



**OFFICE OF THE CHIEF EXECUTIVE OFFICER  
SHRI MATA VAISHNO DEVI SHRINE BOARD**  
Central Office, Jammu Road, Katra (J&K) – 182301  
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E-mail: sanitation@maavaishnodevi.net, acf@maavaishnodevi.net

**Notice Inviting e-Tender**

**e-NIT No. CO/SW/Laundry/168/21 of 2025, Dated: 05.12.2025**

e-Tender on the prescribed format are invited on behalf of Chairman of Shri Mata Vaishno Devi Shrine Board through Chief Executive Officer from the reputed Proprietor firm/ Companies/ Limited Liability Partnership (LLP) dealing in dealing in laundry plants for the **Comprehensive Maintenance** of the Laundry Plants installed at following locations of Shrine board for a period of 02 year:

<b>Details of Laundry Plants installed at different locations of SMVDSB.</b>										
S.No.	Particulars	Capacity	Bhawan	Manokamana Bhawan	Sanjichhat	Adhkuwari	Gurukul Charanpaduka	Trikuta Bhawan	Saraswati Dham, Jammu	Total (Nos.)
I.	Laundry Plants	100	1	-	1	1	-	1	-	<b>04</b>
II.		60	-	-	-	-	-	-	2	<b>02</b>
III.		50	-	2	-	-	1	-	-	<b>03</b>
IV.		15	-	-	-	-	-	1	-	<b>01</b>

S. No	Description of work	Approx cost of work (Rs.)	Tender Fee (Rs.)	Earnest Money Deposit (Rs.)
1.	Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of 02 year	<b>20 Lakh</b>	<b>1,000/-</b>	<b>40,000/- i.e 2% of project cost</b>

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

<b>Publishing Date</b>	05.12.2025 at 05:00 PM
<b>Bid Download Start Date</b>	05.12.2025 at 05:00 PM
<b>Pre Bid Conference</b>	08.12.2025 at 11:00 AM
<b>Bid Submission Start Date</b>	10.12.2025 at 11:00 AM
<b>Bid submission End Date (Online)</b>	24.12.2025 at 01:00 PM
<b>Submission of Hard Copy (end) date and time</b>	24.12.2025 at 04:30 PM
<b>Date of Opening of Technical Bid (Online)</b>	26.12.2025 at 11:00 AM

The e-tender should be accompanied with an Earnest Money in the form of CDR / FDR amounting to **Rs. 40, 000/-** from any Nationalized / Scheduled Bank duly pledged to the FA / Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra and Tender Fee of **Rs. 1000/-** 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 **Schedule-A**. Complete bidding process will be done online on e-Tender portal [www.jktenders.gov.in](http://www.jktenders.gov.in) & [www.maavaishnodevi.org](http://www.maavaishnodevi.org). The tenders should be submitted strictly in accordance with the provisions of the detailed e-NIT.

**Instruction to Bidders regarding e-Tendering process:**

1. The interested firm(s) / companies can download the e-NIT / bidding document from the website <https://jktenders.gov.in> & [www.maavaishnodevi.org](http://www.maavaishnodevi.org)
2. To participate in bidding process, Bidders have to get (DSC) “Digital Signature Certificate” 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, Bidder must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The Board 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. Bidder(s) should get ready with the scanned copies of documents & EMD as specified in the Tender documents.
10. The details of cost of documents, EMD specified in the Tender documents should be the same, as submitted online (scanned copies) and hard copies otherwise bid will not be accepted.
11. Bidder(s) are advised to use “My Documents” area in their user ID on <https://jktenders.gov.in>, e-Tendering portal to store important documents like Balance sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, Manufactures authorization and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.
12. Bidder(s) are advised not to make any change in BOQ (Bill of Quantities) contents 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.

13. Bidder(s) are advised to scan their documents at 100 DPI (Dots per Inch) resolution with Black and White, PDF Scan properly.
14. The guidelines for submission of online bid can be downloaded from the website <https://jktenders.gov.in> & [www.maavaishnodevi.org](http://www.maavaishnodevi.org).
15. The Tenderer(s) should carefully study the document and prepare his Tender with consideration of all provisions of the document. He should fully acquaint himself with site conditions and all other factors which may influence preparation of his Tender.

**Sd/-**  
**Asstt. Conservator of Forests**  
**SMVD Shrine Board, Katra**

**No.: CO/SW/Laundry/168/1929-32**

**Dated: 05.12.2025**



**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](mailto:sanitation@maavaishnodevi.net), [acf@maavaishnodevi.net](mailto:acf@maavaishnodevi.net)  
e-NIT No. CO/SW/Laundry/168/21 of 2025, Dated: 05.12.2025**

**SUBJECT:** e-Tender on the prescribed format are invited on behalf of Chairman of Shri Mata Vaishno Devi Shrine Board through Chief Executive Officer from the reputed Proprietor firm / Companies / Limited Liability Partnership (LLP) dealing in laundry plants for the Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of 02 year.

1. **REQUIREMENT:**

For and on behalf of the Chairman, SMVDSB, Katra, e-Tenders under Two Bids System are invited from the reputed Proprietor firm / Companies / Limited Liability Partnership (LLP) dealing in laundry plants for the Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of 02 year.

<b>Details of Laundry Plants installed at different locations of SMVDSB.</b>										
S.No.	Particulars	Capacity	Bhawan	Manokamana Bhawan	Sanjichhat	Adhkuwari	Gurukul Charanpaduka	Trikuta Bhawan	Saraswati Dham, Jammu	Total (Nos.)
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II.		60	-	-	-	-	-	-	2	<b>02</b>
III.		50	-	2	-	-	1	-	-	<b>03</b>
IV.		15	-	-	-	-	1	-	-	<b>01</b>

The detailed Tender Document containing details of the items with full description and Terms and Conditions is available at <https://jktenders.gov.in> & [www.maavaishnodevi.org](http://www.maavaishnodevi.org)

2. **TENDER SCHEDULE:**

<b>Publishing Date</b>	05.12.2025 at 05:00 PM
<b>Bid Download Start Date</b>	05.12.2025 at 05:00 PM
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<b>Date of Opening of Technical Bid (Online)</b>	26.12.2025 at 11:00 AM

3. **Technical Eligibility Criteria:**

- I. Bidder must be registered under the Companies Act, 1956 and bidder should be an ISO 9001 certified.
- II. The Bidder must have an experience of at least 03 years in the field of Comprehensive Maintenance Contract (CMC) of Laundry Machines at any of the State/Central Govt. /Education Institute/ Hostels/Hospital etc., should furnish the relevant certificate.
- III. The Bidder should have minimum in-house manpower to cover requirements of the work.
- IV. The Bidder shall provide qualified and experienced technical staff on site of work in connection with the Comprehensive Maintenance of the laundry plant and the remedying of any defects therein.
- V. Technicians should have competency certificate in Laundry Machines issued by recognized Government Agency and shall have a minimum of 3 years' experience in the field of Laundry Machines maintenance.
- VI. Bidder must have Average Annual financial turnover of at least Rs.30.00 lakh during the last three financial years and submit the documentary proof of the same duly certified by CA.
- VII. The bidder must have sound financial background and a positive average net-worth of Rs.10.00 Lakh for the last three financial years and submit the documentary proof of the same duly certified by CA.
- VIII. Bidder must be income tax payee and shall submit attested copies of the Income Tax Returns / Income Tax Assessment Order, copies of audited balance sheets and profit and loss of account be attached for the last three financial years.
- IX. The bidder must enclose undertaking on the letter head of the firm concern / company that the bidder has never been black listed or punished by any court or 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.

4. **PROCEDURE FOR SUBMISSION OF TENDER:**

Bidders are invited to submit Bids for e-Notice Inviting Tender (e-NIT) **for Comprehensive Maintenance of** Laundry Plants installed at various locations of Shrine board for a period of 02 year 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 bidders are required to submit their bid under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

**A. Cover-I (Technical Bid)**

**(This cover shall contain): -**

- (i) **Annexure-‘A’** form duly filled in along with relevant documentary proofs.

- (ii) Scanned copies of EMD in shape of CDR / FDR pledged to FA / Chief Accounts Officer, SMVDSB.
- (iii) Tender Fee of **Rs.1,000/-** shall be deposited in the official account of the 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) The price bid should be absolute and unconditional.
- (iii) Conditional bids shall be rejected.
- (iv) 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.
- (v) Price bids not conforming to above standards or suffering from any flaw shall be rejected

**Note: The Bidder shall upload and submit the original instruments in respect of cost of documents, EMD and other relevant documents by and before specified date in the Tender Schedule in the office of the Assistant Conservator of Forest, SMVDSB alongwith Technical Bid. E-tender will not be accepted without hardcopies of the Tender fee receipt and EMD.**

**5. Earnest Money Deposit:**

- I. The Bidders should submit an EMD of **Rs. 40,000/- (Rupees One Forty Thousand Only)** in the form of CDR/FDR pledged to the FA/ Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra. **There shall be no relaxation/ concession to any Unit/Agency whatsoever in regard to the amount of EMD to be paid.**
- II. EMD should be included along with the Technical Bid in the cover containing Technical Bid as the Technical Bid will be opened first. The Bidders should NOT include EMD in the cover containing Financial Bid. If the EMD is not found in the cover containing Technical Bid, the tender will be rejected.
- III. Tenders received without enclosed EMD in the cover containing Technical Bids will be summarily rejected. EMDs other than in the form of CDR / FDR will not be accepted and the tenders with EMD in the form of other than CDR / FDR Draft will be summarily rejected. The EMD amount will not bear any interest. The Shrine Board will not entertain any request for adjusting the EMD from the tender due / running bills or from the EMD / Security Deposit of / for any other Bidders. In case of withdrawal of tender by the Bidders within the Validity period of the offer or before finalization of the order, the EMD amount paid will be forfeited.

- IV. The earnest money of the Bidders shall be forfeited if they withdraw their tender or raise the price of their offer within the validity period. The earnest money shall also be forfeited in case of the Bidders who do not comply with the purchase order placed on them within the validity period of the offer or violate any terms and conditions contained herein, for this purpose purchase order shall be deemed to have been placed from the date of letter of intent.
- V. Earnest money deposited shall be released in favour of the unsuccessful Bidders(s) after finalization of the order.

6. **Security Deposit/ Performance Guarantee Fees:**

- I. The successful Bidders(s) shall furnish security deposit equivalent to 10% (ten percent) of the value of the contract in the form of Bank Guarantee from Nationalized/ Scheduled Bank pledged to the FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra valid upto the end of Maintenance Contract period of two (02) years. Such security deposit shall be furnished within one month from the date of receipt of supplies. Failure to do so within the stipulated period will make the contract liable for cancellation together with forfeiture of the E.M.D at the discretion of Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board. The EMD of the successful Bidders will be release after the deposit of Bank Guarantee in full.
- II. The security deposit will be released within one month from the date of completion of agreed contract and no interest will be paid thereon.

7. **Pre-Bid Conference:**

A pre-bid conference will be held on **08.12.2025 (11:00 AM)** at Conference Hall, Spiritual Growth Centre, SMVDSB, Katra. It is advised that after Pre-bid meeting, the bidder shall visit the plant(s) to acquaint themselves with quantum of work and Conceptual understanding / layouts of area. 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. The site for the work is available and can be seen on any working day during office hours by contacting Administrative officers.

8. **Annual Comprehensive Maintenance of laundry plant for a period of 02 years**

Following mentioned work /task shall also be cover under the scope of bidder w.r.t work includes Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of 02 years with half yearly review of plant & equipment and detail of the same must be shared with SMVDSB”:

- a) The contractor shall carry out annual comprehensive maintenance of all laundry plants mentioned above for a period of 02 years and the contract can be terminated at any time by giving one-months notice, in writing, at the discretion of Competent Authority of Shrine Board.
- b) The consumables (such as various felts, lubrication oils, filters, belts etc. which are part of the machine/ equipment/ plant) required for preventive maintenance are included in the scope of work

- c) Depute 01 no permanent technician at Katra for early trouble shooting of break downs throughout the contract period.
- d) To keep extra perishable and running spares and parts in stock for early replacement during the faults.
- e) Undertake regular preventive maintenance of all mechanical equipments of laundry plants etc. and take corrective action whenever required for smooth operations.
- f) Rectification of faults and operationalisation of Laundry Plants within 48 hours If the system is found damaged/defective due to non-maintenance, the cost for correcting the breakdown system will be deducted from the payment chargeable under the maintenance contract as per the penalty amount defined in Penalty Clause.
- g) If the successful bidder is not able to rectify the fault within a period of 07 days, this office will be at liberty to get the fault rectified through any other source and contractor shall have to bear the expenses so incurred on this account.
- h) 24 Hours call back in case of breakdown of any of the Laundry Plant and the call back service shall be made available round the clock on all working days as well as holidays and leave arrangement, as and when required, shall have to be made by the firm.
- i) Frequently required spare parts of laundry plant must be kept at premises of the user for immediate replacement of the components of the faulty laundry machinery, so that, laundry machine be made functional at the earliest possible.
- j) Used/repaired spare parts shall not be accepted and allowed to be installed in the Plant(s) under any circumstances.
- k) A comprehensive report on Preventive Maintenance (PM) & Corrective Maintenance (CM) to this effect would be submitted by the contractor to concerned Unit Incharge/ Jr. Engineer and the entry of Preventive Maintenance & Corrective Maintenance, date wise shall be entered into the log book(s) of each laundry plant. This effect shall also be entered in the log books of each Laundry Machine(s).
- l) Subletting of the maintenance jobs to any third party/vendor including their franchisee shall not be allowed under any circumstances.
- m) Firm shall submit the **Character Certificate** of each manpower duly verified by the Competent Authority of Police Department 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 (b) (7) shall be imposed and same shall be deducted from the monthly bill of the firm.
- n) **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 annually basis.** In case of failure to furnish the same within stipulated period, penalty as per Clause – 11 (b) (8) shall be imposed and same shall be deducted from the monthly bill of the firm.

o) **The details of laundry plants installed at various establishments of SMVDSB are as follows:**

S. No.	Make	Capacity (in Kg)	Quantity (in nos.)	Remarks	Location
1.	Supershine	100	04	<ul style="list-style-type: none"> <li>• 04 Washer</li> <li>• 04 Hydro Extractor</li> <li>• 04 Drying Tumbler</li> <li>• 04 FBP</li> <li>• 04 Compressor</li> </ul>	Trikuta Bhawan/ Adhkuwari/ Bhawan/ Sanjichhat.
		50	01	<ul style="list-style-type: none"> <li>• 01 Washer</li> <li>• 01 Hydro Extractor</li> <li>• 01 Drying Tumbler</li> <li>• 01 FBP</li> <li>• 01 Compressor</li> </ul>	Gurukul Ph-1
2.	Vision	50	02	<ul style="list-style-type: none"> <li>• 02 Washer</li> <li>• 02 Hydro Extractor</li> <li>• 03 Drying Tumbler</li> <li>• 03 FBP</li> <li>• 02 Compressor</li> </ul>	Manokamna Bhawan
3.	Lucky Engineering	15	01	<ul style="list-style-type: none"> <li>• 01 Washer Extractor</li> <li>• 01 Drying Tumbler</li> <li>• 01 FBP</li> <li>• 01 Compressor</li> </ul>	Gurukul Ph-2
4.	Fabtech Engineering	60	02	<ul style="list-style-type: none"> <li>• 02 Laundry Washer cum extractor</li> <li>• 01 Flat Bed Iron</li> <li>• 02 Drying Tumbler</li> <li>• 01 Compressor</li> </ul>	Saraswati Dham Jammu

9. **GENERAL TERMS & CONDITIONS:**

- i. That work allotted to the firm shall be for a period of 02 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 a period of 15 days from the issuance of LoA.
- ii. The 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. The personnel provided by the firm shall be of good character, physically fit, efficient and skillful in their duties.
- v. The Firm 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

FA/Chief Accounts Officer, SMVDSB, Katra. The EMD of the Firm shall be returned subsequently within a period of 15 days after submission of Security Deposit.

- vi. The Security Deposit shall be forfeited if the firm prematurely withdraws or if the services are terminated for **being unsatisfactory**.
- vii. The firm shall be under obligation to credit the salary to its employees into their respective bank accounts only for the preceding month by or before 03<sup>rd</sup> of every successive month, failing which penalty @1% of the monthly bill shall be imposed. Further, the firm shall submit a certificate every month along with the bills raised certifying compliance of this Clause.
- viii. 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.
- ix. 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.
- x. 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.
- xi. The firm shall have to abide by all laws of the land including Minimum Wages Act, Labour Laws, Companies Act, tax deduction liabilities, welfare measure of its workers and all other obligations, and any such acts that are not essentially enumerated and defined herein.
- xii. 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.
- xiii. 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.
- xiv. 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.

- xv. The firm shall display the Name and contact Numbers of the deployed technical person at each laundry plant.
- xvi. Each worker must possess and carry Aadhar Card at all times.
- xvii. 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.
- xviii. Staff must maintain & ensure utmost personal hygiene & etiquette and manners, especially the followings:
  - a. Staffs to have regular haircuts and nicely combed.
  - b. Do not smoke before beginning and during the shifts.
  - c. Nails should be kept short & clean.
  - d. 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.
  - e. Uniform should be cleaned, laundered & ironed. Change uniform regularly. Uniform should not be worn outside the working premises and when not on duty.
  - f. Shoes must be kept clean and free of stains. No sandals / chappal be allowed.
  - g. All the workers of the firm shall maintain highest standards of 'Etiquette and Manners' while talking / interacting to yatries and Shrine Board's Staff.
- xix. 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.
- xx. 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.
- xxi. 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.
- xxii. Labour huts/stay of workmen will not be allowed at site.
- xxiii. The firm shall have to ensure that information provided to it as part of this contract / agreement shall be kept confidential, secure and protected.
- xxiv. The Shrine Board shall not be bound to accept the lowest or any Tender and reserves to itself the right of accepting / rejecting the whole or a portion of any of the Tender, as it may deem fit, without assigning any reason thereof.
- xxv. The firm shall take necessary accidental insurance cover for the workers under Employee's Compensation Act. Manpower engaged by the firm should be covered under Employees State Insurance Corporation making statutory contribution under ESIC Act as per Govt. Laws.

- xxvi. The firm shall comply with the provisions of the Apprentices Act, 1961, Minimum Wages Act, 1948, PF/Gratuity Act, Employee's Compensation Act, 1923, Contract labour (Regulation and Abolition) Act, 1970, Payment of Wages Act, 1936, Employers Liability Act, 1938 and Industrial Disputes Act, 1947 etc as may be applicable, and the rules and regulations made there under from time to time. Failure to do so shall amount to breach of the Contract and the Tendering authority may, at its own discretion, terminate the contract. The firm shall also be liable for any pecuniary liability arising on account of violation by him of the provisions of the Act.
- xxvii. Dismantled / replaced parts should be handed over to Shrine Board's Engineer-In-charge or to his subordinate staff under proper receipt.
- xxviii. Engineer-in-Charge of SMVDSB has the right to conduct a technical audit of the plant and to perform any analysis or inspection as he / she deems necessary. The firm shall at its cost provide all assistance to the Engineer-Incharge for such inspections.
- xxix. The Parties who are filing GST return on quarterly basis are required to file IFF return on monthly basis so that Shrine Board can claim input.

10. **PAYMENT TERMS:**

Payments shall be made at the end of each quarter subject to the providing satisfactory services, certified by the concerned Engineer Incharge duly endorsed by the concerned Unit Incharge.

11. **PENALTY:**

- a) 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 quarterly bill submitted by the firm and three or more instances of poor performance shall invite risk of termination of the Contract without any notice. In that event Service Provider's Security Deposit shall be liable to be forfeited.
- b) In case of irregular services within the stipulated period the penalty shall be imposed as under:

S No.	Particulars	Amount (in Rs.)
1.	Failure to report for emergency breakdown within 24 hrs of reporting	Rs 1500/- per day
2.	Any breakdown not rectified within 72 hrs of being reported	Rs 2000/- per day
3.	Any other violation of terms & Condition of the contract	Rs 2000/- per day
4.	For major breakdown like motor rewinding, VFD, bearing replacement, spring padding etc.	To resolve major breakdown 07 days will be allowed by Shrine Board without any penalty. After 07 days a penalty of Rs 2000/- per day will be imposed.
5.	From 15 days upto 30 days	Penalty upto 50% of overall monthly Charges will be deducted.

6.	Beyond 30 days,	CMC order shall be treated as cancelled and firm will be debarred from any further dealings with the Shrine Board.
7.	Non-submission of police verification reports after 60 days of LoA.	1000/- per person per month
8.	Non- submission of medical fitness certificate of engaged manpower after 60 days of LoA.	1000/- per person on half yearly basis

12. **ALLOTMENT OF THE WORK / CONTRACT, IN CASE OF TERMINATION OF CONTRACT/ WORK ORDER SITUATION ARISES:**

- (A) The Earnest Money Deposit shall be forfeited, if the firm fails:
- i) To accept Letter of Award
  - ii) To furnish Security Deposit in accordance with Clause No.9 (v) of the e-NIT.
  - iii) To take-up the work or execute the agreement with SMVDSB in the stipulated time.
- (B) Termination of Contract during the currency of the contract period due to whatsoever reasons.

In any of the above situations, the SMVDSB may allot the work for the remaining period to L-2 firm if agreed on the same rates quoted by the L-1 firm. In case, L-2 firm do not agreed on the rates quoted by L-1 firm then L-3 firm and so on shall be called for negotiations. However, the final decision shall be taken by the Chief Executive Officer, SMVDSB.

13. **TERMINATION OF CONTRACT:**

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.

14. **Shrine Board reserves the right to alter, accept or reject part or all the Tenders without, assigning any reason thereof.**

15. **Agreement:**

The successful Bidders shall be required to execute an agreement on a valid stamped paper for strict compliance of the terms and conditions of the contract, vis-à-vis the NIT and work order within a period of fifteen (15) days after the placement of order. The supplier shall bear the legal expenses, which shall be incurred on the execution of the agreement.

16. **Escalation:**

No escalation in the cost of Comprehensive Operation & Maintenance for 02 years shall be allowed during the period of this contract.

17. **Arbitration:**

In case of any dispute arising between the parties to this e-tender and all matters connected therewith, both parties shall make every effort to resolve it amicably by direct informal negotiation. If, even after thirty days from the commencement of informal negotiation, the parties have not been able to resolve the dispute amicably, then such disputes / differences shall be resolved by Arbitration as per the Arbitration and Conciliation Act, 1996.

- a. Either party may request other of its intention that a dispute be submitted to arbitration and both the parties shall meet within 15 days from the date of receipt of such request, to select a sole arbitrator mutually for the resolution of dispute and venue / seat of Arbitration shall be at Jammu / Katra / Reasi.
- b. In the event that the parties cannot agree upon the selection of the sole Arbitrator, either party or both of the parties may move an application before the Hon'ble High Court at Jammu, under the Arbitration and Conciliation Act, 1996, for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties. However, on failure of resolution of disputes through procedure elaborated above, the Courts at Katra / Reasi alone shall have the Jurisdiction with respect to subject matter of this e-NIT.

18. **Shri Mata Vaishno Devi Shrine Board's Rights In Respect of E-Tender:**

- i. 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.
- ii. 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.

19. **Force Majeure:**

If during the currency of contract, there is any out-break of war/ natural calamity or any such reason, which whether financially or otherwise affects the execution of the contract the firm (unless contract is terminated) under provision of this clause shall make his / her best efforts to complete the contract. However after outbreak of such war / natural calamity or any such reason, Shri Mata Vaishno Devi Shrine Board shall be entitled to terminate the contract at any time by giving notice in writing. Force majeure is hereby defined as a 'clause' which is beyond the control of SMVDSB / firm and which consequently affects the performance of the contract.

20. **Jurisdiction:**

Court of Reasi & Katra alone shall have the jurisdiction with respect to the subject matter of this contract.

21. **Validity Of Rates:**

The rates quoted by the bidders shall be valid for a period of 60 months (Sixty months) from the issuance of rate contract or till new rate contracts are finalized by SMVDSB whichever is later.

**Queries may be addressed to:**

Asstt. Conservator of Forest, SMVDSB, Katra,

Fax: +91- 1991-232120 Tel.: +91-1991-232818

Website: [www.maavaishnodevi.org](http://www.maavaishnodevi.org),

Email: [acf@maavaishnodevi.net](mailto:acf@maavaishnodevi.net), [sanitation@maavaishnodevi.net](mailto:sanitation@maavaishnodevi.net)

**Sd/-**  
**Asstt. Conservator of Forests**  
**SMVD Shrine Board, Katra**

**No.: CO/SW/Laundry/168/1929-32**

**Dated: 05.12.2025**

**Copy to the:**

1. Chief Executive Officer, SMVDSB, Katra for kind information.
2. Addl. Chief Executive Officer, SMVDSB, Katra.
3. FA/Chief Accounts Officer, SMVDSB, Katra.
4. Dy. Manager (IT) for publication on the official website of the Shrine Board.
5. Office / Master file.

**Performa for Technical bid**

S.No.	Particular / Criterion		Mention Page Number
1	Name of the Firm Organization with complete details, including Address (Telephone No./ Contact Mobile No. / Fax No. / E-mail) alongwith brief description of background (The background may be as a separate).		
2	Date of establishment of the Firm. Details of Registration No. of the firm/ company/ LLP. Location of Head Office, Regional Office and Branch Office.		
3	Please specify whether you are submitting you tender as a proprietor of the firm or as a partner of the firm or Director of the Company.		
4	Name of the Proprietor / Partner / Directors of the tendering firm / Company/ LLP together with technical qualifications. Organization Charts, Manpower Strength and details of key personnel.	Attached / Not Attached	
5	The Bidder must have an experience of at least 03 years in the field of Comprehensive Maintenance Contract (CMC) of Laundry Machines at any of the State/Central Govt. /Education Institute/ Hostels/Hospital etc., should furnish the relevant certificate.	Attached / Not Attached	
6	Average Annual financial turnover of at least Rs.30.00 lakh related services during the last three financial year	Attached / Not Attached	
7	The Bidder must have sound financial background and a positive net-worth for the last three financial years.	Attached / Not Attached	
8	a) PAN (proof to be enclosed) b) ITR statements / Income Tax Assessment Order (for the last 03 years to be enclosed) c) Service Tax Registration No. d) Audited balance sheet, profit and loss account statements e) GST registration	Attached / Not Attached	
9	Detail of EMD (in form of CDR / FDR only)	Amount:	

		Name of issuing Bank:  Date of issue	
10	Tender Fee .....	Receipt No. & date _____ Or DD No. _____ dated____ Bank _____ Payable at_____	
13	VAT/ Sale Tax Registration Number (attach copy)		
	The bidder must enclose undertaking on the letter head of the firm concern / company that the bidder has never been black listed or punished by any court or for any criminal offence/breach of contract	Attached / Not Attached	
14	Attested copy of valid BIS Certificate	Attached / Not Attached	
16	Bidder should be an ISO 9001 certified Copy of Certificate,	Attached / not attached	
18	Any other documents / information required to be provided as per terms and conditions and requirements of the tender document (indicate item wise)	Attached / not attached	

I certify that I am authorized to furnish the information given in the Annexure -A on behalf of the firm I represent and that it is true to the best of my knowledge and belief

Signature of Bidder\_\_\_\_\_

Name of the Firm & Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Performa for Financial Bid

Office of the Chief Executive Officer  
Shri Mata Vaishno Devi Shrine Board, Katra (J&K)

Name of the Tenderer: \_\_\_\_\_

Amount of CDR/FDR with  
number & date: \_\_\_\_\_

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

Sir,  
I \_\_\_\_\_ S/o Shri \_\_\_\_\_  
R/o \_\_\_\_\_ in capacity as Proprietor of a  
firm/ Partner of a firm/ Director of Company, hereby submit my tender for Comprehensive  
Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of  
02 year with an amount mentioned below:

Description	Year wise	Rate per month (in Rs.) Including 18 % GST	Amount per year (in Rs.) Including 18 % GST
Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board with 01 technician including all applicable taxes for a period of 02 years	1st Year		
	2 <sup>nd</sup> Year		
Total			

I affirm that the rates offered are inclusive of all taxes, duties, freight, insurance, carriage,  
etc. I further affirm that I have read and fully understood the tender notice and agree to abide by  
all the terms and conditions laid therein, which are being signed in token of my acceptance.

Signature of Bidders \_\_\_\_\_

Signature of Block Letters \_\_\_\_\_

Name of the Firm & Address \_\_\_\_\_

**Tender document for** Comprehensive Maintenance of the Laundry Plants installed at various locations of Shrine board for a period of 02 years.

**e-NIT No.** CO/SW/Laundry/168/21 of 2025

**Dated** 05.12.2025

**Cost of Tender Document** Rs.1,000/-

**Receipt No. & Date** \_\_\_\_\_

Issued to M/s \_\_\_\_\_ against Demand Draft for an amount of Rs. \_\_\_\_\_ drawn vide No. \_\_\_\_\_ dated \_\_\_\_\_.

Authorized Signatory

**Affidavit to be submitted by the Bidder**

Performa of affidavit to be submitted by the Bidder regarding eligibility. I/We undertake and confirm that eligible similar work(s) has /have not been got executed through another Bidder on back to back basis.

Further that, if such a violation comes to the notice of SMVDSB, then I/We shall be debarred for bidding in SMVDSB Contracts in future for some particular year. Also, if such a violation comes to the notice of SMVDSB before the date of start of work, the Authorized Officer of SMVDSB shall be free to forfeit the entire amount of Earnest Money Deposit/ Performance Bank Guarantee.

Signature of Bidder(s)\_\_\_\_\_

Name in Block Letters: \_\_\_\_\_

Name & Address of the Firm: \_\_\_\_\_