidder may inspect all relevant sites with prior permission of the Office of the Principal District & Sessions Judge, Sagar. The bidder shall satisfy itself regarding dimensions, surface types, gardens, access, working conditions and logistics. No claim for additional payment arising solely from failure to inspect or understand site conditions shall ordinarily be entertained.

### 26. ORDER OF PRECEDENCE

In case of inconsistency, the following order shall generally apply, subject to applicable procurement rules: (1) corrigendum/addendum issued by the Tender Inviting Authority; (2) Notice Inviting Tender; (3) Special Conditions; (4) Scope of Work and approved schedules/annexures; (5) General Terms and Conditions; (6) accepted financial bid; and (7) executed agreement/work order. Applicable law and Government/High Court directions shall prevail over inconsistent tender wording.

### 27. BIDDER'S FINAL UNDERTAKING

I/We certify that I/We have read the complete tender document, schedules and annexures, inspected/assessed the work requirements, understood the manpower, machinery, cleaning, garden, wage, statutory and service-level obligations, and agree to execute the work in accordance with the tender and the accepted bid. I/We further certify that the information and documents submitted are true, complete and verifiable.

| | |
|---|---|
| Name of Bidder/Firm | _____ |
| Authorized Signatory | _____ |
| Designation | _____ |
| Date & Place | _____ |
| Seal | _____ |

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## ANNEXURE-VIII : TENDERER / BIDDER FORM

To,
**The Principal District & Sessions Judge,**
**District & Sessions Court, Sagar (M.P.)**

Tender Form No.: _____ (Recent passport-size photograph of authorized signatory, if required)

I/We _____, having read and understood the complete Tender Document, schedules, annexures and conditions, hereby agree to abide by all the terms and conditions contained therein. I/We agree to keep this tender open for acceptance for a period of 120 (One Hundred Twenty) days from the last date fixed for submission of bids, and to extend the validity if specifically requested in writing by the Tender Inviting Authority in accordance with applicable procurement rules.

I/We hereby tender to undertake the work of "Mechanized Cleaning Services, Manual Cleaning, Sanitation and Maintenance of Garden" at District Court Sagar and the covered Taluka Courts of District Sagar (M.P.), including the locations and services specified in Annexure-I and other schedules, at the rates quoted by me/us in the online Financial Bid. I/We agree to deploy the manpower, machines, operators, tools, chemicals, consumables and other resources in the minimum quantities and manner prescribed in the Tender Document.

I/We understand that the Technical Bid is required to be submitted both online and as a complete sealed physical hard copy at the Receipt/Inward Section, District & Sessions Court, Sagar (M.P.), within the mandatory deadline specified in the NIT. I/We further understand that the Financial Bid / price quotation shall be submitted online only and shall not be enclosed in the physical Technical Bid envelope.

I/We declare that the tender document downloaded from the Government e-Procurement Portal / official website has been reproduced without unauthorized addition, deletion or alteration. I/We have checked the document and all corrigenda/addenda issued by the Tender Inviting Authority. In case of any discrepancy, the official tender document and the latest corrigendum/addendum issued by the competent authority shall prevail.

The Earnest Money Deposit deposited by me/us is Rs. 1,00,000/- (Rupees One Lakh Only), and the tender document fee is Rs. 2,000/- (Rupees Two Thousand Only), besides applicable portal processing charges, paid through the prescribed online mode.

EMD Transaction / Reference No.: _____ Date: _____

Tender Fee Transaction / Reference No.: _____ Date: _____

I/We certify that the particulars and documents furnished with this tender are true, complete and verifiable. I/We understand that any false statement, suppression of material facts or forged document may result in rejection of the bid and other action in accordance with the Tender Document and applicable law.

Dated: _____ Place: _____

**Signature of Tenderer / Authorized Signatory: _____**

Name: _____

Designation: _____

Name and Address of Bidder/Firm: _____

_____

Witness to Tenderer's Signature (1): Name & Address: _____

Witness to Tenderer's Signature (2): Name & Address: _____

Seal of Bidder: _____

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

## ANNEXURE-IX : TECHNO-COMMERCIAL BID CHECKLIST

| S. No. | Description | Details / Page No. of Attached Document |
|---|---|---|
| 1. | Name, registered address, telephone number and e-mail ID of the Firm/Agency. | _____ |
| 2. | Name, designation, address, mobile number and e-mail ID of the Authorized Signatory. | _____ |
| 3. | Constitution of the Firm: Proprietorship / Partnership / Private Limited Company / LLP / Other. | _____ |
| 4. | Name, address and contact details of Proprietor / Partners / Directors, as applicable. | _____ |
| 5. | Copy of Income Tax PAN Card. | _____ |
| 6. | GST Registration Certificate, wherever applicable. | _____ |
| 7. | EPF Registration Certificate, wherever applicable. | _____ |
| 8. | ESIC Registration Certificate, wherever applicable. | _____ |
| 9. | Labour Licence / Registration and other applicable statutory registration documents. | _____ |
| 10. | Average annual turnover during the last three financial years in the relevant field (minimum Rs. 50.00 lakh). Attach audited financial statements and CA certificate. | _____ |
| 11. | Audited Profit & Loss Account and Balance Sheets for the last three financial years. | _____ |
| 12. | Income Tax Returns (ITR) for the last three financial years. | _____ |
| 13. | Experience certificates / Work Orders for at least three (03) years of similar mechanized cleaning / housekeeping services. | _____ |
| 14. | Self-declaration regarding non-blacklisting / non-debarment by any Government Department or Public Authority. | _____ |
| 15. | Details of Earnest Money Deposit (EMD) of Rs. 1,00,000/-. | _____ |
| 16. | Details of Tender Fee of rs. 2,000/-. | _____ |
| 17. | List of proposed manpower, including Supervisor, Cleaners, Gardeners and Machine Operators, with proposed deployment details. | _____ |
| 18. | List of machines and equipment proposed for mechanized cleaning, with make, model, capacity and proposed quantity. | _____ |
| 19. | Technical brochures / specifications of major machines and equipment proposed to be deployed. | _____ |
| 20. | Signed acceptance of all terms, conditions and scope of work of the Tender Document. | _____ |
| 21. | Any other document required under the Notice Inviting Tender or subsequent corrigendum. | _____ |
| 22. | Complete sealed physical hard copy of the Technical Bid, Tender Form, checklist and supporting documents delivered to the Receipt/Inward Section by the mandatory deadline; receipt details enclosed. | _____ |
| 23. | No Financial Bid / price quotation has been placed in the physical Technical Bid envelope; Financial Bid submitted online only. | _____ |
| 24. | Every page of the physical Technical Bid and enclosures is serially numbered and signed/stamped by the authorized signatory. | _____ |
| 25. | All corrigenda / addenda published on the Government e-Procurement Portal and official websites up to the bid deadline have been checked and complied with. | _____ |
| 26. | All proposed exclusions, deviations or limitations from the prescribed scope, manpower, | _____ |

| | | |
|---|---|---|
| | machinery or service obligations, if any, are separately and clearly disclosed. | |
| 27. | Tender Form (Annexure-VIII) is duly completed and signed, and all supporting documents are indexed with page numbers. | _____ |
| 28. | Valid portal registration and valid Digital Signature Certificate (DSC) used for online bid submission. | _____ |
| 29. | Similar-work experience details in Annexure-IV supported by work orders and completion/performance certificates showing client, period and value. | _____ |
| 30. | Latest GST Return / GST filing acknowledgement, wherever applicable. | _____ |

**DECLARATION**

**I/We hereby declare that the information and documents submitted above are true and correct to the best of my/our knowledge and belief. I/We have read and understood the terms and conditions of the Tender Document and agree to abide by the same.**

**Name of Bidder/Firm: _____**

**Name of Authorized Signatory: _____**

**Designation: _____**

**Date: _____ Place: _____**

**Signature with Seal of the Firm/Agency: _____**

This Annexure is the bidder's proposed make/model/capacity and quantity response against the minimum requirements in Annexure-III. It does not replace or reduce the minimum quantities prescribed in Annexure-III.

## ANNEXURE-X : MACHINES & EQUIPMENT PROPOSED FOR CLEANING

| Sl. | Activity | Machine / Equipment | Minimum Qty. | Bidder response: proposed quantity, make, model, capacity/specification and deployment location |
|---|---|---|---|---|
| 1 | Floor scrubbing | Industrial auto scrubber-cum-drier | 02 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Deployment: District Court Sagar + Taluka cluster |
| 2 | Dusting / cobweb cleaning | Wet & dry vacuum cleaner | 02 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Deployment: District Court Sagar + Taluka cluster; duster/cobweb accessories |
| 3 | Wet cleaning | High-pressure jet cleaning machine | 02 | Proposed Qty: _____ Make/Model: _____ Pressure/Flow: _____ Deployment: District Court Sagar + Taluka cluster |
| 4 | Floor polishing / buffing | Single-disc floor polishing machine | 01 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Shared specialist deployment |
| 5 | Sweeping | Walk-behind sweeper | 02 | Proposed Qty: _____ Make/Model: _____ Working width/Capacity: _____ Deployment: District Court Sagar + Taluka cluster |
| 6 | Corner / inaccessible-area cleaning | Compact scrubber | 02 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Deployment: District Court Sagar + Taluka cluster |
| 7 | Carpet / upholstery cleaning | Carpet / upholstery extraction-cleaning machine | 01 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Shared specialist equipment |

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

| Sl. | Activity | Machine / Equipment | Minimum Qty. | Bidder response: proposed quantity, make, model, capacity/specification and deployment location |
|---|---|---|---|---|
| 8 | Lawn maintenance | Lawn mower | 02 | Proposed Qty: _____ Make/Model: _____ Cutting width/Capacity: _____ Deployment: District Court Sagar + Taluka garden cluster |
| 9 | Grass cutting | Grass cutter / brush cutter | 06 | Proposed Qty: _____ Make/Model: _____ Power/Capacity: _____ One at each garden location marked Yes |
| 10 | Hedge / shrub maintenance | Powered hedge trimmer | 03 | Proposed Qty: _____ Make/Model: _____ Blade length/Capacity: _____ Shared across six garden locations |
| 11 | Waste collection | Trolley / wheelbarrow | 11 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ One at each covered establishment |
| 12 | Access / cobweb cleaning | Safe access ladder and long-handle cobweb set | 11 sets | Proposed Qty: _____ Make/Specification: _____ Height/Reach: _____ One set per establishment |
| 13 | Rag / muck picking | Dedicated wet & dry vacuum cleaner | 02 | Proposed Qty: _____ Make/Model: _____ Capacity: _____ Separate from Sl. No. 2 |
| 14 | Garden watering / upkeep | Hose / sprayer and basic garden tool kit | 06 sets | Proposed Qty: _____ Make/Specification: _____ Hose length/Capacity: _____ One set per garden location marked Yes |

This Annexure records the bidder's proposed brand/specification for the materials and consumables already listed in Schedule-IV; it is a bidder response schedule and not an additional or duplicate quantity requirement.

## ANNEXURE-XI : CHEMICALS, CLEANING AGENTS & CONSUMABLES

| Sl. | Description | Proposed Specification / Brand / Remarks |
|---|---|---|
| 1 | Caustic / alkaline cleaning agent, only where surface-compatible | |
| 2 | Bleaching powder | |
| 3 | Soda ash | |
| 4 | Acid / descaling agent suitable for the surface, only where legally and technically appropriate | |
| 5 | Naphthalene balls / approved odour-control material | |
| 6 | Glass cleaner | |
| 7 | Air freshener / Odonil or equivalent approved odour-control material | |
| 8 | Alkaline concentrate / stain remover | |
| 9 | Phenyl / disinfectant | |
| 10 | Isopropyl alcohol / electronic-safe cleaner for compatible surfaces only | |
| 11 | Brooms (including suitable outdoor brooms) | |
| 12 | Iron panja / dustpan | |

# DISTRICT & SESSIONS COURT SAGAR (M.P.)

| Sl. | Description | Proposed Specification / Brand / Remarks |
|---|---|---|
| 13 | Ghamela / collection pan | |
| 14 | Phawda / shovel | |
| 15 | Long-handle cobweb remover | |
| 16 | Sponge for wall / tile cleaning | |
| 17 | Dusting cloths | |
| 18 | Wet mop | |
| 19 | Dry mop | |
| 20 | Stain-removal tools / materials | |
| 21 | Garbage bags / liners / polythene bags | |
| 22 | Uniforms, photo identity cards, gloves, masks, safety shoes/boots, safety spectacles, caps and task-specific PPE | |
| 23 | Garden tools and consumables: khurpi, rake, hoe, secateurs, pruning shears, spade, shovel, hose, sprayer, manure/compost, fertilizer, seeds and seasonal plants as included in scope | |
| 24 | Big plastic drums / buckets and large collection buckets with suitable garbage liners | |
| 25 | Electrostatic cleaning cloths | |
| 26 | Cotton cleaning cloths | |
| 27 | Fly killer / mosquito-control agent approved for the intended area and safe use | |
| 28 | Other approved consumables necessary for the contracted work | |

**— END OF TENDER DOCUMENT —**