



Notice Inviting Tenders

Shri Mata Vaishno Devi Shrine Board, Katra intends to hire services of reputed professional firms/companies dealing in Housekeeping and Cleaning for its following Complexes for a period of one year:-

- (A) **Vaishnavi Dham, Jammu** (B) **Saraswati Dham, Jammu.**
(C) **Trikuta Bhawan, Katra**

Sealed offers for **housekeeping and cleaning separately for each Complex mentioned above** duly affixed with Rs. 2/- revenue stamps in a Two-bid format and properly sealed in 3rd cover as amplified in conditions No.03 of this tender, must reach this office by or before 27-11-2009 upto 3 PM IST. The technical bid shall be opened on the same day or any other day convenient to the undersigned in presence of such tenderers as may choose to be present. The date of opening of price bid shall be intimated to the eligible short-listed tenderers only after evaluation of the technical bid. The tenderer should clearly specify in words and figures the amount, which it intends to charge per month for such services from the Shrine Board giving a clear break up of total costs on workers and material respectively.

Tender documents alongwith detailed terms and conditions can be had from the Office of the **Chief Executive Officer, SMVDSB, Katra** during the working hours against non-refundable/non-transferable tender fee of Rs.300/- each or can be downloaded from our website www.maavaishnodevi.org. and www.tendercity.indiatimes.com. The downloaded tenderer document must accompany a demand draft for Rs.300/- as tender fee for each Complex.

The offers must be sent to Shri Mata Vaishno DEvi Shrine Board, Central Office, Katra through registered post AD/Speed Post or through reputed courier service or can be put directly in sealed tender box kept in the Central Office, Katra. Conditional tender or tender not sealed in two bid format properly as explained above or tenders received after the stipulated date and time shall not be considered.

Sd/-

Addl. Chief Executive Officer

No.: CO/Adm/565/603/2133

Dated : 06-11- 2009



OFFICE OF THE CHIEF EXECUTIVE OFFICER,
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

TENDER FORM ALONGWITH _____ PAGES

(To be submitted separately for each complex)

Name of the Tenderer: _____

Description of the premises for which tender filled: _____
(To be submitted separately for each complex)

Amount of C.D.R. with number and date: _____

(To be submitted separately for each complex)

To

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

Sir,

I _____ S/o Sh. _____

R/o _____ hereby submit my
tender for the above mentioned premises for an amount of Rs. _____
(In figures) _____ (in words)

S. No.	Complex	Proposed man-power & Rate in Rs. (per month)	Proposed material and Rate in Rs. (per month)	Total cost on man-power and material in Rs. (per month)
1.				

I further affirm that I have read and fully understood the specifications of the premises mentioned in the tender notice and agree to abide by all the terms and conditions laid therein;

I again affirm that I have read and fully understood the specifications / nature of the job mentioned in the tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance.

After my offer is accepted, I will execute a agreement with the Shrine Board within the period as may be prescribed by the Board and that I shall also be bound by all such terms and conditions laid therein. If I contravene any of the conditions of the agreement, I will forfeit my CDR / FDR & the right to continue my assignment in the premises mentioned above.

Signature: _____

Name: _____

(Capital Letters)

S/o Shri: _____

R/o: _____



OFFICE OF THE CHIEF EXECUTIVE OFFICER,
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

Instructions, terms and conditions for housekeeping and cleaning Services

- 1) For an behalf of Shri Mata Vaishno Devi Shrine Board, Katra, sealed tenders are invited for housekeeping and cleaning of (a) Vaishnavi Dham, Jammu (b)Saraswati Dham Jammu (c) Trikuta Bhawan Katra .
- 2) The successful tenderer will be required to enter into a contract with the Shrine Board within a period of one week from the date of award of the contract.
- 3) The manner of submitting the two bid format shall be
 - (i) Submitting CDR for Rs.50,000/- separately for each Complex, technical bid & any other required document in the **first cover**.
 - (ii) Submitting **Price bid** in a separate **second cover** and then
 - (iii) putting both the covers together in a **third cover** properly sealed and super-scribed as:

"Offer for housekeeping and cleaning in Vaishnavi Dham, Jammu"
OR
"Offer for housekeeping and cleaning in Saraswati Dham, Jammu"
OR
"Offer for housekeeping and cleaning in Trikuta Bhawan, Katra"
as the case may be

The second cover shall contain only price bid and all other documents shall be enclosed with the technical bid

- 4) The Technical bid shall be based on the following information duly supported with documentary evidence wherever required –
 - a) Operational experience in similar environment like hotels offering residential and catering facilities, Dharmshalas, Hostels for working men / women officers employing more than 50 employees, Banquet Halls, Restaurants etc along with their names, addresses and period of providing such services. The detail of the total accommodation in each one of these establishments should be clearly indicated duly supported with documentary proof, wherever possible.
 - b) ISO certification or any other accredited certification of the firm duly supported with documentary proof.
 - c) List of qualified and professional manpower already available with the tenderer in all categories - managerial, supervisory and workers on the ground to handle such jobs, their professional qualifications and experience in the field. (Name of each professional and his qualification to be clearly mentioned in the list to be enclosed)

Tenderer

- d) List of (a) mechanized equipment, electronic / electrical gadgets and other equipments available with the tenderer / owner ship proof / conditions of the equipment and date of purchase.
(b) Back up support on engineering and system's support to ensure hassle free housekeeping service.
- e) Annual turnover of the tenderer for the last five years as per audited balance sheet, a copy whereof to be enclosed.
- f) Latest technology and methods employed for house-keeping, cleaning of floors, walls, tiles, kitchen, septic tanks/soakage pits, water tanks, furniture, linen/woolen apparels/upholstery etc.
- g) Outstanding / national / international functions / event organized / participated during last three years indicating the average attendance / tenure of such functions and organizing agency supported with documentary proof.
- h) Approximate manpower -professional, technical and general / administrative that could be deployed on the job in each shift along with the capability of the firm / company to engage additional manpower as and when required at short notice.
- i) Estimated quantity of toiletry material, disinfectants, detergents and other consumables required per month for proper cleanliness in case the tenderer feel that the detail of sanitation material mentioned in Annexure – A is inadequate for the Complex tendered for.
- 5) The contract that may eventuate from the tender will be governed by the conditions detailed hereinafter
- 6) (a) Daily Scope of work:
- ❖ Brooming and mopping of Public Area, Staircases, Cabins including corners and under furniture / planters Area, dusting of furniture fittings, all equipment and planters.
 - ❖ Scrubbing of all skirting to remove stains, check and removal of blockades in drain pipes and cleaning of doorframes and glass portions with Glass cleanser.
 - ❖ Removal and proper disposal of garbage/packing material from all the dustbins/ash-trays and sanitary bins. Removal of cobwebs, cleaning of toilets, General rooms, washbasins, W.C., Urinal pots etc. (with disinfectants) and keeping them dry.

Tenderer

- ❖ Cleaning of Towel rods and all door handles, cleaning of dustbins and buckets with detergents as & when required.
- ❖ Cleaning of service areas including restaurant and kitchen area. Replenishment of toilet supplies such as Naphthalene balls & Fresheners.
- ❖ Damp wipe of furniture, fixture and fittings. Changing linen and preparation of Bed making. Keeping common areas/approaches/parking areas/lawns clean and well maintained throughout the day.

(b) Weekly/Periodical Scope of work:

- ❖ Washing of floors with chemicals once a week. Removal of Carpet stains as and when required. Cleaning of windows/balconies/roof tops on weekly basis/as and when required
- ❖ Scrubbing of dustbins/buckets and sanitary bins with detergent once in a week. Cleaning of articles periodically. Vacuuming of Carpets in the rooms and cabins twice a week and as and when required.
- ❖ High dusting above cupboards including areas above eye level. Scrubbing of floors of non-carpeted rooms and lobbies once a week. Polishing of steel handles twice a month/as and when required.
- ❖ Cleaning of exhaust fans, hoods and grills once a week. Cleaning and Disinfecting of Telephone instruments. Dusting of Electrical fixtures.
- ❖ Complete washing of toilets including wall tiles. Cleaning of Air Conditioned suites and ducts. Shampooing of carpets/upholstery on a regular interval of 45 days.

7) That the firm shall be responsible to maintain cleanliness, daily up-keep and round the clock sanitation as indicated at daily scope of work and weekly/periodical scope of work respectively at the following locations: -

S. No.	Complex	Inner Area	Outer Area	Minimum Strength of Manpower	Mode of deployment (in three shifts)		
					1 st	2 nd	3 rd
1.	Vaishnavi Dham, Jammu	77680 sft	18406 sft.	25 workers & 2 Supervisors	10workers + 1 Sup.	9workers + 1 Sup.	6 workers
2.	Saraswati Dham, Jammu	32572 sft	7786 sft.	16 workers & 2 Supervisors	7workers + 1 Sup.	5workers + 1 Sup.	4 workers
3.	Trikuta Bhawan, Katra	20952 sft.	17317 sft	14 workers & 2 Supervisors	6workers + 1 Sup.	5workers + 1 Sup.	3 Workers + 1 Sup.

All the chemicals required for cleaning disinfectants, detergents and toiletry material etc. like Naphthalene balls and air fresheners required for cleaning purpose shall be provided

Tenderer

by the firm alongwith the machines and equipments on the site in advance of each month. The tenderer shall specifically mention at the time of the taking contract the strength of manpower and detail of machines, equipments, other electronic gadgets etc. he will provide at the site and cleaning disinfectants, toiletry materials etc. earmarked per month which shall be provided at the start of each month in case it is different from that mention in Annexure –A.

- 8) That work allotted to the firm shall be for a period of one year commencing from the date of execution of agreement with Shri Mata Vaishno Devi Shrine Board, Katra.
- 9) The firm shall not use any chemical / detergent / shampoo / toiletry material which is not authorized / approved by the Shri Mata Vaishno Devi Shrine Board in any operation so that no damage at all is caused to any property / asset of the Board in any manner. The contractor shall have to make good any loss / damage caused to the property of the Shrine Board by his workers intentionally or unintentionally, failing which the same shall be recovered from his due payment / earnest money.
- 10) That the firm shall deploy the manpower for all the three morning, evening & night shifts strictly as per the strength indicated in condition No. 7 above. 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.
- 11) That the manpower engaged by the firm shall have to abide by the administrative and disciplinary norms as laid 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.
- 12) That the successful firm shall ensure that none of its employees performs double duty on a particular day which is against the labour laws. In case it is found that any employee of the firm has performed double duty, the provisions of clause 13 of the Terms and Conditions of the NIT shall be invoked.
- 13) That the Unit Incharge of each Complex shall maintain a separate attendance register for the manpower engaged by the firm on a daily basis. In case of absence of any of the personnel, the payment shall be deducted out of the contract amount @ Rs.200/- (Rupees Two Hundred Only) per person per day.
- 14) That firm shall provide its workforce in decent uniforms and with identification badges.

Tenderer

- 15) 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.
- 16) That the firm shall have to deposit an amount of **Rs. 50,000/- (Rupees Fifty Thousands Only) separately for each Complex** as security deposit in the form of CDR / FDR pledged to Chief Accounts Officer, S.M.V.D. Shrine Board, Katra for providing Housekeeping and cleaning services which shall be released after the completion of contract period subject to satisfactory accomplishment of the contract.
- 17) That besides the dormitory accommodation / rooms, the firm shall also be required to do the proper cleaning and sanitation of parking / lawn areas etc.
- 18) That the firm shall provide additional manpower as and when required by Shrine Board on pro rata basis.
- 19) That the surrounding areas of the complex is also included within the area of firm's operation.
- 20) That the firm shall be required to maintain the high level of up-keep and services even during summer season when there is water shortage and for this, the firm is expected to exhibit the required expertise to handle such situations.
- 21) The firm shall have to furnish the sanitation material for each complex in advance on monthly basis as per quantity and quality mentioned in Annexure "A" to this NIT.
- 22) There shall be no other liability on the part of Shrine Board and all obligations in this regard like meeting requirements of Labour Laws, the charges for leave arrangements, expenditure on uniforms, insurance etc. shall be the sole liability of the firm. Any amount of claim / compensation on that account as may be payable, shall be the liability of the firm solely and Shrine Board shall in no way be responsible for any misdeeds of the firm with regard to violation of labour laws or any other law for the time being in force.
- 23) That the contract shall be liable to be terminated any time during the period of contract on one month's notice by either side or payment of an amount equivalent to one month's sum in lieu of the notice.
- 24) That the work performance shall be continuously monitored and evaluated by one or more authorized Officers of Shrine Board and the weekly report shall be submitted to Central Office, a copy of which shall be made available to the firm's representative also.

In case of poor performance of the firm, a penalty of **Rs. 500/- (Rupees Five Hundred Only)** per day shall be imposed which shall be deducted out of the contract amount of the firm and continuous poor performance for 15 days

Tenderer

- together shall also invite risk of termination of the Contract without any additional notice as required in the normal course. In that event the CDR / FDR of the contractor shall be liable to be forfeited.
- 25) The tenderer shall sign each page of tender document in token of his acceptance of the terms and conditions of the contract.
 - 26) That contractor 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 operations / activities under this agreement. The Contractor 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.
 - 27) That Contractor shall continuously maintain adequate protection of all its materials and equipment from damages, destruction or loss and shall also protect the property of the SMVD Shrine Board from any damage.
 - 28) That Contractor shall be wholly and solely responsible for full compliance of its statutory obligations under the provisions of labour laws, environment or any other law relating to its operations / activities.
 - 29) That the successful tenderer shall make alternate arrangements in case their employees go on strike, if no such arrangements are made by the contractor, the contract is liable to be terminated without notice and the security deposit shall be forfeited.
 - 30) That contractor shall ensure that its employees / workforce do not use any eatables / products / articles, which are prohibited by any law, custom or convention or capable of hurting the religious faith of the pilgrims or any other person.
 - 31) All disputes and differences between the parties hereto including the interpretation of the terms and conditions herein, any other stipulation of the tender notice or any deed executed hereafter 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 place of arbitration shall be at Jammu. The provision of J&K Arbitration and Conciliation Act, 1997 shall apply. Courts at Jammu / Katra / Reasi only shall have the jurisdiction to entertain any legal proceeding arising out of this contract.

Sd/-

**Addl. Chief Executive Officer
Shri Mata Vaishno Devi Shrine Board**

Tenderer



OFFICE OF THE CHIEF EXECUTIVE OFFICER,
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

Description of the premises for which tender submitted: _____

The tenderer shall furnish the following information with documentary evidence wherever required with the Technical Bid. This data shall be submitted without fail in the technical bid only and not otherwise.

Name of the bidder: _____

S.No	Particulars	
1	Operational experience in similar environment like hotels offering residential and catering facilities, Dharmshalas, Hostels for working men/women officers employing more than 50 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.	
2	ISO certification or any accredited certification of the firm duly supported with documentary proof.	
3	List of qualified and professional manpower already available with the tenderer in all categories-Managerial, Supervisory and Workers on the ground to handle such jobs, their professional qualifications and experience in the field. (Name of each professional and his qualification to be clearly mentioned in the list to be enclosed)	
4	List of (a) mechanized equipment, electronic/electrical gadgets and other equipments available with the tenderer. (Make, model of each equipment/ gadget to be mentioned in the list to be enclosed) (b) Back up support on engineering and system's support to ensure hassle free housekeeping service.	
5	Annual turnover of the tenderer for the last five years as per audited balance sheet a copy whereof to be enclosed. (Proof to be enclosed)	
6	Latest technology and methods employed for house-keeping, cleaning of floors, walls, tiles, kitchen, septic tanks/saptic tanks/soakage pits, water tanks, furniture, linen/woolen apparels/upholstery etc.	
7.	Outstanding/national/international functions/events organized during last three years indicating the average attendance/tenure of such functions and organizing agency supported with documentary proof	

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

Signature: _____
Name : _____
S/o Shri : _____
R/o : _____



OFFICE OF THE CHIEF EXECUTIVE OFFICER,
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

Annexure - A

Detail of monthly requirement of sanitation material

Item	Vaishnavi Dham	Saraswati Dham	Trikuta Bhawan	Brand/ Quality
Toilet cleaner	60 Bottles Large size	30 Bottles Large size	60 Bottles Large size	Harpic, Sanifresh
Glass Cleaner	20 Bottles Large size	10 Bottles Large size	30 Bottles Large size	Collin
Room Spray	10 Bottles Large size	5 Bottles Large size	20 Bottles Large size	Vi-John, Rose and Premium
Disinfectant	5 Bottles Large size	3 Bottles Large size	5 Bottles Large size	Baygon / Hit / Dettol / Savlon
Liquid Soap	20 Bottles Large size	15 Bottles Large size	20 Bottles Large size	Lifebuoy / Dettol and Lux
Phenyl	50 Liters	40 Liters	60 Liters	Deepak / Gaiinda / Domex
Naphthalene ball	5 Pkts	3 Pkts	5 Pkts	Deepak
Toilet freshener	50 Nos. Large size	30 Nos. Large size	50 Nos Large size	Odonil
Detergent	20 Pkts of 1Kg each	20 Pkts of 1Kg each	20 Pkts of 1Kg each	Wheel / Nirma
Quick Lime	5 Bags Std. size	5 Bags Std. size	5 Bags Std. size	
Soap	1000 Cakes	500 Cakes	1000 Cakes	Lifebuoy / Savlon / Lux / Godrej

Sd/

Asstt. Chief Executive Officer (BR)