

# **Tender Document**

**For**

## **Cleaning and housekeeping services in the Allahabad High Court**

Tender no. 02/HIGH COURT/2023/Protocol

HIGH COURT of Judicature at Allahabad  
Civil Lines, Prayagraj- 211017  
Ph.:2422335-37, Fax: 0532-2420152  
[www.allahabadhighcourt.in](http://www.allahabadhighcourt.in)

**GeM Bid Notice**  
**for**  
**CLEANING AND HOUSEKEEPING SERVICES IN**  
**HIGH COURT ALLAHABAD**

Bid for procurement of cleaning and housekeeping services are invited from eligible firms on contract basis for Allahabad High Court for a period of one year and extendable upto one year subject to satisfactory performance and mutual consent. The area (both indoor and outdoor) estimated for outsourcing of cleaning and housekeeping work is 64,495 Sq.Mt. Approx.

Bidders have to deposit the Earnest Money Deposit (EMD) of requisite amount, as per bid details on GEM portal in the form of Demand Draft of any scheduled Bank in favour of Registrar General, High Court of Judicature at Allahabad, payable at Prayagraj.

The interested bidders should upload duly filled signed Bid form and their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical bids - all duly signed on the GEM portal within the stipulated / last date of BID. The Bidders are also required to send hard copies of the Bids to the High Court, as prescribed in the Tender document, before the last date of submission.

Bid Documents are also available for viewing on the website of High Court of Judicature at Allahabad ([www.allahabadhighcourt.in](http://www.allahabadhighcourt.in))

The High Court reserves the right to reject any or all the Bids without assigning any reason thereof.

**Sd/-**

**Registrar General**

**21.04.2023**

### **Invitation for Bid**

Bids are invited, in two bids format, from reputed and eligible bidders for cleaning and housekeeping services in the Allahabad High Court. Bids are invited for the work mentioned hereunder:

<b>S. No</b>	<b>Item</b>	<b>Description</b>
1	Scope of Work	Tender for cleaning and housekeeping services in the Allahabad High Court as per the details mentioned at Annexure - 7
2	Cost of Tender Document	Rs 500/- ( <b>non-refundable</b> ) payable by Demand Draft of any scheduled Bank in favour of Registrar General, High Court Allahabad, payable at Prayagraj
3	Availability of Tender Document	Tender documents can be downloaded from the GEM portal as well as Official web site of High Court of Judicature at Allahabad ( <a href="http://www.allahabadhighcourt.in">www.allahabadhighcourt.in</a> )
4	Last date of submission of Bid	As per GeM Portal
5	Date of opening of Technical Bid	
6	Date of opening of Financial Bid	
7	Earnest Money Deposit	Rs 50,000/- (Rupees Fifty Thousand Only) as Demand Draft of any scheduled Bank in favour of Registrar General, High Court Allahabad, payable at Prayagraj.
8	Performance Security	3% of the total Work order value in the form of Performance Bank Guarantee on the format attached as Annexure-9
9	Place of opening of Tender	Committee Room/ Office of Registrar Protocol, Allahabad High Court
10	Address for communication	Registrar General, High Court of Judicature at Allahabad Civil Lines, Prayagraj- 211017

**Note**

\*Any future Corrigenda/ addendum shall be posted on the GEM portal as well as official website of Allahabad High Court [www.allahabadhighcourt.in](http://www.allahabadhighcourt.in) . Tenderers are advised to visit the website regularly during this period. In case of any query please write to (Mr. Ashish Srivastava) Registrar Protocol, High Court of Judicature at Allahabad Civil Lines, Prayagraj- 211017 or call him on 9415218422.

S/d  
Registrar General,  
High Court of Judicature at  
Allahabad

## **General Terms & Conditions**

1. **Eligibility Criteria:** Bidder must have the following to be eligible to qualify in the tender:
  - a) The Bidder/Tenderer should be an Indian registered company /sole proprietorship firm engaged in cleaning and housekeeping services with minimum experience of 03 (Three) years. The bidder should have sufficient Infrastructure, technical expertise and financial strength to undertake the work.
  - b) Must not be black listed by any government entity;
  - c) At least one work of similar nature as envisaged in the scope of this tender costing not less than Rs. 40 lakh with some Central / State Government Department or in VVIP areas or similar nature of works in Five Star category Hotel in India or similar nature of work in International Airports in India should have been completed successfully in last 3 financial years. Attach completion certificate.
  - d) Completion certificate must have been signed by the owner of the company or by an Officer not less than a General Manager/Authorised signatory and the completion certificate must clearly indicate: (i) the date of completion of the work; (ii) the nature of the cleaning and housekeeping work performed/schedule of work; and (iii) whether the work has been performed satisfactorily.
  - e) Only those firms are eligible for submitting bids, who have an average annual business turnover of Rs. 60 lacs in cleaning and housekeeping services during the last three financial years (Attach Certificate from Chartered Accountant verifying the turnover over of last three financial years from **cleaning and housekeeping services**).

**NOTE:**

- i. The work executed in the own name of the bidder only will be considered for similar works, to meet the eligibility criteria. JVs / Consortiums / MOUs shall not be considered.
- ii. Tenderer should submit documents in support of minimum eligibility criteria along with the tender/bid.

Tenders/bids not meeting any of the above "Eligibility Criteria" shall be rejected.

2. **Cost of Tender Document:** Tenderers may download tender document from the GEM portal and also website of Allahabad High Court ([www.allahabadhighcourt.in](http://www.allahabadhighcourt.in)) and attach Demand Draft of Rs 500/- as tender fee (non refundable) in favour of Registrar General, High Court Allahabad, payable at Prayagraj. The demand draft of tender fee should be enclosed with the Tender document, while submitting the Bid.
3. **Earnest Money Deposit (EMD):** - Earnest money in the form of Demand Draft of Rs 50,000/- (Rupees Fifty Thousand Only) is to be deposited in the favour of Registrar General, High Court Allahabad, payable at Prayagraj. The demand draft should be from any nationalized/scheduled bank. Tender documents without EMD are liable to be rejected.
4. Rates to be quoted should be inclusive of all applicable tax/ levies and other charges.
5. **Sealing and Marking of Bids:** The bidders shall also submit the hard copy of the Technical bid (containing the D.D. of Tender fee, Earnest Money, Copy of downloaded Tender documents signed in ink and stamped on every pages as well as filled in Technical Bid Formats 1, 2, 3, 4 and 5, 6 and 7

and other supporting documents to substantiate their claim of eligibility) in one sealed envelope clearly marked as "**Technical Bid**" with the name, address and telephone number of the bidder clearly marked on the envelope. The Financial bid in the prescribed format 8 should also be provided in a separate sealed envelope clearly marked as "**Financial Bid**" with the name, addresses and telephone number of the bidder clearly marked on the envelope. Both these envelopes should be placed & sealed in one main outer envelope super-scribed as "**Bid for cleaning and housekeeping services in the Allahabad High Court 2023**" with the name, address and telephone number of the bidder clearly marked on the envelope. Failure to comply with these instructions will amount to disqualification of the bid.

6. Alterations or overwriting in the tender documents is not allowed. Any alterations, erasures or overwriting shall render the tender invalid and shall be liable for rejection.
7. **Bidders are required to visit the office of the Registrar Protocol at Prayagraj before placing of their bids and assess themselves the area and requirements of the cleaning and housekeeping services in the Allahabad High Court and place their Bids accordingly. It is the responsibility of the prospective Bidder to examine the area and the requirement with the office of the Registrar Protocol and satisfy themselves with the requirement of the High Court. The Technical and the Financial Bids are to be quoted after discussion of the Technical Specification with Registrar Protocol.** No request for further clarification shall be entertained after submission of Bid.
8. The bidders must therefore visit the site of work, at their own cost and examine it and its surroundings themselves, collect all information that they consider necessary for proper assessment of the prospective assignment. For this purpose, the bidders can contact Registrar Protocol, High Court, Allahabad at the Board Line No. 0532-2422337 during the working days from 10.00 A.M. to 03.00 P.M. (except Sunday and holiday). The Registrar Protocol can also be reached at 9415218422 for fixing an appointment for this purpose.
9. The prospective Bidder visiting the site shall be provided with a detailed list of places in the High Court Premises and the corresponding area calculations. The prospective bidders shall have to do assisted site inspection and make assessment of the cleaning and housekeeping areas by themselves.
10. **Deadline for Submission of Bids:** Hard copies of Bids must reach Allahabad High Court at the address specified but not later than the time and date specified in the Tender notice.
11. **Late Bid:** Any bid received after the deadline for submission of bids prescribed by Allahabad High Court, will not be accepted and returned unopened to the bidder.
12. **Bid Price:** Each bidder shall submit only one quotation. The prices should be quoted in Indian Rupees only. The bidders shall indicate on the prescribed financial Bid format, item-wise and final Bid Price of the items listed. Taxes/ incidental charge if any, payable by the Bidder for the execution of work under this Tender shall be included in the final Bid price. A bid submitted with an adjustable price will be treated as non-responsive and rejected.
13. Allahabad High Court reserves the right to accept or reject any or all the tenders at any stage without specifying any reason thereof.
14. **Opening of Bids:** Technical bid will be opened first followed by Financial Bid by the Allahabad High Court.
15. **Preliminary Examination:** Before starting evaluation, the bids will be examined to determine whether they are complete in all respect, whether any computational errors have been made,

whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error, the basic price/rate quoted in words will prevail. If bid is determined as not substantially responsive, the High Court will reject it and the financial bids of only the substantially responsive bids will be considered.

16. The process of **evaluation of bid** will be as follows:

- a. The High Court, will first verify if the tender fee and EMD for Bid Security is in order and as per requirement of the bid. The High Court will examine the bid on Eligibility Criteria as specified.
- b. The Financial bid of only those bidders will be opened whose technical bids are substantially responsive and approved by the High Court. The Financial bid will be opened on the day specified for the opening of the bid. The High Court, will open the financial bids of eligible bidders and scrutinize the same minutely. In case, the financial bid is not opened on the day specified in the tender document, the High Court may decide to open the financial bid on subsequent dates. In such case, the date, time and place of opening of financial bid will be notified on the website or conveyed over the phone to the participating Bidders.
- c. After scrutiny and after having examined the proposal as per the requirement of the High Court, the High Court may accept the bid price of the bidder whose bid is found to be the lowest in terms of overall cost or the one which is most technically viable or any other bid found suitable or reject any or all of the bids, without assigning any reasons thereof. The decision of the High Court in this regard shall be final and binding to the Bidders. If the High Court considers it necessary, revised price bid(s) can be called from the short-listed bidder(s). In that case, the revised price bids should not exceed the amount that of original bids. The High Court also reserves the right to negotiate and call for technical presentation/demonstration, if required.

17. **Forfeiture of EMD:** The EMD may be forfeited if the Bidder withdraws its bid, or in case of a successful Bidder, if the Bidder:

- a) Fails to accept the letter of Intent and submits performance security within 5 days of issue of letter of intent by Allahabad High Court
- b) Fails to accept /execute the work order

18. **Issue of Letter of Intent:** The letter of Intent shall be issued to the selected bidder after the announcement of name of the successful bidder by the High Court. The issuance of letter of intent shall be construed as an acceptance of offer of the bidder by Allahabad High Court and shall form a part of legal and enforceable contract between the Allahabad High Court and the successful bidder.

19. **Payment condition:** Payments will be made on monthly basis. **No advance payment will be made.** The payment to the Successful Bidder will be done as per the actual quantity of work executed and the rates agreed thereof. Bidder shall maintain the log book to record the statistics related to daily functioning which shall be open to inspection by High Court at any time.

20. **No interest on deposits:** No interest shall be payable on any kind of deposit retained by Allahabad High Court during the performance of the work under this tender or during the progression of tender process.

21. **Performance Security:** The successful bidder will be required to submit equivalence of 3% of the work order value as a guarantee for the satisfactory performance of the work under this tender. The

performance security should be in the form of bank guarantee from any scheduled bank and as per the prescribed format provided in the tender document.

22. **Sub Letting:** The Successful Bidder cannot assign or transfer and sub-let its interest/ obligations under this tender without prior written permission of the Allahabad High Court.
23. **Termination of Contract for default:** The High Court, may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Successful Bidder, terminate the work order associated with this tender in part or whole.
- a. If the Successful Bidder fails to deliver any or all the services as per the terms specified in the work order, or any extension/ deletion thereof granted by the High Court.
  - b. If the Successful Bidder fails to perform any other obligation(s) under this tender; and
  - c. If the Successful Bidder, in either of the above circumstances, does not remedy his failure within a period of 5 days (or such longer period as the High Court may authorize in writing) after receipt of the default notice from the High Court.

In the event, the High Court terminates the workorder in whole or in part pursuant to above para the High Court may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Successful Bidder shall be liable to the High Court for any excess cost for such similar services. However, the Successful Bidder shall continue the performance of the work to the extent not terminated.

24. **Termination of work order for Insolvency:** The High Court may at any time terminate the work order by giving written notice to the Successful Bidder, without compensation to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent as declared by the competent Court provided that such termination will not prejudice or effect any right of action or remedy which has accrued or will accrue thereafter to the High Court.
25. **Governing law and dispute resolution:** The obligation under this tender shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the meaning, scope or execution of work or failure to execute the same whether arising during the progress of the work or after the completion or abandonment thereof or breach thereof, shall be settled amicably. If, however, the Parties are not able to resolve such dispute or difference amicably, the same shall be referred for Arbitration to a sole Arbitrator, the person appointed by Registrar General, High Court of Judicature at Allahabad. In case any party wants to take the dispute to a Court of Law after arbitration award as aforesaid, it is expressly agreed that only the Courts in Prayagraj shall have the Jurisdiction.
26. **Force Majeure:** If any time, during the continuance of the work under this tender, the performance in whole or in part by either party under obligation as per this tender is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restrictions, strike, lockout or acts of God (hereinafter referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 5 days of the date of occurrence thereof, neither party can make any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the purview of the work. The work shall be resumed as soon as practicable after such "eventuality" has come to an end or ceased to exist. In case of any dispute, the decision of Registrar General, High Court of Judicature at Allahabad, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this tender is prevented or

delayed by reason of any such eventuality for a period exceeding 30 days, either party may at its option, terminate the contract with prior information and with mutual consent.

Signature of the Tenderer in ink  
With stamp and date



### **Special Technical Conditions**

1. The Successful Bidder has to carry out the cleaning and housekeeping services in the Allahabad High Court based on the rates/ Cost mentioned in the work order issued by the Allahabad High Court.
2. Allahabad High Court has identified some of the areas in its premises for the outsourcing of cleaning and housekeeping work under the scope of this tender. The prospective bidder is required to visit the High Court premises as required in clause 7, 8 & 9 of 'General terms and Conditions' and quote rates both for Mechanized/automated and mixed cleaning and housekeeping work in his financial Bid.
3. The firm will pay minimum wages to its employees as prescribed by Uttar Pradesh Government from time to time and shall abide by all other Rules and Regulations. The firm will be solely responsible for statutory compliance with regard to the payment of Minimum wages, License Fee, if any, as well as ESI, PF, DA, Gratuity, leave and all the other legal requirements and liabilities of requirements etc. and submission of relevant records to the concerned authorities in respect of all the personnel being deployed in the premises.
4. The firm will have to ensure the provisions of minimum wages act, failing which the liability will be of the firm. He shall also ensure payment of arrears to his workmen accrued on account of minimum wages revision from time to time. Only those firms should submit their offer who are financially sound and can pay wages to their workmen monthly if payment to the firm is delayed by three months from the High Court.
  - (i) The firm will deposit on its own labour share of EPF deduction to EPF office as per EPF rule.
  - (ii) Firm shall prepare, maintain & put-up records as per the provision of Labour Act.
  - (iii) The firm will furnish wage sheet regarding payment of minimum wages to its workmen. Non-compliance may lead to withholding firm's Bill.
  - (iv) If penalized for non-compliance of any of the legal requirements, the firm will be responsible for the same and deal with the same at its own level and costs, in no way putting any liability on the High Court, Allahabad.
  - (v) The firm will be the employer of all employees/staff deputed by it for the purpose of mechanized and mixed cleaning and housekeeping services and shall be liable entirely, to the exclusion of anyone else, for the payment of statutory liabilities.
  - (vi) The bidder will be providing Mechanized Cleaning Housekeeping services as well as mixed cleaning along with housekeeping staff, cleaning material, consumables, chemicals and machines as per details given in relevant Annexures to be read with other specified conditions given in the tender.

(vii) The stock of all Cleaning Materials/ consumables/ chemicals/ machinery and equipments will be maintained in the High Court's premises.

5. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the High Court.

6. The firm shall strictly observe all rules/Acts/bye-laws such as Factory Act, Payment of Wages Act, Safety rules, etc. & shall be fully responsible for all damage/accident, if it occurs. Any compensation that may arise will have to be borne by the firm. High Court shall not be responsible in any case.

7. Income Tax: Income Tax and GST will be deducted from running bills as per rule.

(i) The firm shall provide a list along with police verification, two passport size photographs of all the personnel so deployed in the High Court Allahabad including additions/changes well in time, giving following details:

- (a) Name
- (b) Father's Name
- (c) Permanent Address
- (d) Local Address
- (e) Gender
- (f) Age/Date of Birth
- (g) Contact Number
- (h) Blood group

(ii) The firm will verify that the personnels deputed in the High Court are of good character and no criminal record is against any of the person and also submit the certificate in this regard.

(iii) The firm will issue Identity Cards to the personnels duly certified by the High Court Allahabad for the purpose of their identification.

(iv) The bidder shall not quote rates less than the minimum wages as prescribed by Uttar Pradesh Government and the rates shall be quoted keeping in view the future escalation of the minimum wages.

(v) Any transfer or change in the deployment of personnel shall be brought to the notice of the High Court and the Court will have right to direct to remove or get changed any personnel whom it considers unsuitable, unfit for the job being entrusted to him/her.

(vi) The High Court will not revise the contractual amount on any revision of minimum wages by Uttar Pradesh Government or increase in cost of consumables.

(vii) The High Court will not be responsible in any manner for lapse on the part of delayed payment by the firm to their deployed personnels and the firm will keep High

Court Allahabad indemnified against any claims from their deployed personnels for which, the firm will be solely responsible.

(viii) That the housekeeping staff shall not do any other work for reward otherwise elsewhere either directly or indirectly except for and on behalf of the High Court Allahabad.

(ix) Firm must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time.

No extra payments shall be claimed by the Firm or its deployed staff from the High Court for such items.

(x) CONFIDENTIALITY: The phone number and movement plans relating to the High Court shall not be given to anyone. The following information about the High Court shall not be given to anyone: Car make, color and number of any Hon'ble Judge /Officer(s)/Official(s), Telephone/Mobile No./any other information, Location and movement plans, Meetings and conference schedules, Site plan of the premises, Travel details of the Hon'ble Judges / Officer(s)/ official(s), and Assets of the Office such as files and records. High Court reserves the right to take suitable action in the event of violation of this confidentiality clause.

8. The High Court reserves the right to modify and/or amend any of the above stipulated condition/criteria depending upon its requirement and the right to cancel the tender without assigning any reason thereof and to restrict the list of qualified firms to any number deemed suitable by it, if too many bids are received satisfying the laid down criterion.
9. The persons, so deployed by the firm, shall also perform other related work and matters assigned in the interest of the High Court Allahabad, such as shifting of furniture etc.
10. Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the firm at his own expense. No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may be permitted for storage subject to the compliance of all rules / instructions issued by the Competent Authority and as per the directions of the High Court and the firm will provide a list of such items available in its Stores to the High Court.
11. The payment of agreed monthly cleaning/housekeeping charges will be payable by High Court to firm by the tenth day of the subsequent month, during the whole period of agreement, after obtaining the details and satisfactory work report from the Nazarat Section of the High Court.

12. The successful bidder on receipt of acceptance letter of its tender shall provide the services of adequate number of work force so that entire building of the High Court may be cleaned simultaneously.
13. Sufficient number of Supervisor(s) fully trained and having experience in supervising similar works will be appointed who will look after the work and will be available in shifts to supervise the work to the satisfaction of High Court and to attend to any complaint received or pointed out by the authorities of the Registry of High Court. The firm will provide one facility manager with minimum graduate qualification and having ample years of experience in similar field. The facility manager will work as Point of Contact between the firm and High Court, in addition to other duties. He shall ensure that all jobs of housekeeping services are rendered to the High Court in accordance with the instructions of the contract / tender document and also keep a watch over the deployed staff and ensure execution of housekeeping services smoothly. Any intimation/letter received by the Supervisor or Facility Manager of firm will be considered to be delivered to the firm.
14. During execution & after completion of work/supply, the firm will at all time keep the work place, stores and spares used by it clean & free from accumulation of dust, waste material and trash.
15. If during the period of work, the firm or its workmen damage or destroy any part of equipment(s) or any part of building while work is in progress or if any damage is caused attributable to the firm's or its workmen's negligence or if any imperfection becomes apparent due to bad workmanship/negligence, the firm will have to repair all such damage/defect/imperfect work. If the firm fails to repair all such defects/damages, the cost of repair/replacement of such damaged equipments will be recovered from the firm from his pending bills/security deposit in the High Court.
16. In case of any electrical accident, the firm will submit report to Electrical Department, Government of U.P. under intimation to the Registrar General, High Court without any delay in the prescribed format and shall pay compensation to the affected worker according to prevalent rules/laws.
17. The company shall not put one person on duty in both shifts on any day.
18. Samples of all materials required for execution of work shall be got approved from High Court. Any sub-standard material/work beyond set out tolerance limits shall be summarily rejected by the High Court and Company shall ensure quality work in a planned and time bound manner.
19. The workmen should be deployed in such a manner that all areas covered should be neat and clean for the day before 9.00 AM in the morning. They will also ensure cleaning of all areas throughout the day.

20. The contract is initially for a period of one year. However, if the services of the firm are found to be satisfactory by this Court, the contract can be extended, in writing, on the terms and conditions as may be deemed fit by High Court.
21. The High Court will not be responsible to House-keeping agency for any theft, pilferage etc. of its material kept in the High Court premises.
22. The contract shall be subject to such other terms, conditions and instructions as may be issued by the High Court Allahabad from time to time.
23. The High Court have the discretion to withdraw the contract at any time without any notice and without assigning any reasons thereof.
24. The bidder may furnish any additional information, which the bidder thinks necessary to establish its capabilities to successfully complete envisaged work. It is, however advised not to furnish superfluous information. No information shall be entertained after submission of eligibility criteria document unless it is called for by the Employer.
25. Sub-letting of the contract is not permitted at any cost. If firm found violating the norms, the contract will be terminated immediately.
26. Negligence: If the firm will neglect to execute the work properly & expeditiously or refuse or neglect to comply with any reasonable order given to it in writing in connection with the work or shall contravene any provision in the contract, it may be given five days' notice in writing to repair such failure, negligence or contravention complained off and if the firm fails to comply with the notice within a reasonable time from the date of service thereof, the firm will be liable to pay the penalty to the High Court for the amount as per the discretion of the High Court.
27. The successful bidder will be bound to do the cleaning work of any additional area (which is not covered in the tender documents) as per the direction of Hon'ble High Court on the same rate and terms & conditions on pro-rata basis. Further, the area of the cleaning may be reduced as per the direction of Hon'ble High Court and in that case cleaning charges will be reduced on pro-rata basis.
28. PENALTIES:
- (i) Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the High Court, especially under the supervision of the Firm's Supervisor, it will be brought to the notice of Firm by the High Court and if no action is taken, as per the stipulated time given by the High Court, penalty of Rs.1000.00 per day per complaint will be imposed by invoking penalty clause.
- (ii) The firm has to maintain adequate number of housekeeping staff as per this contract and also arrange a pool of standby housekeeping staff / supervisor. If the required number of workers/ supervisors/ are less than specified number as mentioned in the

contract, a penalty of Rs.500.00 per absentee per day shall be deducted from the bill(s). Attendance register shall be maintained by the firm.

(iii) The Firm shall also ensure that all the monthly requirements of Chemicals and Cleaning Materials (Consumables), as defined in the tender document, are provided on 1<sup>st</sup> day of each month and as per the requirements of the High Court in totality. In case it is found that any chemical or cleaning material of the inferior quality or sub-standard quality or the brand other than those specified in the tender document is supplied; or if the branded items as per the tender document are not supplied in the proportion to the requirement for executing the cleaning and housekeeping services for the standards of the High Court, the High Court shall be at liberty to treat the action of the firm as breach of contract and shall terminate the Contract besides imposing penalties under the provisions of the Contract/ Tender document and invoking of the Security Deposit to recover the loss.

(iv) If the firm quits the contract in during the period of contract, the security deposit will be forfeited as well as the firm will be liable for damages.

29. Instruction to bidders will form of General Terms & Conditions.

30. Dispute Resolution: If any dispute arises in relation to or in connection with the contract, including any question regarding its termination, the decision of the Registrar General, High Court, Allahabad will be final and binding.

31. In case the work order gets terminated for any reasons attributable to be on the part of the Successful Bidder, the Allahabad High Court shall recover any loss incurred, from the Performance security. If this loss happens to be more than the amount recoverable under the clauses of the Performance security then the Allahabad High Court may resort to suitable action as may be deemed fit by the High Court.

Signature of the Tenderer in ink

With stamp and date

## **Letter for Submission of Tender**

**To**

Registrar General,  
High Court of Judicature at Allahabad,  
Prayagraj (U P)

**Subject:** Tender for cleaning and housekeeping services, against Tender No. 02 /HIGH COURT/2023/ Protocol.

-----

Dear Sir,

Having examined the tender document and having understood the provisions and requirements relating to the tender from the office of Registrar Protocol, we hereby submit our offer and confirm our acceptance to execute the order for the time period specified in the tender document, at the rates quoted by us in the accompanying Financial Bid. If, after our offer is accepted, we fail to execute or complete the work as described in the Tender we agree that, ALLAHABAD HIGH COURT shall have full authority to forfeit the earnest money/ security deposit and cancel our order with no obligation on their part.

We confirm having deposited earnest money Rs 50,000/- (Rupees Fifty Thousand Only) by Demand Draft No..... dated ..... drawn on .....Bank ..... Branch attached here to, and the information required, as per annexures attached.

I/we further confirm that –

- i. The general terms and conditions and special technical conditions of the Tender documents have been fully examined and full cognizance taken thereof in arriving at the price/ tendered sums contained therein in my/ our tender.
- ii. I/ We confirm that we satisfy the qualifying criteria as prescribed in the Tender document and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during evaluation of our bid, we agree to furnish the same in time to your satisfaction.
- iii. I/we have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this value.
- iv. I/we have sufficient qualified manpower and necessary materials to execute the order efficiently in the specified time schedule.
- v. The quoted rates shall be valid for not less than 90 days from the date of opening of technical bid of this tender.
- vi. I/we further confirm that all the pages of the Tender documents have been read, understood and signed and there is no deviation/discrepancy.
- vii. I /We further declare that the prices stated in our proposal are in accordance with your Terms & Conditions in the Tender document. We further understand that the quantities as specified in this Tender may increase or decrease at the time of award of Work Order as per the requirements of ALLAHABAD HIGH COURT without any escalation in rate.
- viii. I /We hereby declare that in case the work order is awarded to us, we shall submit the Performance Guarantee in the prescribed format equivalent to 3% of the total Work Order value (the format of Performance Bank Guarantee is provided in the tender document).
- ix. I /We hereby declare that in case the work order is awarded to us, we agree with payment terms specified in the tender documents.
- x. It is being certified that all the information provided in the tender form are true and correct to the best of my /our knowledge and belief. We hereby declare that our proposal is made in good faith, without collusion or fraud. No forged /tampered document(s) are produced with tender form for gaining unlawful advantage.

- xi. I /We assure the Allahabad High Court that I / We will NOT be outsourcing any work specified in the tender document, to any other firm without the written permission of the Allahabad High Court.
- xii. I/We, further certify that I/We, possess all the statutory /non-statutory registrations, permissions, approvals, etc., for providing the requisite services.
- xiii. I/We hereby declare that this tender, on acceptance communicated by you, shall constitute a valid and binding contract between us.
- xiv. I/We hereby declare that my/our firm has never been blacklisted by any Government entity/Public sector undertaking or any other private entity for non-completion of work or for non-performance.

Signature of the Tenderer  
With stamp and date



**TECHNICAL BID**

02/High Court/2023/Protocol

**A). GENERAL INFORMATION (Part of the Technical Bid)**

S. No	Item	Description (to be filled in by the Tenderer)
1	Tender fee Details Instrument No: and date: Amount in Rs. Name of the Bank and Branch:	
2	EMD Details Instrument No: and date: Amount in Rs. Name of the Bank and Branch:	
3	Name and Address of the Tenderer	
4	Fax	
5	e-Mail	
6	Mobile	
7	Registration and incorporation particulars of the bidder indicating legal status such as company, partnership / proprietorship concern, etc.	
8	Name of Authorised signatory/ contact person and Telephone No.	
9	Year of Establishment	
10	GST Number	
11	PAN Number:	
12	E.S.I. Registration (No.) (attach proof)	
13	Employees Provident Fund Registration Number:	
14	Yearly Turnover of the last 3 financial years (Rs)	
	2022-2023	
	2021-2022	
	2020-2021	
15	Name and Address of the Banker Account Number IFSC Code	
16	Any other information/document: please specify	

*Note: Pl. attach copies of the relevant documents/certificates, wherever applicable. Separate sheets may be attached wherever necessary.*

*Note:*

- Bidder/Tenderer to ensure that all*
  - ❖ *Pages in the tender document have been signed and stamped by the authorized person*
  - ❖ *Pages have been numbered*
  - ❖ *Documents are legible (clearly readable)*

Signature of the Tenderer in ink  
With stamp and date

**Outsourcing of Services for Maintaining Cleanliness in the Premises of  
Allahabad High Court**

		Area identified for cleaning and housekeeping work (both outer and inner)		Details of Manpower proposed to be deployed by Bidder		
Sl. No.	Name of the broader area for which cleaning work is to be outsourced	Type of Cleaning and Housekeeping	Total area (inner + outer) in Sq.Mt. (approx.)	(Details of hierarchy of the manpower deployment and number of persons in each area type to be provided.)		
				Cleaning Attendants (a)	Supervisors (b)	Facility Manager (c)
1	All Common Toilets	Mechanised	1,680.58 (all inner area)			
2	Open ground, parking area, roads and lawns of the High Court premises	Mixed	35,591.79 (all outer area)			
3	Common areas of all the Bar Buildings such as corridors, staircases and common toilets	Mechanised	6,250.85 (392.9 inner area + 5,857.95 outer area)			
4	The bungalow at Hastings Road wherein the vaccination center is being run	Mixed	1,996.8 (263.8 inner area + 1,733 outer area)			
5	Guest House at Drummond Road	Mixed	4,142.17 (2,794.24 inner area + 1,347.93 outer area)			
6	New Pass Office Building	Mixed	427.18(all inner area)			
7	Judges Club Building	Mixed	1,958.04 (841.37 inner area + 1,116.67 outer area)			
8	Museum & Archives Building and the Conference Hall situated at the Thornhill Road	Mechanised	12,447.8 (3,667.32 inner area + 8,780.48 outer area)			
Grand total			Grand Total Area = 64,495.21 Sq.Mt.(10,067.39 inner area+ 54,427.82 outer area)	Manpower breakup (a). (b). (c). total =		

Note: the bidder may merge the successive rows in ‘supervisors’ column

Signature of the Tenderer in ink

With stamp and date

**MACHINES TO BE USED FOR CLEANING PURPOSE**

S.NO.	Description	Quantity to be filed by the bidder.
1.	Ride on Scrubber & Drier	
2.	Walk behind Scrubber & Drier	
3.	Single Disc Machine	
4.	Vacuum Cleaner (Wet and Dry)	
5.	Tread & Riser Machine (Handy)	
6.	Ride on Sweeper	
7.	Telescopic rod	
8.	Garbage Removal Trolley (Covered)	
9.	Glass Cleaning Kit	
10.	High Pressure Water Jet	
11.	High rise ladder with platform, as required	
12.	Double bucket Ringer Mopping trolleys	
13.	Wheeled Garbage Disposal Trolley	

Additions may be made to the list

Signature of the Tenderer in ink

With stamp and date

**LIST OF CHEMICALS REQUIRED FOR HOUSE KEEPING WORK**

Sl.No.	Name
1	Urine cubes
2	Nepthalin Balls
3	Odonil 50 gm
4	Duster
5	Liquid Soap (Homocol)
6	Dustbin (Foot Operated), Mugs Etc.
7	Garbage bags
8	Wet Mop
9	Dry Mop
10	Floor Duster
11	Yellow Duster
12	White Duster
13	Soft Brooms
14	Hard Brooms
15	Compound Brooms
16	Cleanzo
17	Wiper (Large)
18	Wiper (Small)
19	Brasso

**Only branded cleaning chemicals / consumables shall be used. Any other product which is not covered above, but required subsequently for better results, will be provided by the bidders free of cost.**

Signature of the Tenderer in ink  
With stamp and date

***DETAILS OF MACHINE AND EQUIPMENT TO BE USED IN MECHANISED CLEANING AND HOUSEKEEPING WORK***

S.No.	Name of equipment	Nos.	Capacity or Type	Year of Purchase
1	2	3	4	5

***DETAILS OF MACHINE AND EQUIPMENT TO BE USED IN MIXED CLEANING AND HOUSEKEEPING WORK***

S.No.	Name of equipment	Nos.	Capacity or Type	Year of Purchase
1	2	3	4	5

Signature of the Tenderer in ink  
With stamp and date

**Letter of authorization for attending the Bid opening**  
***(ON THE LETTER HEAD OF THE BIDDER)***

Sub: Authorization for attending the technical bid opening on ..... (or as specified in G.E.M portal) and financial bid on ----- (or as specified in G.E.M portal) of the tender for cleaning and housekeeping services in the Allahabad High Court.

Following person whose name and signature is appended below is hereby authorized to attend the bid opening for the tender mentioned above on behalf of the bidder ..... , office Address .....

Name and specimen signature of the representative:  
(Encircled and stamped by the Tenderer)

Name and specimen signature of the alternate representative:  
(Encircled and stamped by the Tenderer)

Signature of the Tenderer in ink  
With stamp and date

### Scope of Work

The detailed scope of services that Firm would be contractually obliged to deliver has been detailed as per the following:

	Work type	Desired Output
1.	<p><b>General</b></p> <p>Selected areas of</p> <ul style="list-style-type: none"> <li>• All the common toilets</li> <li>• Open Ground Parking Area, Roads &amp; Lawn of the High Court Premises</li> <li>• Common areas of all the Bar Buildings such as corridors, staircase and common Toilet</li> <li>• The Bungalow at Hastings Road wherein the vaccination centre is being run</li> <li>• Guest House at Drummond Road</li> <li>• New Pass office Building</li> <li>• Judges Club Building</li> <li>• Museum and Archives Building and the conference Hall situated at the Thornhill Road</li> </ul>	<ul style="list-style-type: none"> <li>* There shall be 8 hours daily working. But it has to be managed in shifts to manage the peak hour requirement of the areas specified for cleaning and housekeeping and in such a way that the cleaning and housekeeping is maintained from 8am to 10pm in a day. <b>Contractor to ensure that cleaning work be completed, firstly by 9:30 a.m. on all working days so that the normal working of the court is not disturbed.</b></li> <li>* Standard and best quality cleaning material will be used for cleaning.</li> <li>* Standard and certified access equipment with appropriate safety devices shall be used for External Facade / Metal &amp; Granite cleaning.</li> <li>* Safety measures for cleaning insurance will be taken by the Bidder / Firm, Helmets and Safety belts will be provided to execute the work. Only trained cleaning personnel are to be employed and work to be carried out under expert supervision.</li> <li>* Work shall be executed in such a manner as to cause no inconvenience to Hon'ble Judges/ Officers/ Officials/ Advocates/ Litigants and their regular operation.</li> <li>* The Bidder / Firm will arrange to cover all workmen with accident insurance and all other rules as per the Workmen Compensation Act and other applicable Acts shall be strictly adhered to. And also provide to the High Court the list of workmen with their Identity Proofs.</li> <li>* Spot cleaning and removing obvious marks.</li> <li>* Thoroughly cleaning both sides of internal glass in doors and partitions including frames and sills.</li> <li>* Spot cleaning of glass throughout the building.</li> <li>* Removal of grease marks or finger prints glass counters and partitions windows and structural glazing.</li> <li>* Thoroughly cleaning of external surfaces of structural glazing on quarterly basis.</li> <li>* Dusting windows sills, curtains and blinds as and when required.</li> <li>* Cleaning of External facade/ metal and granite/marble / stone cleaning – Minimum once in a month, cleaning of the external facade, metal and granite/marble / stone cladding of the building as mentioned above will be carried out throughout the month with a dedicated set of workers and equipment except the façade of Heritage building wherever applicable. It shall be ensured that the external facade is in an immaculate condition at all times as can be expected in the best corporate houses.</li> <li>* Minimum once in a month, cleaning of Internal and External domes will be carried out.</li> <li>* Strict care will be taken to ensure that absolutely no damage is done to glass or aluminum composite panel</li> </ul>

		<p>during cleaning operations.</p> <ul style="list-style-type: none"> <li>* To clean all the ducts of the High Court Building wherever required through fasad mechanism.</li> </ul>
2.	Garbage Collection/Disposal.	<ul style="list-style-type: none"> <li>* Empty all garbage containers, wipe clean and replace liners.</li> <li>* Collect the waste papers, empty the garbage drums, waste paper baskets and arrange to carry away from the premises to the common garbage dump.</li> </ul>
3.	Housekeeping.	<ul style="list-style-type: none"> <li>* Thoroughly cleaning of glass or other doors, surrounding areas, window ledges, partitions, visible glass and approaches.</li> <li>* Thoroughly cleaning of all landings, ramps, stairwells, fire exits, steps, entrances, porches, porticos, balconies, external light fittings etc.</li> <li>* Wiping of all ledges and surfaces with a natural detergent and cloth, spot clean and remove all obvious stains. All should be free from dust and stains.</li> <li>* Cleaning of pavements of entire premises to maintain a dust free environment.</li> <li>* Sweeping clean of debris from walkways and drive ways &amp; terrace &amp; hose clean them during appropriate climate condition.</li> <li>* The house-keeping service to be provided in the building will include maintenance by keeping the entire areas mentioned above in totally clean, dust free and hygienic conditions. Particular care shall be taken to ensure that all the floor, walls, ceilings, windows, doors and other areas are maintained in hygienic &amp; immaculately clean condition.</li> <li>* Cleaning Service areas (as required vacuum cleaning) of all floors, walls &amp; ceilings minimum twice a day.</li> <li>* Cleaning &amp; scrubbing of all joints in flooring &amp; walls (where applicable) to ensure that no dirt and dust deposit in the same.</li> <li>* To sweep all floors, walls and ceilings to remove all dust, garbage.</li> <li>* Through cleaning of toilets at scheduled intervals with suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</li> <li>* Sweeping of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.</li> <li>* All dustbins from the office areas must be scrub cleaned.</li> <li>* Dusting windowsills form common areas of the floor exits.</li> <li>* Mechanical sweeping equipment shall be used for sweeping of compounds daily.</li> <li>* Scrubbing machines to be used for cleaning of floors in the internal lobbies.</li> <li>* Jet pressure machine for cleaning of the compounds / parkings, basement, surrounding roads inside the premises, shall be used weekly.</li> </ul>
4.	All the Toilets	<ul style="list-style-type: none"> <li>* Thoroughly cleaning of all basins, toilets, fittings and all vertical, horizontal surfaces with an approved detergent.</li> <li>* Cleaning thoroughly the inside of the toilet bowl. Clean the toilet seat, cistern and under the toilet bowl.</li> </ul>



		<ul style="list-style-type: none"> <li>* Periodical cleaning of drinking water sump &amp; overhead tanks.</li> <li>* Mop floor with neutral detergent.</li> <li>* Clean and wash all mirrors.</li> <li>* Scrub toilet floor (Machine scrub or manually).</li> <li>* Washing of all tiled surfaces.</li> <li>* Wiping of surfaces with cloth having appropriate cleaning characteristics.</li> <li>* Thoroughly clean exhaust fans and vents.</li> <li>* Replace naphthalene balls / urinal cubes.</li> <li>* Remove all wetness on floor and slabs.</li> <li>* Check for odour quality.</li> <li>* Use air-fresheners and deodorizers.</li> <li>* Paper bins would be cleaned and sanitized.</li> <li>* Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.</li> </ul>
5.	Fixtures, fittings and furniture	* Wiping with user friendly neutral detergent cloth and spot cleaning.
6.	Low level surfaces	<ul style="list-style-type: none"> <li>* Wiping of all surfaces with user friendly neutral detergent cloth, spot clean and remove any obvious stains.</li> <li>* Bird droppings to be removed.</li> </ul>
7.	High level surfaces	<ul style="list-style-type: none"> <li>* Wiping of all surfaces with user friendly neutral detergent cloth, spot clean and remove any obvious stains.</li> <li>* Remove cobwebs as they appear.</li> </ul>
8.	Ceiling	<ul style="list-style-type: none"> <li>* Remove cobwebs as they appear.</li> <li>* Beehive, Bird droppings to be removed.</li> </ul>
9.	Walls, skirting	* Washing with a user-friendly neutral detergent.
10.	<b>Basements, Lawns, Parking, Road and Footpaths etc.</b>	<ul style="list-style-type: none"> <li>* Sweeping of area <ul style="list-style-type: none"> <li>• Removing any Lichen, Moss, stains like Paan peek marks.</li> <li>• Removal of debris, leaves.</li> <li>• Cleaning of drains, easing out water logging. Etc.</li> </ul> </li> <li>Beehive, Bird droppings to be removed</li> </ul>
11.	Pest Control	* Ensure Pest/ animal and Rodent free environment in the premises
12.	Help desk	<ul style="list-style-type: none"> <li>* Help desk services to be provided from morning 9:00 AM to 5:00 PM.</li> <li>* Help desk has to record the complaint raised by the Nazarat / Administration / Officers of the Registry, and closely monitor the solution of the complaints.</li> </ul>

Signature of the Tenderer in ink

With stamp and date

FORMAT FOR SUBMITTING FINANCIAL BID

(ON THE LETTER HEAD OF BIDDER) 02/High Court/2023/Protocol

S. No	Description of Item	Amount per month (Inclusive of applicable tax/ levies and all charges) Total		
A	Cleaning and Housekeeping charges for per person per month			
Sl	Category	Number of persons	Rate per manpower per month	Total
1				
	Manpower total			

S. No	Description of Item	Amount per month (Inclusive of applicable tax/ levies and all charges)
B	Consumables and Chemicals per month:	

S. No	Description of Item	Amount per month (Inclusive of applicable tax/ levies and all charges)
C	Machines and equipments usage charges /service charge	

S. No	Description of Item	Total amount per month (Inclusive of applicable tax/ levies and all charges)	Break up of 'D' (Amount per month per Sq.Mt. based on type of cleaning and housekeeping area)
D	Grand total (A+B+C)	Rs ..... per month	<ul style="list-style-type: none"><li>• Mechanised (20,379 Sq.Mt.): Rs ..... per month</li><li>• Mixed (44,116 Sq.Mt.): Rs ..... per month</li></ul>

Note : The area estimated is an approximate figure. Bidders are expected to examine the area during their site visit (mandatorily) and fully acquaint themselves with all the requirements of the tender before placing their bids.

The actual area in the work order is likely to increase or decrease. Payment shall be done monthly on pro rata basis.

Total Amount per month inclusive of all applicable taxes, levies and other charges in words Rs.

.....  
(In case of discrepancy in the quoted amount in figures and words, the quoted amount in words will prevail.)

This is to certify that I/we have read and fully understood all the parts of the tender document. Further, I/We agree to execute the services in accordance with the requirements mentioned in the Tender for the period specified and at the rate mentioned above.

Signature of the Tenderer in ink  
With stamp and date

## PERFORMANCE BANK GUARANTEE PROFORMA

*(To be executed on Non-Judicial Stamp Paper of Rs. 100/- or such higher value as per the Stamp Act of the State in which the Guarantee is issued. Stamp Paper shall be in the name of the Bank issuing the guarantee.)*

**Bank GUARANTEE NO. :**

**DATED:**

Dear Sirs,

1. THIS DEED OF GUARANTEE made on this ..... day of ..... 20..... between the High Court of Judicature at Allahabad (hereinafter referred to as the "High Court" which expression shall unless excluded by or repugnant to the context includes its successors) of the first part and the ..... (hereinafter referred to as the "Bank" which expression shall unless excluded by or repugnant to the context include its successors) of the second part.
2. Whereas the Letter of Intent dated ..... has been issued by the High Court to ..... having its registered office at ..... (hereinafter referred to as "Bidder") for carrying out work related to Tender floated for cleaning and housekeeping services and for providing service support as per the terms and conditions of the Tender.
3. AND WHEREAS as per clause ..... of the Letter of Intent, the Bidder has to furnish a Performance Bank Guarantee of 3% of the total Bid Value as mentioned in the Letter of Intent i.e. Rs ..... (Rupees ) only, valid for a period of 06 months (Six months) after the completion of the entire work by way of security for the final, satisfactory completion of the work and for providing service support as per the terms and conditions of the Tender.

AND WHEREAS on the request of the Bidder, the Bank executes these presents.

4.0. THIS DEED WITNESSES AND IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN PARTIES HERETO AS FOLLOWS:

- 4.1. The Bank hereby guarantees to the High Court that the .....(name of the Bidder) is capable of executing the said work to the satisfaction of the High Court. In the event of non satisfactory performance of the work, stipulated in the Work Order, the Bank shall indemnify and keep the High Court indemnified to the extent of 3% of the total Work Order Value i.e. Rs ..... (Rupees) only, valid for a period of 06 months (Six months) after the completion of the entire work related to Tender floated for cleaning and housekeeping services, against any loss or damage that may be caused to or suffered by the High Court on account of such non satisfactory performance of the work, stipulated in the Work Order and that the decision of the High Court in this regard will be final and conclusive.
- 4.2. In consideration of the aforesaid clause 4.1 and at the request of the Bidder, we the Bank hereby irrevocably and unconditionally guarantee that the Bidder shall perform in an orderly manner its obligations in accordance with the terms and conditions set forth in the Tender and in the event of the

Bidder's failure to do so, the Bank shall unconditionally pay to the High Court, on demand, any amount up to the value mentioned in clause 4.1, without any reference to the Bidder and without questioning the claim.

4.3 In the event of non-satisfactory performance of the work, stipulated in the Work Order, the decision of the High Court in this regard shall be final and conclusive and binding on the Bank without demur. The Bank shall pay forthwith the amount demanded by the High Court notwithstanding any dispute, if any, between the High Court and the Bidder.

4.4 The Bank further agrees that the guarantee herein shall remain in force during the period mentioned in Clause 4.1 above and also any extended period provided by the High Court beyond the aforesaid period.

4.5 This Guarantee shall not be affected by any change in the constitution, amalgamation, absorption or reconstitution of the Bidder or the Bank.

4.6 The Bank undertakes not to revoke this guarantee at the instance of the Bidder for any reason whatsoever.

4.7 The Bank further agrees that in order to give full effect to the Bank guarantee, the High Court shall be entitled to act as if the Bank were its principal debtors in respect of its claim against the Bidder and the Bank hereby expressly waives all its rights of surety ship and other rights, if any, which are in any way inconsistent with this Guarantee.

Notwithstanding anything herein above, liability of the Bank under this guarantee is restricted to Rs .....

(Rupees ..... ) only and it will remain in force up to the period specified in Clause 4.1

COUNTERSIGNED

Signature:	Signature:
Name:	Name:
Designation:	Designation:
Organization:	Organization: