



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD,**
Central Office, Jammu Road, Katra (J&K) – 182301
Fax: +91- 1991-232120 Tel.: +91-1991-232818

E-mail: sanitation@maavaishnodevi.net, acf@maavaishnodevi.net

Notice inviting e-Tender

e-NIT No. CO/SW/09 of 2024 Dated: 08/11/2024

e-Tenders on the prescribed format are invited on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board from the reputed professional firms / companies dealing in Facility Management Services for providing housekeeping / Sanitation manpower for the purpose of housekeeping / Sanitation services for a period of two years at the following locations:

S. No.	Particulars/ Locations	Tender Fee (In Rs.)	EMD (In Rs.)
1.	Niharika Complex, Aashirwad Complex and YRC (Railway Station), Katra	1,000/-	4.72 Lakh

The e-NIT consisting of Qualifying Information, Eligibility Criteria, Specifications, Bill of Quantities, (B.O.Q) set of T&C of Contract and other details can be viewed or downloaded from websites <http://jktenders.gov.in> and www.maavaishnodevi.org as per the following format:

Publishing Date	08.11.2024 at 03:30 PM
Bid Download Start Date	08.11.2024 at 04:00 PM
Pre-Bid Conference and Profile Presentation	11.11.2024 at 11:00 AM
Bid Submission Start Date	14.11.2024 at 11:00 AM
Bid submission End Date (Online)	20.11.2024 at 04:00 PM
Submission of Hard Copy (end) date and time	20.11.2024 upto 05:00 PM
Date of Opening of Technical Bid (Online)	22.11.2024 at 12:00 PM

The e-tender must accompany with an earnest money in the form of CDR/FDR/TDR of the amount mentioned above drawn from any Nationalized/scheduled Bank duly pledged to the Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra and Tender Fee of Rs. 1,000/- either in the form of DD pledged to Chief Accounts Officer, SMVDSB, Katra or can be deposited in the official account of Shri Mata Vaishno Devi Shrine Board Branch J&K Bank Katra, Account No. **0235040500001804, IFSC – JAKA0KATTRA**. The bidder shall mention UTR No. in the prescribed Technical Bid Form at **Annexure-‘A’**. Complete bidding process will be done online on e-Tender portal www.jktenders.gov.in & www.maavaishnodevi.org. The tenders are submitted strictly in accordance with the provisions of the detailed e-NIT.

**Sd/-
(Vinay Khajuria)
Assistant Conservator of Forests**

Instruction to Bidders regarding e-Tendering process:

1. The interested bidder can download the e-NIT/bidding document from the website www.jktenders.gov.in & www.maavaishnodevi.org.
2. To participate in bidding process, bidders have to get Digital Signature Certificate (DSC) as per Information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.
3. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
4. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
5. Bids will be opened online as per time schedule mentioned in the e-NIT.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.
8. All the required information for bid must be filled and submitted online.
9. The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
10. Bidders are advised to use "My Documents" area in their user on <http://jktenders.gov.in>, e-tendering portal to store important documents like Balance sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.
11. Bidders are advised not to make any change in BOQ (Bill of Quantities) content or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved with the same as it contains.
12. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF \ Scan properly.
13. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in> & www.maavaishnodevi.org.
14. The Bidder(s) should carefully study the document and prepare his tender with consideration of all provisions of the document. He should fully acquaint himself/herself with site conditions and all other factors which may influence preparation of his tender.

15. The Bidder(s) ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
16. The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation and financial evaluation marks) shall be deemed as the successful bidder and shall be considered eligible L-1 bidder for further process
17. If there is any discrepancy between words and figures, the amount in words shall be prevailing.
18. Language of Bids: The Bids prepared by the bidder and all correspondence /document related to the bids exchanged by the bidder and department shall be written in English language. Further, if the literature furnished by the bidder is written in another language, the same may be accompanied by a duly certified English translated document.

Sd/-
(Vinay Khajuria)
Assistant Conservator of Forests

No:- CO/SW/163/181-183

Dated: 08-11-2024

Copy to the: -

1. Chief Executive Officer, SMVDSB, Katra for kind information.
2. Addl. Chief Executive Officer, SMVDSB, Katra for kind information.
3. FA/Chief Accounts Officer, SMVDSB, Katra.
4. Concerned file / Master file.



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD,**
Central Office, Jammu Road, Katra (J&K) – 182301
Fax: +91- 1991-232120 Tel.: +91-1991-232818

E-mail: sanitation@maavaishnodevi.net, acf@maavaishnodevi.net

e-NIT No. CO/SW/09 of 2024 Dated: 08/11/2024

SUBJECT: Notice inviting E-Tender on the prescribed format duly affixed with Revenue Stamp worth Rupees Six only are invited on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board from the reputed professional firms / companies dealing in Facility Management Services for providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / sanitation services for a period of two years at Shri Mata Vaishno Devi Shrine.

1. REQUIREMENT:

For and on behalf of Chairman, SMVDSB, through CEO, SMVDSB, e-Tender affixed with e-Stamp under Two Bids System are invited from the reputed professional firms/companies dealing in Facility Management Services for providing Housekeeping / Sanitation manpower for the purpose of Housekeeping / Sanitation services for a period of two years at Shri Mata Vaishno Devi Shrine. The detailed Tender Document with full description and Terms and Conditions is available at www.iktenders.gov.in & www.maavaishnodevi.org

2. TENDER SCHEDULE:

Publishing Date	08.11.2024 at 03:30 PM
Bid Download Start Date	08.11.2024 at 04:00 PM
Pre-Bid Conference and Profile Presentation	11.11.2024 at 11:00 AM
Bid Submission Start Date	14.11.2024 at 11:00 AM
Bid submission End Date (Online)	20.11.2024 at 04:00 PM
Submission of Hard Copy (end) date and time	20.11.2024 upto 05:00 PM
Date of Opening of Technical Bid (Online)	22.11.2024 at 12:00 PM

3. ELIGIBILITY CRITERIA:

- a) Any Sole Proprietorship Firm, Partnership Firm, Public Limited Company or Private Limited Company having an office in India can bid, subject to the satisfaction of other eligibility criteria in terms of organization, infrastructure, experience and availability of requisite semi-skilled & highly skilled manpower. Necessary supportive documents must be uploaded / enclosed with the technical bid.
- b) The Service Provider (Bidder) should possess operational experience of facility management services (cleaning/sanitation/housekeeping) for not less than 3 years in similar working environment like Toilets, Hotels offering residential and catering facilities, Dharamshalas, Hostels, Restaurants etc. with not less than 300 employees on its payroll.

- c) The Service Provider (Bidder) should possess ISO 9001:2015, or latest updated version of the Certification in providing quality Housekeeping Facility Services. Necessary supportive documents shall be uploaded / enclosed to the bid.
- d) The tenderer should be Income Tax payee copies of Income Tax Return; Balance Sheet and Profit & Loss Account for the last three years must be uploaded / enclosed.
- e) Average Annual turnover of the tenderer should be more than **Rs. 2 crore** for the last three financial years (**2021-22, 2022-23 & 2023-24**).
- f) The tenderer must have sound financial background and a positive net-worth of at least **Rs. 50 lakh** cumulative for the last three financial years (**2021-22, 2022-23 & 2023-24**).
- g) The tenderer should have all connected Registrations / Certifications from Government Authorities towards incorporation of the firm, EPF, ESI registration, GST registration etc. The bidder shall also possess PAN, registration etc. connected to Income Tax. All supportive documents should be uploaded / attached with the technical bid.
- h) The tenderer shall have to produce latest EPF and ESIC Challans of **300** housekeeping workers. In support of it, firm have to give an affidavit that their workers are only for housekeeping services and not for other services and the firm have to enclose the contract award letter / satisfactory letter of housekeeping services, where ESI and EPF have deposited.
- i) The bidder must enclose undertaking on the letter of the firm that the bidder has never been black listed or punished by any court for any criminal offence / breach of contract and no police / vigilance enquiry / criminal case is pending against him or company / agency as the case may be.\
- j) List of:
 - i. Details of Latest Machinery / Electronic equipments of which Operational training has been provided by the firm to the employees.
 - ii. Back up support on engineering and system's support to ensure hassle free Sanitation and cleaning services.

4. PROCEDURE FOR SUBMISSION OF TENDER:

Bidders are invited to submit Bids for “**e-Notice Inviting Tender (e-NIT) for Facility Management Services for “Shri Mata Vaishno Devi Shrine”**” in two parts viz. Technical Bid (**Annexure-‘A’**) and Financial Bid (**refers to BOQ Online only**) as per enclosed proforma along with supporting documents, application fee, EMD etc. The Tenderers are required to submit their tenders under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

A. Cover-I (Technical Bid):

- (i) **Annexure-‘A’** form duly filled in along with relevant documentary proofs.
- (ii) Scanned copies of EMD in shape of CDR / FDR pledged to Chief Accounts Officer, SMVDSB.
- (iii) Tender Fee of **Rs.1,000/-** either in the form of DD pledged to Chief Accounts Officer, SMVDSB, Katra or shall be deposited in the official account of Shri Mata Vaishno Devi Shrine Board, Branch J&K Bank Katra, Account No. **0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code JAK0KATTRA – 0 stands Zero)**. The bidder shall mention UTR No. in the prescribed Technical Bid Form at **Annexure- ‘A’**
- (iv) Tender Document containing Instructions, Terms and Conditions duly signed on each leaf by the Tenderer, along with documentary proof wherever required.

B. Cover II (Price Bids):

- (i) Price bid shall contain price quoted for each work separately as per BOQ & has to be submitted **online** in the form of BOQ only.
- (ii) **No firm shall quote service charges as NIL/0/0.00/Not Quoted. Any offer with such remarks / figures shall be considered as unresponsive / rejected.**
- (iii) **Minimum Services Charges shall not be less than Rupee 1/- (Re. 1/-).**
- (iv) The price bid should be absolute and unconditional.
- (v) Conditional bids shall be rejected.
- (vi) The price bid shall be opened in favour of bidders who qualify in the technical bid. Rates are required to be quoted strictly as per prescribed BOQ / item of works.
- (vii) Price bids not conforming to above standards or suffering from any flaw shall be rejected.

5. SELECTION CRITERIA:

All bidders shall submit documentary proof in support of meeting eligibility criteria. In the first stage of evaluation, Proposals shall be rejected, if found deficient as per the requirements of Tender / Bid Processing Fee and other eligibility criteria. Only bids confirming the e-NIT conditions shall be further taken up for evaluation. Evaluation of the technical Bid will start first. The bidder qualifying the technical bid shall only be admitted in process of financial bid evaluation. The participating bidder's criteria eligibility shall be evaluated on the basis of points to be obtained in the point matrix and Quality Cost Based Selection method (QCBS).

A. Pre-Qualification Points (Technical Parameters):

S No	Description	Particulars	Max Points	Document detail required (duly attested by the firm)
1	Technical Staff Strength on Company's payroll (Not less than 300)	Manpower: (701 & above)	10	List of staff with designation and date of appointment from Govt./PSU LOA an experience certificate.
		Manpower: (501-700)	7	
		Manpower: (300-500)	5	
2	Cumulative turnover for last 03 FY viz. 2021-22, 2022-23& 2023-24 (At least 2 Cr)	>5 Crore	10	Audited balance sheet for the last three years 2021-22, 2022-23 & 2023-24
		3-5 Crore	7	
		2-3 Crore	5	
3	Cumulative net-worth for last 03 FY viz. 2021-22, 2022-23 & 2023-24 (Greater than 50 Lakh)	>2 Crore	10	
		1 Crore- 2 Crore	7	
		50 Lakh-1 Crore	5	
4	Housekeeping / cleaning contracts valuing more than Rs. 1 crore per annum executed / under execution over the last 03 years.	> 5 contracts	10	Relevant copies of work orders
		3-5 contracts	7	
		upto 2 contracts	5	
5	Experience of executing housekeeping & cleaning works / services (Not less than 03 years)	> 7 years	10	List of works executed (year wise) of housekeeping
		05-7 years	7	
		03-05 years	5	
6	Trained Manpower with certified Housekeeping / Sanitation certificate from PMKY / ITI with minimum of 02 years experience to be deployed at SMVDSB	> 51 persons	10	List of persons with the certificate of Housekeeping / Sanitation
		41-51 persons	7	
		31 -40 persons	5	
7	Presentation during Pre bid conference		40	
Total Score			100	

B. Bid Evaluation criteria (Technical and Financial):

The bidder shall follow two bids systems where the technical bid and financial bid shall be evaluated separately and the bidder meeting the minimum eligibility requirements will be invited for making a presentation. The points earmarked for the evaluation of bids based on technical and financial would be as follow:

I. TECHNICAL BID EVALUATION:

- i. The tendering evaluation shall be done on weightage with 60% to technical evaluation and 40% to financial evaluation as per the GFR Rules 2017 of Ministry of Finance, Department of Expenditure.
- ii. For qualifying in the technical bid, bidder shall have to score minimum 70 points out of 100 as mentioned in S.No. 1 to 7 in the above point matrix table as per the Illustration 1 below:

Illustration 1 (Technical Weightage): For instance, if a bidder has secured 80 marks out of the total 100 marks in technical evaluation his technical evaluation value shall be 48 (60% of 80).

- iii. The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. However, the Shrine Board reserve the right to negotiate the quoted rates, terms & conditions with the lowest tenderer or any of the other Tenderers on quality basis to ascertain the suitability of the acceptance offer.

II. FINANCIAL BID EVALUATION & DETERMINATION OF THE SUCCESSFUL BIDDER:

- i. As the financial evaluation shall be given 40% of weightage, the bidder with the lowest bid prices (I-1) shall be assigned full marks i.e. 40 marks (40% of 100) and his total scores of the bid shall be as per Illustration 2 below:

Illustration 2: For instance, if the bidder at illustration 1 is I-1 Bidder and quoted Rs. 100/- for being I-1, then his total value shall be 88 [i.e. 48 (Technical Value) + 40 (Financial Value)].

- ii. The financial scores of the other bidders i.e. I-2, I-3.... and so on shall be computed as under as explained at illustration 3 below:

Illustration 3: For instance, if the bidder of Illustration 1 is I-2 Bidder and he quoted Rs. 125/- therefore 40% being the weighted value, the financial score for I-2 shall be computed as: $40 \times 100 \text{ (I-1 price)}/125 \text{ (quoted price of I-2)} = 32$.

- iii. The bidder's ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation. In case of the tie in rates, the bidder scoring more in the technical bid evaluation process shall be considered for the allotment of the contract.

- iv. Proof of Provident Fund- ESIC value is submitted by the firm for last financial year.

6. PRE-BID CONFERENCE:

A pre-bid conference will be held on **11.11.2024 at 11:00AM** at Spiritual Growth Centre, SMVDSB, Katra. The bidders shall give presentation regarding the latest methods and technology used for Housekeeping / Sanitation. It is advised that after Pre-bid meeting, the Tenderers shall visit the site to acquaint themselves with the prevailing condition and other facilities available nearby. Conceptual understanding / layouts of area whichever is possible will be provided to bidders during pre-bid meeting. **Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting.**

7. THE SCOPE OF WORK SHALL INCLUDE THE FOLLOWING:

Scope of work for Niharika Complex, Aashirwad Complex and YRC (Railway Station) using mechanized cleaning/ sanitation equipments:

a) Dormitory (without washroom) / Rented Rooms with attached washroom:

- I. Brooming, mopping and disposing of rubbish from the entire room on a daily basis.
- II. Deep cleaning of floors once a week.
- III. Cleaning of all the floors with chemicals and disinfectants on a daily basis.
- IV. Cleaning of tiles and spot removals.
- V. Damp wipe of furniture, fixtures and fittings.
- VI. Changing linen and preparation of Bed making.
- VII. Cleaning of electric switches and other electrical appliances and Removal of cobwebs on alternative day.
- VIII. Cleaning of windows / balconies on weekly basis or as and when required.
- IX. Cleaning of doors, looking mirror, water taps, washbasin, W.C., Towel rod, dustbin, buckets bathing stool and mug etc. and keeping them dry on daily basis.
- X. Washing of toilet floor on daily basis.
- XI. Scrubbing of all skirting to remove stains, check and removal of blockades in drain pipes.
- XII. Removal of waste material from the dustbins as and when required.
- XIII. Maintaining checklists / records on daily, weekly, fortnightly schedule.

b) Common Toilet / Wash Rooms:

- I. Daily cleaning of toilets including wall tiles, fittings and fixtures.
- II. Scrubbing of all skirting to remove stains on alternative day.
- III. Cleaning of doors, looking mirrors, water taps, washbasins, W.C., urinal pods, Towel rods, dustbins, buckets, bathing stools and mugs etc. and keeping them dry on frequent intervals.
- IV. Cleaning of exhaust fans, electric switches and other electrical appliances and Removal of cobwebs on alternative day.

- V. Removal and proper disposal of waste material from all the dustbins and sanitary bins on regular basis.
- VI. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

c) Corridors / Lobbies / Waiting / Reception / Staircase / Elevator / Basement:

- I. Brooming and mopping of the entire approach area on daily basis.
- II. Damp wipe of furniture, fixtures, fittings, railings etc. on daily basis.
- III. Cleaning of electric switches and other electrical appliances and Removal of cobwebs on alternative day.
- IV. Washing of floor on alternative day.
- V. Cleaning of windows on weekly basis.
- VI. Scrubbing of all skirting to remove stains once in a week.
- VII. Keeping common areas / approaches clean and well maintained by 24x7.
- VIII. Removal of waste material from the dustbins as and when required.
- IX. Regular cleaning of elevator on frequent intervals.
- X. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

d) Offices / Shops:

- I. Brooming and mopping of the entire approach area on daily basis.
- II. Damp wipe of furniture, fixtures and fittings.
- III. Cleaning of electric switches and other electrical appliances and Removal of cobwebs on alternative day.
- IV. Cleaning of doors on daily basis.
- V. Washing of floors once a week.
- VI. Cleaning of windows / balconies on weekly basis.
- VII. Scrubbing of all skirting to remove stains.
- VIII. Removal of waste material from the dustbins as and when required.
- IX. Vacuum cleaning of upholstery of sofas and other upholstered chairs.
- X. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

e) Kitchen / Restaurant / Dining Room:

- I. Washing / mopping of floors on frequent intervals.
- II. Cleaning of all the furniture like dining chairs, tables etc. as and when required.
- III. Cleaning / scrubbing of cooking, serving area in order to keep it clean and dry by 24x7.
- IV. Cleaning of electric switches, exhaust hood and other electrical appliances and Removal of cobwebs on alternative day.
- V. Cleaning of doors / windows on daily basis.
- VI. Scrubbing of all skirting to remove stains.
- VII. Regular cleaning of drains in order to avoid any blockades.
- VIII. Removal of waste material from the dustbins as and when required.
- IX. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

f) Parking area:

- I. Brooming and mopping of the entire approach area on daily basis.
- II. Cleaning of electric switches and other electrical appliances and Removal of cobwebs on alternative day.
- III. Cleaning of doors on weekly basis.
- IV. Washing of floors once a week.
- V. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

g) Outer / Open area:

- I. Brooming and mopping of the entire approach area on daily basis.
- II. Cleaning of electric switches and other electrical appliances and Removal of cobwebs on alternative day.
- III. Washing of floor on alternative day.
- IV. Cleaning of windows / balconies / roof tops on weekly basis.
- V. Cleaning of dustbins on daily basis.
- VI. Proper cleaning / removal of blockades etc. in all the chambers, main holes, drains, sewage lines etc on regular basis.
- VII. Removal of waste material from the dustbins as and when required.
- VIII. Maintaining checklists / records on daily, weekly, fortnightly cleaning schedule.

Note: The Successful Bidder shall be responsible to ensure Segregation of waste at source, its collection and final disposal as per the contemporary rules and guidelines related to mix Solid Waste Management as per State Pollution Control Board (SPCB) norms.

8. MANPOWER REQUIREMENT:

- i. That the firm shall be responsible to maintain cleanliness, daily up-keep and round the clock sanitation as indicated at scope of housekeeping & cleaning works. The minimum manpower requirement for sanitation purposes is as follows:

Particular/ Locations	Manpower to be provided	
	Male /Female Housekeeping Staff i.e Trained Semi Skilled worker with certificate from ITI/ PMKY with minimum of 02 yr experience or 05 yr experience of similar nature (Tentative)	Highly Skilled Worker (supervisor) i.e. Graduate in Hotel/Hospitality Management/Diploma of Sanitation and housekeeping from recognized Institute with minimum 01 Year experience as Housekeeping / facility Manager (Tentative)
Niharika Complex, Aashirwad Complex and YRC (Railway Station)	62	06

- ii. A minimum of 50% of the semi-skilled workers (i.e. 31) must be obtaining an ITI/PMKY certificate with at least 2 yrs of experience and remaining 50% of semi-skilled workers (i.e. 31) may be taken into consideration if they have 05 yrs of experience of a similar nature duly certified by the firm.
- iii. In addition to above, the firm may provide additional manpower upto max. 25% of the above proposed as and when required at any Shrine Board establishment on the same terms and condition of this eNIT.

9. DETAIL OF PREMISES:

Description of the total area of Niharika Complex, Aashirwad Complex and YRC (Railway Station) Katra (Annexure-B)

10. GENERAL TERMS & CONDITIONS:

- I. That work allotted to the firm shall be for a period of two years commencing from the date of issuance of LoA. The firm shall have to enter into agreement with Shri Mata Vaishno Devi Shrine Board, Katra within period of 15 days from the issuance of LoA.
- II. The Chief Executive Officer/ Addl. Chief Executive Officer, SMVDSB reserves the right to accept or reject any one or all the tenders without assigning any reason thereof.
- III. The firm shall have to make payment on account of any loss / damage caused to the property of the Shrine Board by his workers intentionally or un-intentionally, failing which the same shall be recovered from his due payment / Security Deposit of firm.
- IV. That the firm shall deploy the manpower as per the strength indicated in para No. 8 above. SMVDSB shall be at liberty to seek additional manpower over and above the total strength indicated at para No. 8 to meet contingency & the firm shall be liable to provide the same on pro-rata basis, within a period of 24 hours.
- V. The leave arrangement, as and when required, shall have to be made by the firm only and there shall be no additional liability to Shrine Board in this regard. However, in the event of additional manpower required in a particular shift, the same shall be arranged within the total existing manpower. The firm shall refrain from engaging a particular employee for more than one shift in a day.
- VI. In case of emergent situation, the Shrine Board is at liberty to ask for increase / decrease in number of manpower as per the requirement.
- VII. The firm shall be responsible to ensure segregation of waste at source, its collection and final disposal to the highest level of contemporary rules and guidelines related to mixed solid waste management as per J&K Pollution Control Committee (JKPCC) norms.

- VIII. The firm shall keep **feedback / complaint boxes** at most of the conspicuous places for routine and adequate feedback / complaint which shall be shared with the Shrine Board Authorities on weekly basis. Feedback of at-least 20% of the visitors must be obtained.
- IX. That the manpower engaged by the firm shall have to abide by the administrative and disciplinary norms as lay down by the Shrine Board. The firm shall be required to **engage only well trained, disciplined and presentable manpower** to carry out the job assigned to it. The firm shall arrange the accommodation for employees at its own level.
- X. That firm shall provide its workforce in decent uniforms viz. shirt / trouser / shoes / suit and with identification badges at its own cost. The firm shall ensure that the staff deployed is properly, cleanly and neatly dressed and they shall be disciplined and polite to the Yatries and the staff of the Shrine Board at all times. The personnel provided by the firm shall be of good character, physically fit, efficient and skillful in their duties. **The firm shall furnish medical fitness certificates issued by the competent authority, of the manpower engaged within 60 days from the issuance of Letter of Award and subsequently furnish the same on half yearly basis.**
- XI. That the firm shall have to deposit EMD in the form of CDR / FDR / TDR pledged to Chief Accounts Officer, SMVDSB along-with the tender document for each work separately.
- XII. The Successful bidder shall deposit an amount equals to the 10% of the offered bid as Security Deposit before signing the agreement in the shape of CDR /FDR / TDR pledged to Chief Accounts Officer, SMVDSB, Katra. The EMD of the Successful bidder shall be returned subsequently within a period of 15 days after submission of Security Deposit.
- XIII. The Security Deposit shall be forfeited if the firm prematurely withdraws or if the services are terminated for being unsatisfactory.
- XIV. The firm shall be under obligation to credit the salary to its employees into their respective bank accounts only and no cash payment shall be made. The details of the bank account of all work force deployed shall be shared with the Shrine Board through concerned Unit Head at the beginning of the Contract. Any replacement made later on shall be updated accordingly. Further, the firm shall submit a certificate every month along with the bills raised certifying compliance of this Clause.
- XV. The firm shall submit daily roster of the staff to be deployed for cleaning purpose well in advance (**at-least two days prior**) to the concerned Unit Head. The replacement of manpower shall only be allowed by the prior consent of concerned Unit Head.

- XVI. That the surrounding areas of the establishments are also included within the area of firm's operation. Further, all the manpower deployed shall work under the overall supervision of the concerned Firm's supervisor who shall report all day to day work to the concerned Unit Head on daily roster sheet. The management reserves the right to change / redeploy the workforce as per the requirement and its decisions shall be binding upon the firm.
- XVII. That the firm shall be required to maintain the high level of up-keep of all the services. During summer season there may be water shortage, the work force deployed is expected to exhibit the required expertise to minimize the wastage of water in such situations.
- XVIII. The firm shall be exclusively responsible for meeting requirements of Labour Laws, the charges for leave arrangements, expenditure on uniforms, insurance, EPF/PF/CPF etc. Any amount of claim / compensation on this account, as may be payable, shall be the liability to the firm solely and Shrine Board shall in no way be responsible for any act of omission or commission of the firm with regard to the violation of labour laws or any other law for the time being in force.
- XIX. The Firm shall contribute, deduct and deposit equivalent amount towards Provident Fund from the basic wage of each workers provided by the Firm to SMVDSB along with Statutory charges as may be prescribed from time to time. The SMVDSB shall not be liable for any past liability or otherwise and no claim shall be made for the same by the Firm to the SMVDSB in this regard. In addition to above, the Firm shall be under an obligation to produce receipt of EPF/PF/CPF deposit of all the workers provided by firm along with monthly bills submitted to SMVDSB.
- XX. The Firm shall fully comply with all applicable laws, rules and regulation relating to EPF/PF/CPF Act, minimum wages Act, Contract Labour Act, Workmen's Compensation Act and such other Acts or Laws, Regulations passed by Central, State and Local Govt. Agency or Authority from time to time.
- XXI. No manpower below 18 years of age and above 50 years shall be deployed by the firm for any operation/activities. In case of violation, the concerned Unit Head shall immediately remove such person under the intimation to Central Office, Katra.

XXII. Indicative table of minimum wages/EPF/EDLI/GST etc in force as currently is given on the next page for reference:

.No.	Particulars	Minimum Wages per day (in Rupees) as per notification Jammu, 12 th October 2022 of Labour and Employment Department Civil Secretariat, Jammu	
		Semi Skilled Worker	Highly Skilled Worker
1.	Worker's Daily Wages	400.00	552.00
2.	Employer's EPF contribution @12% of (S. No. 1)	48.00	66.24
3.	Employer's ESI contribution @3.25% of (S. No. 1)	13.00	17.94
4.	Admn. Charges @ 5% of Employee and employer CPF contribution.	2.00	2.76
5.	EDLI @1% of (S. NO. 1)	2.00	2.76
6.	Total	465.00	641.70
7.	(Round off)	465.00	642.00

Any change in the laws indicated in the table above having financial impact shall be borne by the successful bidder exclusively,

XXIII. The Firm shall have to abide by all laws of the land including Minimum Wages Act, Labour Laws, Companies Act, and tax deduction liabilities, welfare measure of its workers and all other obligations, and any such acts that are not essentially enumerated and defined herein.

XXIV. That the firm shall solely be liable for any costs, charges or expenses arising out of any claims or legal proceedings in connection with or relating to its operation / activities under this agreement. The Firm shall be liable to indemnify and keep indemnified the SMVD Shrine Board against any damages, compensation, costs, charges or expenses arising out of any claims or proceedings relating to its operations / activities.

XXV. That the firm shall continuously maintain adequate protection of all the materials and equipment from damages, destruction or loss and shall also protect the property of the SMVD Shrine Board from any damage.

XXVI. That if it is observed during bidding process/bids evaluation stage that a bidder has indulged in corrupt / fraudulent / collusive / coercive practice, the bid of such Bidder(s) shall be rejected and its Earnest Money Deposit

(EMD) shall be forfeited. Further, such agency shall be debarred for future business with Shrine Board for a period of next five years.

- XXVII. That the firm shall ensure that its employees / workforce maintain the sanctity of Shrine and shall not indulge in any activity which is prejudicial to the interest of the Holy Shrine. **Staff of the firm shall not indulge in smoking or consumption of liquor / alcohol or consumption of any non- vegetarian food articles.** They shall maintain proper decorum and discipline, and ensure proper conduct in speech and dress. They shall also refrain from any other activity which might hurt the sentiments of pilgrims.
- XXVIII. That the work performance shall be continuously monitored and evaluated by concerned Unit Head / Sanitation Supervisor and a monthly report shall be submitted to Central Office, a copy of which shall be made available to the firm's representative also.
- XXIX. That the firm shall provide permanent manpower for the aforesaid purpose to ensure that engaged manpower shall have to work for at-least 06 month continuously otherwise penalty @ 1% of the monthly bill shall be imposed
- XXX. At the time of execution of agreement, the firm shall submit list of employees to be engaged for the above mentioned works and only those employees will be allowed to perform in the above mentioned works.
- XXXI. The firm shall give a daily / weekly / monthly SOP with respect to the execution of housekeeping works and follow the same in letter & spirit to the satisfaction of Unit Head. In case of any deviation, penalty as per Clause – 11 (D) (9) shall be imposed and same shall be deducted from the monthly bill of the firm.
- XXXII. The firm shall submit Police verification report of manpower engaged at above mentioned works within 60 days from the date of issuance of Letter of Award. In case of failure to furnish the same within stipulated period, penalty as per Clause – 11 (D) (5) shall be imposed and same shall be deducted from the monthly bill of the firm.
- XXXIII. The firm shall prepare month wise / year wise training schedule and share the same with Shrine Board well before execution of agreement. The firm shall organize training for manpower engaged on the topics like cleaning, housekeeping, health & safety, behavior etc. as per the schedule. After the accomplishment, firm shall submit a report to this office with the detail like name of the employee trained, topics covered during the training etc. with due certification of Unit Head.
- XXXIV. The firm shall have to deploy female workers in the Female Toilets and male workers be deployed for doing other services.
- XXXV. Each worker must possess and carry ID Card mentioning the Aadhar number, EPF / ESIC number on the card at all times.

- XXXVI. The firm shall install biometric attendance machine in the respective area of operation for taking the attendance of the staff deployed in shifts on daily basis.
- XXXVII. The firm is under obligation to make alternate arrangements immediately, in case its employees go on strike. If such arrangements are not made by the firm, a penalty of **Rs. 10,000/-** per day for first instance, **Rs. 50,000/-** per day for second instance and in case of third instance the contract is liable to be terminated without notice and the security deposit / EMD shall be forfeited. Further, work shall be carried on the risk and responsibility of the firm.
- XXXVIII. Staff must maintain & ensure utmost personal hygiene & etiquette and manners, especially the followings:
1. Staffs to have regular haircuts and nicely combed.
 2. Do not smoke before beginning and during the shifts.
 3. Nails should be kept short & clean.
 4. Hands must be free of stains and skins break. Cut & burns must be covered with the proper dressings and not be left exposed. Wash hands with soaps after using toilet or after eating or handling refuse.
 5. Staff should always wear uniform and it should be clean and ironed. Change uniform regularly. Uniform should not be worn outside the working premises and when not on duty.
 6. Shoes must be kept clean and free of stains. No sandals / chappals are allowed.
 7. All the workers of the firm shall maintain highest standards of 'Etiquette and Manners' While talking / interacting to yatries and Shrine Board's Staff.
- XXXIX. After verification of antecedents, badges will be issued to them by the firm or his representative. The cost of badges would be borne by the firm.
- XL. As and when there will be security requirements certain additional restriction can be imposed as per the requirement of the situation.
- XLI. The firm shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the firm.
- XLII. No payment shall be made to the firm for any damage caused by any natural calamity, whatsoever during the execution of the work. The firm shall be fully responsible for any damage to the SMVDSB Property; any loss caused shall be recovered from the bills of the firm.
- XLIII. Labour huts/stay of workmen will not be allowed at site.

- XLIV. The firm shall have to ensure that information provided to it as part of this contract / agreement shall be kept confidential, secure and protected.
- XLV. The firm shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the firm.
- XLVI. Operation and maintenance of the machines / equipments used for Mechanized cleaning to be done by the firm on its own expenditure.
- XLVII. After LOA the firm will share the list of staff including experience / skilled worker certificate and the person in list may present demo in front of committee including Sanitation Incharge, Sanitation Supervisor (to be nominated by the concerned section) and Head of Sanitation Wing. Qualified persons to perform duty as per LOA at designated site.

11. PENALTY CLAUSE:

- i. That the Unit Incharge of area of operation shall maintain a separate attendance register for the manpower engaged by Service Provider on a daily basis. In case of shortfall of any of the personnel, the payment shall be deducted from the monthly bill of the firm @ Rs.500/-(Rupees Five Hundred Only) per person per day. The Unit Head shall also submit Bio-metric attendance sheet of the manpower deployed by the firm along-with monthly bills.
- ii. In case of poor performance, a minimum penalty of Rs. 5000/- (Rupees Five Thousand Only) or any amount approved by the Competent Authority shall be imposed which shall be deducted from the monthly bill of the firm and three or more instances of poor performance shall invite the risk of termination of the Contract without any notice. In that event Service Provider's Security Deposit shall be liable to be forfeited.
- iii. In-case of providing less manpower ($\geq 15\%$) consecutively for a period of three month, a minimum penalty of Rs. 5,000/- (Rs. Five Thousand Only) per month shall be imposed on the firm and the same shall be deducted from the monthly bills of the firm.
- iv. The Shrine Board is at liberty to impose penalty to the firm on following disobediencies & the same shall be deducted from the monthly bill& the firm strictly follow the regulations: -

S. No.	Particulars	Amount (in Rs.)
1.	Non-wearing of uniform by the Staff.	200/-per employee per violation.
2.	Non-wearing of I-Card by the Staff.	200/- per employee per violation.

3.	Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards or consumption of liquor / alcohol or eating of non-vegetarian food within or around the premises.	1000/- per complaint.
4.	Misbehave with the pilgrims.	1000/- per complaint.
5.	Non-submission of police verification reports after 60 days of LoA.	200/- per person per month
6	Non- submission of medical fitness certificate of engaged manpower after 60 days of LoA.	500/- per person on half yearly basis
7.	Non-installation of complaint & feedback box.	5000/- per month
8.	Non- installation of biometric attendance machine.	5000/- per month
9.	Non-submission of daily / weekly / monthly SOP to Unit Head.	1000/- per month

12. **PAYMENT TERMS:**

- I. The payment on monthly basis shall be released in favour of the firm only after receipt of **Satisfactory Performance Reports** in all respects duly authenticated by the concerned Unit Head. The performance of the firm shall have to be of the highest order and the relevant area of operation shall have to be kept spick and span condition all the time during the period of contract. The concerned Unit Head shall give the satisfactory performance report only after the firm has exhibited the work as per the desired quality parameters.
- II. Firm also need to submit the previous month bill of salaries released in favour of the manpower deployed along with the Challans of ESIC/EPF/CPF with the bill raised for monthly payment to the SMVDSB from the second months' bill onwards.

13. **TERMINATION OF CONTRACT:**

- i. That the contract shall be liable to be terminated any time during the period of contract on one month's notice by the Shrine Board or payment of an amount equivalent to one month's sum in lieu of the notice. The contract shall also be liable to be terminated any time during the period of contract on three months' notice by the firm or payment of an amount equivalent to three month's sum in lieu of the notice. The firm shall not sublet the operation to any other agency / person etc. at any time during the period of contract.
- ii. The contract shall also be terminated, if the Successful bidder fails to take-up the work or execute the agreement with SMVDSB in the stipulated time or fails to deliver / non-compliance as per the terms & conditions of the e-NIT.
- iii. Shrine Board reserves the right to alter, accept or reject part or all the Tenders without, assigning any reason thereof.

14. ARBITRATION:

All disputes and differences between the parties hereto shall be referred to the sole arbitration of the person to be nominated and appointed by the **Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board**, whose decision shall be final and binding upon the parties to this agreement. The provision of J&K Arbitration and Conciliation Act, 1996 shall apply. Courts at Jammu / Katra / Reasi only shall have the jurisdiction to entertain any legal proceeding arising out of this contract.

15. SHRI MATA VAISHNO DEVI SHRINE BOARD'S RIGHTS IN RESPECT OF E-TENDER:

a) SMVDSB reserves the right to modify terms and conditions of the contract which shall be granted to the successful bidder after the bidding process, if in the opinion of the SMVDSB, it is necessary or expedient to do so in yatries / Board's interest. The decision of the SMVDSB shall be final and binding.

b) SMVDSB reserves the right to suspend and / or cancel the contract with the selected party in part or in whole at any time if in the opinion of the SMVDSB, it is necessary or expedient in the public interest. The decision of the SMVDSB shall be final and binding. Also, SMVDSB shall not be responsible for any damage or loss caused or arising out of aforesaid action.

16. EXTENSION IN TIME:

The Chief Executive Officer / Addl. Chief Executive Officer, SMVDSB reserves the right to further extend the period of Contract for next one year depending upon the performance with respect to work done in the preceding period, but the same shall not be claimed by the company as a matter of right.

17. VALIDITY OF RATES:

The rates quoted by the Tenderers shall be valid for a period of 36 months (Thirty Six months) from the issuance of rate contract or till new rate contracts are finalized by SMVDSB whichever is later.

Queries may be addressed to:

Assistant Conservator of Forests, SMVDSB

Tel.: +91-1991-232120, 9419153063

Website: www.maavaishnodevi.org,

Email: acf@maavaishnodevi.net, sanitation@maavaishnodevi.net

Sd/-
(Vinay Khajuria)
Assistant Conservator of Forests

No.: CO/SW/163/181-183

Dated: 08.11.2024



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra

Annexure - "A" (Technical Bid)

Name of the Tenderer: _____

Detail of Tender Fee:

a) UTR No. _____ Date _____ Amount _____

Detail of EMD:

a) **Niharika Complex, Aashirwad Complex & YRC (Railway station) Katra establishments:**

EMD in the form of CDR/FDR/TDR No. _____

Amount: _____

Date: _____ Bank _____

Branch _____

The Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board
Katra.
Sir

I hereby submit my tender / bid for providing housekeeping manpower for the purpose of cleaning / housekeeping / sanitation services for Shri Mata Vaishno Devi Shrine as mentioned in the **Clause No. 08 of the e-NIT**. The detail of the particulars submitted through online mode and in a hardcopy format is as produced below:-

S.No.	Particulars	Attached/Not Attached
1.	Name of the Firm / Organization with Address (telephone number / Mobile No.) along with brief description of background.	
2.	Detail of Registrations / Certifications from Government Authorities towards incorporation / establishment of the firm.	
3.	Operational experience not less than 03 years in similar environment like toilets, hotels offering residential and catering facilities, Hostels for working men / women officers employing more than 300 employees, Banquet halls Restaurants etc along with their names, addresses and period of providing such services. The details of the total accommodation along with provided in each one of them should be clearly provided duly supported with documentary proof. (Attach relevant copies of work order).	
4.	Proof of Sales Tax / ESI registration, if any and the registration numbers thereof. (Copy of latest assessment order to be enclosed)	
5.	List of qualified and professional manpower already available with the tenderer in all categories-Managerial, Supervisory and Workers on the ground to handle such	

S.No.	Particulars	Attached/Not Attached
	jobs, their professional qualifications and experience in the field. (Name of each professional and his / her qualification to be clearly mentioned in the list to be enclosed)	
6.	Average Annual turnover of the tenderer should be more than Rs. 61.00 lakh for the last three years (2021-22, 2022-23 & 2023-24). (Proof to be enclosed)	
7.	The tenderer must have sound financial background and a positive net worth of at least 31.00 lakh each year continuously for the last three years (2021-22, 2022-23 & 2023-24) (Proof to be enclosed)	
8.	Audited Balance sheet for the last 03 years (2021-22, 2022-23 & 2023-24).	
9.	a) PAN (proof to be enclosed) b) ITR statement / Income Tax Assessment Order (for the last three years to be enclosed) i.e. 2021-22, 2022-23 & 2023-24 c) GST No. (proof to be enclosed) d) EPF Registration e) ESIC Registration	
10.	ISO 9001:2015 or latest updated version of the Certification in providing quality Housekeeping Facility Services.	
11.	a) Latest EPF and ESIC Challans of 300 housekeeping workers and an affidavit that workers are only for housekeeping services and not of other services and the submission of the contract ward letter / satisfactory letter of housekeeping services, where ESI and EPF has deposited.	
12.	Whether undertaking on the letter head of the firm that the bidder has never been black listed or punished by any court for any criminal offence / breach of contract and no police /vigilance enquiry / criminal case is pending against him or company / agency as the case may be.	

Copies of documentary proof may be furnished where-ever required. Additional pages may be used, if needed.

Signature: _____
Name: _____
Designation: _____
R/o: _____
Contact No.: _____

Annexure “B”

Description of total area of Niharika Complex, Aashirwad Complex and YRC (Railway Station), Katra:

i. Niharika Phase-I&II:

Particulars	Description of area		Total Area (in sft)
Inner area (A)	Floors	G+3	71,776
	Rooms with attached bathrooms	97 Nos.	
	Toilet Blocks	04 Nos.	
	Waiting area	01 No.	
	Reception	01 No.	
	Stores	03 Nos.	
	Other offices	02 Nos.	
	Corridor	04 Nos.	
Outer area (B)	Open Space	1 No.	6,800
	Parking area	2 Nos.	
Total (A+B)			78,576

ii. Ashirwad Bhawan:

Particulars	Description of area		Total Area (in sft)
Inner area (A)	Floors	G+4	48,000
	Toilet Blocks	10	
	Dormitory	12	
	Restaurant	1	
	Waiting area	1	
	Reception	1	
	Other offices	2	
	Souvenir Shop	1	
	Blanket Store	1	
Outer area (B)	Open Space		2,500
Total (A+B)			50,500

iii. YRC (Railway Station):

Particulars	Description of area		Total Area (in sft)
Inner area (A)	Floors	02 nos.	7800
	Toilet Blocks	02 nos.	
	Office Toilet	01 no.	
	Mother Feed Area	01 no.	
Outer area (B)	Building Outer Area	01 no.	
Total (A+B)			7800

