

TENDER DOCUMENT

FOR

OUTSOURCING MANPOWER

FOR PURPOSE OF

CLEANING OF COURT PREMISES

IN

CIVIL COURT

BIHARSHARIF AND HILSA.

S.No. 00

JUNE-2025

Authorised Office Signatory

Requirement of Housekeeping Agency/ Service Provider

The Court Rooms, Chambers, Offices, Toilets, Stairs/ Lifts, Corridors, Main Entrance & Lobby, Rooftop and Open Area at the Judgeship headquarter at Bihar Sharif and Sub-divisional Court at Hilsa would have to be cleaned suitably for proper functioning of the Courts in keeping with the Court Hours.

The Manpower requirement, necessary materials and best mechanized tools for cleaning purposes must be suitable and commensurate to the size of the cleaning area and also with the general ambience of Courts.

S.No	CIVIL COURT-BIHARSHARIF	AREA	UNIT
01	Total Campus Area	1,56,233	Sft
02	Total Road Area	18,470	Sft
03	Total Road Length	1,800	Ft
04	Total Floor Area of 10 Court Building	28,750	Sft
05	Total Toilet Floor Area of 10 Court Building	1,821	Sft
06	Total Floor Area of 12 Court Building	46,950	Sft
07	Total Toilet Floor Area of 12 Court Building	2,498	Sft
08	Total Floor Area of Heritage Building	4,014	Sft
09	Total Toilet Floor Area of Heritage Building	200	Sft
10	Total Floor Area of DJ Building	3,838	Sft
11	Total Toilet Floor Area of DJ Building	190	Sft
12	Total Floor Area of Block 5 (Record Room)	2,320	Sft
13	Total Toilet Floor Area of Block 5	150	Sft
14	Pass Counter Floor Area	462	Sft
15	Park in Front of DJ Court Building	3,360	Sft
16	Park (Eastern Side)	4, 056	Sft
17	Park (Western Side)	7,500	Sft

S.No	CIVIL COURT-HILSA	AREA	UNIT
01	Total Campus Area	1,52,740	Sft
02	Total Road Area	17, 625	Sft
03	Total Road Length	1,468	Ft
04	Total Floor Area of 12 Court Building	12,817	Sft
05	Total Toilet Floor Area of 12 Court Building	1,150	Sft
06	Total Floor Area of 4 Court Building	9,875	Sft
07	Total Toilet Floor Area of 4 Court Building	418	Sft
08	Total Floor Area of 6 Court Building	8,023	Sft
09	Total Toilet Floor Area of 6 Court Building	116	Sft
10	Total Floor Area of Annexe (Hajat) Court Building	3,030	Sft
11	Total Toilet Floor Area of Annexe Building	381	Sft
12	Total Parking Area -4 sites	8,631	Sft
13	Ticket Counter (Pass Counter) Floor Area	638	Sft
14	Common Toilet Floor Area	1166	Sft

The area dimension is indicative of the different requirement of works, which may be flexible in terms of the requirement of works as laid out in this document. It should not be taken for as strict or fixed measurement of works. The Tenderers are advised to visit the campus and make own assessment and analysis of works as per the different categories of works.

S.No	Necessary Materials and Tools for Cleaning	Consumption (Tentative-contingent upon best performance)	Place
01	Harpic or Equivalent	15 Ltr / Month	1.AllAttached washrooms 2.All Common Toilets 3.All Wash basins 4. As required in other places.
02	Phenyl or equivalent	50 Ltr/ Month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5.All Common Toilets 6. Court Campus

			7.All administrative offices 8.All Corridors/ Passages
03	Soft Broom	20 unit/ Month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. All Common Toilets 6. Court Campus 7.All Administrative offices. 8. All Corridors/ Passages
04	Hard Broom	7 unit/ Month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5.All Common Toilets 6.Court Campus 7.All Administrative offices 8. All Corridors/ Passages
05	Mosquito repellent spray	1 unit/ month in each Court room, Chamber, Court office and administrative office	1.Court Room 2.Chamber 3.Court Office 4. Administrative office
06	Glass and Surface Cleaner Spray (Colin or equivalent)	5 Ltr / Month	1.All Court Rooms 2.All Chambers 3.All Court offices 4.All Administrative Offices
07	Bathroom Freshener (Odonil or equivalent)	1 unit/ month/ Each Toilet	1.Attached Toilet 2. Common Toilet
08	Room Freshener (Godrej Aer Spray or equivalent)	1 unit per month to each Court Room, Chamber, Court office and administrative office.	1.Court Room 2.Chamber 3. Court office 4. Administrative office

09	Dishwasher Gel (Vim or equivalent)	As required	1.All Chambers 2. All Court Offices 3. All Administrative offices
10	Detergent Bar	As required	1.All attached Toilet 2. All common Toilet
11	Scrubber Scotch-Brite Bathroom Brush with abrasive scrubber or equivalent	As required	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. Court campus 6.All Comon Toilets 7. All Administrative offices 8. All Corridors/ passages
12	Naphthalene balls	As required	1.All Court Offices 2.All Administrative offices
13	Dusters- Large	7 unit/ 3 month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. Court campus 6.All Comon Toilets 7. All Administrative offices 8.All Corridors/ Passages
13	Dusters- Small	10 unit/ month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. Court campus 6.All Comon Toilets 7. All Administrative offices 8.All corridors/ Passages
14	Liquid hand wash (Godrej or equivalent)	200 ml pack/ month Each attached Washrooms and	1.Attached washrooms 2. Common Toilets

		common Toilets	
15	Sanitary Pad Dispenser	As Required	1.All Toilets- Female
16	Bar Hand Wash	A Required	1.AllAttached washrooms 2. All Common Toilets
17	Dry Mop	20 unit every month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. Court campus 6.All Comon Toilets 7. All Administrative offices 8 All Corridors/ Passages
18	Wet Mop	20 unit every month	1.All Court Rooms 2.All Chambers 3.AllAttached washrooms 4.All Court Offices 5. Court campus 6.All Comon Toilets 7. All Administrative offices 8 All Corridors/ Passages
19	Grass Cutter Machine	I unit	1.Court Campus- Parks
20	Seasonal Flowers	As required	1.Court Campus- Parks
21	Fertilizer	As required	1.Court Campus- Parks
22	Watering Pipe	As required	1.Court Campus- Parks
23	Pesticides	As required	1.Court Campus- Parks
24	Spray Machine	As required	1.Court Campus- Parks
25	Rose and hedge cutter	As required	1.Court Campus- Parks

Eligibility Criteria

Company/ firm/ agency/ means the House Keeping Agency or the Service Provider for purpose of cleaning of Court Premises in Bihar Sharif and Hilsa.

Tender shall be evaluated in two stages: -

1. Technical evaluation of proposal

- a) Company/ firm/ agency/ should have at least three years' experience of operating such establishment. Necessary documents along with declaration to be attached.
- b) Company/ firm/ agency's turnover should be minimum of Rs. 10,00,000/- (Ten lakh only) per annum. Necessary documents along with income tax returns of the last three financial years to be attached.
- c) Earnest money of Rs. 30,000/- (Thirty Thousand Only) is to be paid along with the technical bid through D.D. in favour of Principal District & Sessions Judge, Nalanda, payable at Bihar Sharif.
- d) Company/ firm/ agency must attach a copy of Registration/ incorporation/ equivalent certificate, Aadhar, Pan and GST registration certificate.
- e) The company/ firm/ agency shall submit all details of the services offered and terms/ conditions on which the same is being offered. Only the proposed services qualified thereon shall be considered for financial evaluation.

2. Financial Evaluation of proposal would be as per the lowest price (L1) quoted amongst the technically qualified proposals of the tenderers. **Financial proposal would be the net chargeable amount payable inclusive of all taxes.**

The quoted amount would be inclusive of all taxes per square feet/ per manpower/ lump sum and chargeable amount per month with minimum number of workers to be engaged.

The tenderer fulfilling Technical Stage will only be shortlisted for financial evaluation. Claims without documentary evidence will not be considered.

3. Validity of the bid will be 60 days from the date of opening of the bid. Notice inviting Tender and conditions for tender as laid out in this document shall form part of the Agreement. The Agreement would be valid for One Year Only which may be increased subject to requirement for such works by the Civil Court administration and Terms & Conditions and Amount remaining the same. The Civil Court administration may in its absolute discretion terminate the services of housekeeping agency/ service provider at any time during the period of agreement with one month notice and may/ may not float new tender with same/ different terms and conditions.
4. Performance Guarantee (Security Deposit)- The successful bidder shall give performance security in the form of Account Payee Demand Draft/ Fix Deposit Receipt from a commercial bank or unconditional Bank Guarantee from a Commercial Bank to 5 % of the total contractual value in favour of the Principal District & Sessions Judge, Nalanda within 10 (ten) days from the date of acceptance of tender. Performance security will remain

valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractual firm including warranty obligations. The security Deposit will be refunded only after the expiry of the contract without interest. This deposit is liable to be forfeited, if during the period of contract, the service of the contract is found unsatisfactory in any respect, and / or if any of the conditions of the contract is contravened/ breached/ or towards any damage caused due to negligence of the contractor or his employees. This forfeiture will be in addition to any action by the District Court., Nalanda that the contractor firm may invite upon themselves due to any of the reasons specified above. The bid security will be refunded to the successful bidder on receipt of performance security.

5. Three buildings – Eight Court Building, Amenity Building and Hajat Building are under construction which may be handed over to the Civil Court administration in the current year itself. The successful bidder would then have to take up the cleaning works in those buildings as well and the payable amount (inclusive of all taxes) would simultaneously increase proportionally which would be affected through a separate agreement.
6. Tenderers shall not claim any service cost/ transportation cost/ other cost whatsoever for display of samples of the models quoted in the bid at the opening of tender for assessing service quality as per the laid down specifications in the tender document.

Tenderers may quote the amount for housekeeping services in Bihar Sharif and/or Hilsa separately for the services required.

The office of the Principal District & Sessions Judge, Nalanda reserves the right to verify the claims made by the tenderers and to carry out the capability assessment of the tenderers and the Principal District & Sessions Judge, Nalanda's decision shall be final in this regard. Principal District & Sessions Judge, Nalanda may, in his/her absolute discretion, waive any of the condition/s and/or requirements in the TENDER in respect of any or all of the tenderers.

Declaration of Successful Tenderer

Principal District and Sessions Judge, Nalanda may either choose to accept the proposal of the successful tenderer or invite him/ her for negotiations. Approval of the proposed services, products, tools for cleaning would require approval from the office of Principal District and Sessions Judge, Nalanda before the tenderer is declared successful. The service delivery mechanisms, products, tools can be amended or modified by office of Principal District and Sessions Judge, Nalanda.

Upon acceptance of the Proposal of the tenderer financially qualified with or without negotiations, Principal District and Sessions Judge, Nalanda shall declare the tenderer as Service Provider/ House Keeping Agency.

All of the approved quoted amount of the successful tenderer for service and supply of products and tools shall be paid only after the completion of all works every month.

Right to accept or reject proposal

Principal District and Sessions Judge, Nalanda reserves the right to accept or reject any or all of the Proposals without assigning any reason.

Principal District and Sessions Judge, Nalanda reserves the right to invite revised Proposals from Tenderers with or without amendment of the Tender Document at any stage, without liability or any obligation for such invitation and without assigning any reason.

Obligations of the House Keeping Agency/ Service Provider

1. The housekeeping agency/service provider would be required to provide sufficient and qualified manpower, capable of performing housekeeping works in a manner desired by the Civil Court administration. Any mismatch in demand and supply of the manpower, products, tools may lead to termination/ deductions and/or replacement of the resource with the matching skillset based on the approval of office of Principal District & Sessions Judge.
2. The housekeeping agency/service provider shall be responsible for paying timely wages to contract labour at rates not less than the minimum wages as notified by the Government of Bihar.
3. The housekeeping agency/service provider shall be responsible for ensuring that all rules and

regulations with respect to Labour laws are followed. The Agency shall maintain all statutory registers required under the law and shall produce the same, if and when required so by the Civil Court Administration.

4. The Agency providing housekeeping services shall be required to comply with all relevant labour laws, including EPF and ESI regulations for their employees.
5. The housekeeping agency/service provider shall not assign its rights or obligations under this contract, in whole or in part, nor enter any sub-contract to perform any portion of this contract, without the written consent of the office of the Principal District & Sessions Judge. The agency shall be responsible and liable to deliver the services as listed and desired in this document.
6. The housekeeping agency/ service provider shall keep the Civil Court administration updated about the change of address, change of management etc. from time to time.
7. The housekeeping agency/ service provider shall be responsible for police verification, character, and antecedents' verification of the manpower.
8. The manpower provided by the housekeeping agency/ service provider shall not be deemed employees of the Civil Court, hence the compliance of the applicable acts/ laws will be the sole responsibility of the agency.
9. The housekeeping agency/ service provider shall furnish the following documents in respect of the manpower deployed by them to the office of Principal District & Sessions Judge, as per the timeline mentioned below-
 - a. List of persons employed (monthly)
 - b. Bio-data/ resume with antecedents' details (at the time of deployment)
 - c. Copy of Aadhar Card of the person (at the time of deployment)
 - d. Identity cards issued by the agency/ service provider bearing photographs (within 8 days of joining)
 - e. Identity proof and residential proof (at the time of deployment)
 - f. Copy of police verification certificate, if any (at the time of deployment)
10. The housekeeping agency/ service provider shall nominate a **supervisor/ coordinator/ single point of contact (SPOC)** for Civil Court, Bihar Sharif and Hilsa separately, who would be responsible for regular interaction with the office of the Principal District & Sessions Judge so that optimal services of the persons deployed could be availed without any disruptions.

11. The **attendance of the manpower** shall be entered in the register provided by the housekeeping agency/ service provider in the control of Nazarat.
12. All manpower shall wear distinct **uniform with identity card** provided by the housekeeping agency/ service provider every day during working hours.
13. In case of emergent circumstances, work hours exceeding 8 hours/ day or more than 26 days in a month, the housekeeping agency/ service provider shall be responsible to change the shifts and manpower in compliance with the labour laws, without any additional amount to be charged for such purpose.
14. For all intents and purposes, the housekeeping agency/ the service provider shall be the “ **Employer** ” within the meaning of different Acts & Rules in respect of manpower so deployed. The persons deployed by the agency shall not have any claim whatsoever directly to the Civil Court Administration.
15. The manpower deployed by the housekeeping agency/ Service Provider shall not be allowed to stay in Civil Court Campus after working hours. Subject to availability of adequate space in the Civil Court campus, the agency may be permitted to store its products and tools meant for cleaning purposes.
16. The Housekeeping agency/ Service Provider shall provide services, use products and tools without causing any damage to persons, to the building structure or fittings. Any damage/ loss caused by the deployed manpower shall be borne by the agency. The agency shall solely be responsible for any financial loss or any injury to any person deployed by the agency in the course of performing their functions/ duties, or for payment towards any compensation.

Operational Guidelines and Terms & Conditions

1. The Supervisor appointed by the housekeeping agency/ Service Provider must remain available throughout the working hour of the Courts/ offices and when so required for performance of his duty must remain available before/ after Court/ office hour, at the Civil Court premises to supervise and guide his men. The Name and Contact Number of the Supervisor would have to displayed by the agency at different places of the Court Premises.
2. The Housekeeping agency/ Service Provider shall make arrangements for leave reserves and holidays and deploy sufficient workers for making up the absence of any worker.

3. The uniforms and identity cards of the workers shall be provided by the housekeeping agency/ Service Provider at its own cost and such workers are required to strictly maintain personal hygiene.
4. The Housekeeping agency/ Service Provider shall not use the premises for any other purpose than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the officers, staffs and advocates.
5. The Cleaning materials, tools or other products to be used for defined purposes should be as per the brand names/ others approved by the Civil Court administration.
6. No material or machinery will be supplied by the Civil Court Administration.
7. Garbage collected has to be dumped in the area and the place specified by the Municipal Corporation/ Municipality. The responsibility of disposal of garbage would be entirely borne by the housekeeping agency/ Service Provider.

Contract and Payment

1. An agreement with the successful tenderer would be made as per the terms and conditions laid out in this document.
2. The Housekeeping agency/ Service Provider shall submit the bills for the services rendered to the office of Principal District & Sessions Judge, Nalanda/ Nazarat, once in month which will scrutinize the bills before processing the payments.
3. In case of any irregularity in services, quality not up to the parameters defined, complaints received for the services, the housekeeping agency/ Service Provider would be penalized. The penalty amount would be decided by the Civil Court Administration and would be deducted from the bill claimed by the Agency, and such penal decision shall be final in this regard. The Civil Court administration, would monitor from time to time to ensure that terms and conditions are being followed and in case of lapses, deviations, violations etc. suitable actions would be taken against the Agency.

Instruction for Cleaning Work

1. The Courts/ offices run from 10:00 AM to 5:30 PM and 07:00 AM to 01:00 PM (during summer from April to June as may be ordered by the Principal District & Sessions Judge) each working day as per the Civil Court calendar. Cleaning, dusting, mopping etc. would have to be completed in each Court Room, Chamber, Chamber Toilet, Offices, Common

Toilets, Stairs, Lifts, Corridors, Main Entrance and Lobby and Open Area half an hour before the commencement of Court/office or any other mutually convenient timings approved by the Civil Court administration and the agency.

2. Cleaning and maintenance of the area includes dusting, brooming, mopping of all rooms in all the buildings, corridors, staircases, lifts, toilets, open area by using good cleaning agents
3. Toilets in all the floors including toilets in the Chambers are to be cleaned thoroughly with disinfectants.
4. Cleaning of Glass pans, removal of scrub from outside must be done regularly.
5. Entire terrace area of all the buildings inside the campus must be cleaned on a weekly basis and to be monitored for stagnation of water, blockage of drain inlet/ outlets etc.
6. Vacuum cleaner and other modern sanitary/ cleaning machines/ equipment must be utilized for best result.
7. Measures to be taken regularly for control of rats, insects and mosquitoes in the Civil Court campus.
8. Measures to be taken for cleaning of sludge from manholes and sewerage system regularly.

Instruction for Horticulture Services

1. Maintenance, manuring, seeding and beautification of lawn and garden.
2. Watering the plants and flower pots.
3. Improvement of ambience greenery in the campus.

Instruction for Technical Services and Fire Safety Management

The Agency shall deploy Plumber, carpenter and electrician to attend day to day plumbing, carpentry and electrical equipment including fire safety management.

The Agency would also engage technical persons for undertaking necessary cleaning/ maintenance of Air Conditioners installed in Court Rooms, Chambers and offices.

Responsibility of Supervisor

Supervisor would be overall responsible for ensuring that premises are cleaned as per agreement. Civil Court administration would be at liberty to direct the housekeeping agency/ Service Provider to replace the Supervisor or any other worker with a different person if the services is found unsatisfactory.

S1 No.	Work Details	Frequency of Cleaning/ Can be changed as per requirement
	COURT ROOMS/ CHAMBERS/ OFFICES	
01	Cleaning of Doors	Once in a Day
02	Dusting of Window	Once in a Week
03	Cleaning of Window	Once in a Day
04	Dusting of Furniture and other articles	Once in a Day
05	Wet Mopping of Floor	Once in a Day
06	Dry Mopping of Floor	Once in a Day
07	Emptying of Dustbin	Once in a Day
08	Vacuum Cleaning of Carpet and Sofa	Once in a Day
09	Spotting of Carpet	As Required
10	Cleaning of Doormat	Once in a Day
11	Cleaning of Sofa by Dry Shampooing	As Required
12	Cleaning Electrical Switches	Once in a Day
13	Spot cleaning of Walks	As Required
	TOILETS	
01	Cleaning Doors, Windows, Walls, Floors, Doormat, Fittings, Washbasin, Mirror and Trash Removal	Every Two Hours
02	Scrubbings of Urinal, Sinks. W/C (Water Closet) & W/B (Wash Basin)	Twice in a Day
03	Changing Urinal Cubes and Odonil Cubes.	As Required
04	Making provision for Sanitary Pad dispenser	As Required
	STAIRS & LIFTS	
01	Wet Mopping	Twice in a Day
02	Dry Mopping	Four Times in a Day
03	Dusting of Verticals	Once in a Day
	CORRIDORS	
01	Wet Mopping	Twice in a Day

02	Dry Mopping	Four Times in a Day
03	Deep Cleaning	Once in a Day
MAIN ENTRANCE AND LOBBY		
01	Wet Mopping	Every 2 hours in a Day
02	Dry Mopping	As Required
03	Dusting of Verticals	Once in a Day
04	Deep Cleaning	Once in a Week
OPEN AREA		
01	Cleaning of internal roads/ pathways/ verandah	Once in a Day
ROOF TOP		
01	Cleaning of Surface	Once in a Week
02	Cleaning of Solar Plates	Once in a Week
HORTICULTURE SERVICES		
01	Maintenance, manuring, seeding	As Required
02	Watering the plants and flower pots	As Required
TECHNICAL SERVICES AND FIRE SAFETY		
01	Plumber, carpenter and electrician to attend day to day plumbing, carpentry and electrical equipment including fire safety management.	As Required
02	Necessary cleaning/ maintenance of Air Conditioners installed in Court Rooms, Chambers and offices.	As Required

Work Program

Once an agreement is signed with the successful bidder as the housekeeping agency/ service provider, the agency within 7 days from the date of signing of the agreement, shall furnish a detail work program of the project and methodology, product and tools to be used for the project and get approval from the office of the Principal District & Sessions Judge, Nalanda.

Failure to submit work program within the stipulated time may summarily lead to rejection of work award.

Format for submission of Financial Proposal PER MONTH BIHARSHARIF						Lowest Amount (L1) would be considered as per this quoted amount.
S. N	Particular	Manpower Required	Rate/ Sq Ft	Rate/ Manpower	Rate Lump Sum	CHARGEABLE AMOUNT FOR

o						ALL SERVICES
01	a) COURT ROOMS/ CHAMBERS/ OFFICES b) CORRIDORS c) MAIN ENTRANCE AND LOBBY d) STAIRS & LIFTS	04				
02	TOILETS	04				
03	a) OPEN AREA b) ROOFTOP	02				
04	HORTICULTURE SERVICES	01				
05	TECHNICAL SERVICES & FIRE SAFETY	01				
	SUPERVISOR	01	N/A			

Format for submission of Financial Proposal PER MONTH HILSA						Lowest Amount (L1) would be considered as per this quoted amount.
S. N o	Particular	Manpower Required	Rate/ Sq Ft	Rate/ Manpo wer	Rate Lump Sum	CHARGEABLE AMOUNT FOR ALL SERVICES
01	a) COURT ROOMS/ CHAMBERS/ OFFICES b) CORRIDORS c) MAIN ENTRANCE AND LOBBY d) STAIRS & LIFTS	03				
02	TOILETS	04				

03	a) OPEN AREA b) ROOFTOP c) PARKING	02				
04	HORTICULTURE SERVICES	01				
05	TECHNICAL SERVICES & FIRE SAFETY	01				
SUPERVISOR		01	N/A			

Note: - Amount shall be quoted for all the five different categories separately in terms of Rate/ Sq. Ft., Rate/ Per Manpower and Rate Lump Sum and for the supervisor. But the lowest amount (L1) would be considered and picked up in total for all of the aforementioned different categories amongst the **Chargeable Amount** quoted by the tenderers.

Rate/ Sq.Ft, Rate/ Manpower and Lump Sum would be considered only when additional area would have to be taken up for cleaning or additional manpower would be required as such.

However, Work order would be as per the requirement of office in terms of the works needed and also the quality of services.

The Principal District & Sessions Judge, Nalanda at Bihar Sharif reserves right to reject any or all the tenders without assigning any reason whatsoever.

Date :-

Signature and seal of the bidder

For Reference Only