



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) Niharika Yatri Niwas, Katra**

Sealed offers for **housekeeping and cleaning on turnkey basis Separately for each complex mentioned above** duly affixed with Rs. 2/- revenue stamps in a Two-Bid format and properly sealed in 3<sup>rd</sup> cover amplified in conditions No. 03 of this tender, are invited from reputed firms which must reach this office by or before **23-02-2009** 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 bids. 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 forms alongwith detailed terms and conditions can be obtained from the Office of the **Chief Executive Officer, SMVDSB, Katra**, during the working hours against non-refundable/non-transferable tender fee of Rs. 100/- each or can be downloaded from our website [www.maavaishnodevi.org](http://www.maavaishnodevi.org), and [www.tendercity.indiatimes.com](http://www.tendercity.indiatimes.com) Downloaded tender form must accompany a demand draft for Rs. 100/- as tender fee for each job..

All such offers alongwith the terms and conditions duly signed by the tenderer at the space mentioned therein must be sent to the undersigned on the address of 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 tenders or tender not sealed in two bid format properly as explained above or tenders received after the stipulated date and time shall be considered. The scope of activities in housekeeping/cleaning and other terms and conditions shall be as per annexure to the tender form.

**Addl. Chief Executive Officer**

**No.: CO/Adm/565/3562**  
**Dated 23-01-2009**

**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: \_\_\_\_\_

(Important: 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-powers & Rate (per month) | Proposed material and Rate (per month) | Total cost on man-powers and material (in Rs per month) |
|--------|---------|--|--|---|
| 1.     |         |  |  |   |

I further affirm that I have read and fully understood the (specifications of the premises) tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance.

I further affirm that I have read and fully understood (specifications of job) 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 right to continue my business in the premises.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

(Capital Letters)

S/o Shri: \_\_\_\_\_

R/o: \_\_\_\_\_

\_\_\_\_\_

INSTRUCTIONS, TERMS AND CONDITIONS FOR HOUSEKEEPING AND CLEANING OF VAISHNAVI DHAM, JAMMU, SARASWATI DHAM, JAMMU AND NIHARIKA YATRI NIWAS, KATRA

- 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) Niharika Yatri Niwas, Katra and
- 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 putting CDR for Rs. 50,000/- separately for each Complex & technical bid in first cover, **price bid** in a separate second cover and then 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 Niharika Yatri Niwas, 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 details of the total accommodation provided in each one of them 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)
  - d) List of (a) mechanized equipment, electronic/electrical gadgets and other equipments available with the tenderer  
(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.

**Tenderer**

- g) *Outstanding/national/international functions/event organized 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.*
  - i) *Estimated quantity of toiletry material, disinfectants, detergents and other consumables required per month for proper cleanliness.*
- 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.*
- ❖ *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 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.*

**Tenderer**

- 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. N o. | Complex                     | Inner Area  | Outer Area | Minimum Strength of Manpower | Mode of deployment (in three shifts) |                    |                   |
|---------|-----------------------------|-------------|------------|------------------------------|--------------------------------------|--------------------|-------------------|
|         |                             |             |            |                              | 1 <sup>st</sup>                      | 2 <sup>nd</sup>    | 3 <sup>rd</sup>   |
| 1.      | Vaishnavi Dham, Jammu       | 77680 sft   | 18406 sft. | 25 workers and 2 Supervisors | 10 workers+ 1 Sup.                   | 9 workers+ 1 Sup.  | 6 workers         |
| 2.      | Saraswati Dham, Jammu       | 32572 sft   | 7786 sft.  | 16 workers and 2 Supervisors | 7 workers+ 1 Sup.                    | 5 workers+ 1 Sup.  | 4 workers         |
| 3.      | Niharika Yatri Niwas, Katra | 130000 sft. | 25000 sft  | 35 workers and 3 Supervisors | 15 workers+ 1 Sup.                   | 12 workers+ 1 Sup. | 8 workers+ 1 Sup. |

All the chemicals required for cleaning disinfectants, detergents and toiletry material like Naphthalene balls and air fresheners required for cleaning purpose shall be provided by the firm alongwith the machines and equipments on the site. 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 site and cleaning disinfectants, toiletry materials etc earmarked per week/month which shall remain in stock at any given time.

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. No un-authorized/un-approved chemical/detergent/shampoo/toiletry material shall be used in any operation so that no damaged at all is caused to any property/asset of the Board in any manner. The contract shall have to make good any loss/damaged 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/earnest money.
10. That the firm shall deploy the manpower for all the three morning/evening/night shifts strictly as per the strength as indicated in condition no. 1 at column 5 of the table above. The leave arrangement as and when required shall have to be made by the firm only and there shall not be any additional liability of Shrine Board in this regard. However in the event of additional manpower required in a particular shifts 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 obliged to engage only well trained, disciplined and presentable manpower to carry out the job assigned to them.
12. That the successful firm shall ensure that none of its employee shall perform 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 the provisions of clause 13 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.

15. The payments 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 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 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 request on pro rata basis.
19. That the surrounding areas of the complex shall also be 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, if any.
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 together shall also risk termination of the Contract without any additional notice as required in the normal. In that event the CDR of the contractor shall be liable to 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. 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 provision of J&K Arbitration and Conciliation Act, 1998 shall apply.

**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.<br>(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.<br>(Make, model of each equipment/ gadget to be mentioned in the list to be enclosed)<br>(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.<br>(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 : \_\_\_\_\_

Tenderer

## Annexure “A”

**Detail of monthly requirement of sanitation material for Vaishnavi Dham, Saraswati Dham, Jammu and Niharika Complex, Katra.**

| <b>Item</b>      | <b>Vaishnavi Dham</b> | <b>Saraswati Dham</b> | <b>Niharika Complex</b> | <b>Brand</b>                 |
|------------------|-----------------------|-----------------------|-------------------------|------------------------------|
| Toilet cleaner   | 60 Bottles            | 30 Bottles            | 50 Bottles              | Harpic, Sanifresh            |
| Glass Cleaner    | 20 Bottles            | 10 Bottles            | 50 Bottles              | Collin                       |
| Room Spray       | 10 Bottles            | 2 Bottles             | 80 Bottles              | (Vi-John) Rose and Premium   |
| Disinfect        | 3 Bottles             | 2 Bottles             | 20 Bottles              | Baygon/Hit/Detol/Savlon      |
| Liquid Soap      | 20 Bottles            | 10 Bottles            | 100 Liters              | (Lifebuoy/Detol and Lux)     |
| Phenyl           | 50 Liters             | 40 Liters             | 160 Liters              | (Deepak/Gainda/Domex)        |
| Naphthalene ball | 5 Kg                  | 2 Kg<br>pkts          | 30 Pkts                 | Deepak                       |
| Toilet freshener | 50 Nos.               | 30 Nos.               | 120 Pkts                | Odonil                       |
| Detergent        | 20 Pkts.              | 20 Pkts               | --                      | Wheel/Nirma                  |
| Quick Lime       | 5 Bags                | 5 Bags                | --                      |                              |
| Soap             | 1000 Cakes            | 500 Cakes             | 1000 Cakes              | (Lifebuoy/savlon/Lun/Godrej) |