



Shri Mata Vaishno Devi Shrine Board, Katra (J&K)

Tender Document

for

Comprehensive Operation and Maintenance (05 years) of Standalone Packaged Sewage Treatment Plant based on Advance (MBR) Technology (i) 20 KLD for Toilet Block No. A-5 Himkoti Marg & (ii) 50 KLD for Toilet Block No 19 Sanjichhat to cater the requirement of Toilet Blocks.

Tender No. CO/SW/STP111/18 of 2025 Dated:18.10.2025

Last Date for submission of Tender : 10.11.2025

Address: Central Office, Shri Mata Vaishno Devi Shrine Board,
Katra (J&K) – 182301
Ph.: 01991-233132, 232075 Fax: 1991-232120, 232089,
Website: www.maavaishnodevi.org



**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 Tender

e-NIT No. CO/SW/STP111/18 of 2025 Dated:18.10.2025

e-Tenders on the prescribed format are invited on behalf of Chairman, Shri Mata Vaishno Devi Shrine Board through its Chief Executive Officer from the reputed Proprietor firm/ Companies/ Limited Liability Partnership (LLP) dealing in Operation and Maintenance of Standalone Packaged Sewage Treatment Plants for providing Comprehensive Operation and Maintenance of following Sewage Treatment Plants (STPs) for the period of 05 years:

S. No	Description of work	Approximate cost of project	Tender Fee (in Rs.)	Earnest Money Deposit EMD (in Rs.)
1.	Comprehensive Operation and Maintenance of Standalone Packaged Sewage Treatment Plant: i) 20 KLD (STP) based on Advance (MBR) Technology at Toilet Block No. A-5 Himkoti Marg. ii) 50 KLD (STP) based on Advance (MBR) Technology at Toilet Block No.19 Sanjichhat	Rs. 1.5 Cr	Rs. 1500/-	Rs. 3.00/- lakh i.e 2% of project cost

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 as per following:

Publishing Date	18.10.2025 at 11:30 AM
Bid Download Start Date	18.10.2025 at 02:00 PM
Pre Bid Conference	25.10.2025 at 01:00 PM
Bid Submission Start Date	28.10.2025 at 01:00 PM onwards
Bid submission End Date (Online)	10.11.2025 at 02:00 PM
Submission of Hard Copy (end) date and time	11.11.2025 upto 04:30 PM
Date of Opening of Technical Bid (Online)	12.11.2025 at 11:00 AM

The tender must accompany with an **earnest money** in the form of CDR / FDR / TDR of the amount to **Rs. 3.00/- lakh** from any Nationalized / scheduled Bank duly pledged to the FA / Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra and deposit **Tender Fee Rs. 1500/-** 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 & www.maavaishnodevi.org. The tenders be submitted strictly in accordance with the provisions of the detailed e-NIT.

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

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
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 all relevant 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 of all relevant documents with proper page numbering, 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.
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 Forest
SMVD Shrine Board, Katra**

No:- CO/SW/STP/111/1741

Dated: 18.10.2025



**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, acf@maavaishnodevi.net

e-NIT No. CO/SW/STP111/18 of 2025 Dated:18.10.2025

SUBJECT: Tenders on the prescribed format are invited on behalf of Chairman, Shri Mata Vaishno Devi Shrine Board through its Chief Executive Officer from the reputed Proprietor firm/ Companies/ Limited Liability Partnership (LLP) dealing in Operation and Maintenance of Standalone Packaged Sewage Treatment Plants for providing **Comprehensive Operation and Maintenance of Sewage Treatment Plants (STPs) based on Advance (MBR) Technology (i) 20 KLD (STP) at TB No. A-5 Himkoti Marg (ii) 50 KLD (STP) at TB No.19 Sanjichhat** for the period of 05 years

1. **REQUIREMENT:**

For and on behalf of the Chairman, SMVDSB, Katra, e-Tenders under Two Bids System are invited from the reputed professional firm / companies/ Limited Liability Partnership (LLP) having experience of **Operation and Maintenance of Standalone Packaged Sewage Treatment Plants for providing Comprehensive Operation and Maintenance of following Sewage Treatment Plants (STPs) for the period of 05 years:**

S. No	Description of work
1.	Comprehensive Operation and Maintenance of Standalone Packaged Sewage Treatment Plant for the period of 05 years: i) 20 KLD (STP) based on Advance (MBR) Technology at TB No. A-5 Himkoti Marg. ii) 50 KLD (STP) based on Advance (MBR) Technology at TB No.19 Sanjichhat.

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

2. **TENDER SCHEDULE:**

Publishing Date	18.10.2025 at 11:30 AM
Bid Download Start Date	18.10.2025 at 02:00 PM
Pre Bid Conference	25.10.2025 at 01:00 PM
Bid Submission Start Date	28.10.2025 at 01:00 PM onwards
Bid submission End Date (Online)	10.11.2025 at 02:00 PM
Submission of Hard Copy (end) date and time	11.11.2025 upto 04:30 PM
Date of Opening of Technical Bid (Online)	12.11.2025 at 11:00 AM

3. **PRE-BID CONFERENCE:**

A pre-bid conference will be held on **25.10.2025 at 01:00 PM** at Chamber of Asstt. Conservator of forests SMVDSB, Katra and firms shall give the presentation regarding to the ibid work. It is advised that before Pre-bid meeting, the bidder shall visit the site to acquaint themselves with the prevailing condition and other facilities available nearby. Conceptual understanding / layouts of area whichever 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

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

Bidders are invited to submit Bids for “**e-Notice Inviting Tender (e-NIT) for Comprehensive Operation and Maintenance of Standalone Packaged Sewage Treatment Plants (STPs) at TB A-5 Himkoti and TB No. 19 Sanjichhat**” in two parts viz. Technical Bid (Schedule-A) and Financial Bid (refers to BoQ Online only) as per enclosed performa 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) **Schedule-‘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.1500/-** 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 **Schedule-‘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 or before specified date in the

Tender Schedule in the office of the Asstt. 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 3.00/- lakh (Rupees three lakhs 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 Comprehensive Operation and Maintenance contract to them within the validity period of the offer or violate any terms and conditions contained herein, for this purpose contract 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) within one month after finalization of the order.

6. **Security Deposit:**

- (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 five (05) 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. **Technical Eligibility Criteria:**

- i) The bidder shall be an approved manufacturer/supplier of Sewage Treatment Plant(s) duly registered under the Companies Act, 1956 and should be an ISO 9001 certified, recognized in designing/ execution & Operation and Maintenance.
- ii) Bidder must have completed similar works over the last three years i.e the current financial year and the last three financial years:

a) One similar completed works/ Projects costing not less than the amount equal to 80% of Estimated Capital cost

OR

b) Two similar completed works/ Projects of similar nature where cost of projects not less than the amount equal to 50% of Estimated Capital cost.

OR

c) Three similar completed works/ Projects where cost of Project is not less than the amount equal to 40% of Estimated Capital cost.

- iii) Bidder must have an average turnover of at least Rs. 90/-lakh during the three financial years i.e. 2022-23, 2023-24 & 2024-25.
- iv) The bidder must have sound financial background and a positive net-worth for the three financial years 2022-23, 2023-24 & 2024-25.
- v) Bidder must be income tax payee & shall submit attested copies of audited balance sheets and profit and loss of account for the three financial years i.e. 2022-23, 2023-24 & 2024-25
- vi) Bidder shall also submit proof of PAN & GST.
- vii) 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 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.
- viii) Any Government body in India should not have blacklisted the Bidder/OEM/its subsidiary, dealing in similar products.

8. **Scope of Successful Bidder w.r.t Comprehensive Operation & Maintenance:**

- I. The Successful Bidder shall be responsible for 24x7 Comprehensive Operation and Maintenance of Standalone Packaged Sewage Treatment Plants, which

includes regular checking of parameters required for smooth operations of the plants, Filtration Plant, Pump Set and Electric Driven Pump Set etc including entire electro-mechanical parts as per JKPC norms.

- II. The Successful bidder shall be responsible for repairs of all the tanks whether MS or concrete or any kind.
- III. For operationalisation and maintenance of Plants, the Successful Bidder shall deploy one qualified Supervisor and adequate technical operators for the smooth functioning of the Plants by 24x7, as per the following qualifications / experiences:
 - a) **Supervisor (Skilled)**: An individual having regular Degree/Diploma engineering or science (Graduate or Post Graduate) Background with experience of at least three years in handling STP operational and maintenance work. Certificate of experience in similar plants of minimum capacity of 10 KLD essential. (Proof is to be attached)
 - b) **Operator (semi-skilled)**: An individual having High School Pass with sciences and be physically fit and mentally alert who work in shifts in operating and maintaining screens, grit removal devices, pumps, aerators, valves, etc and having Minimum 2 year experience in handling STP operational and maintenance work. (Proof is to be attached)
- IV. The Successful Bidder shall maintain necessary log books on daily basis, records of internal and external testing, submit periodic reports etc.
- V. All consumables, chemicals required for Operation and Maintenance of the STPs shall be provided by the Successful Bidder.
- VI. Successful bidder shall ensure regular dosing of chemicals in the system, backwash, rinsing of multi grade filters, activated carbon filter and cleaning of bar screen etc.
- VII. Regular checking of parameters like color, odour, pH value etc and take immediate action for corrective measures, in case of deterioration in any parameter.
- VIII. Undertake regular preventive maintenance of all mechanical equipments, pumps valves etc. and take corrective action whenever required for smooth operations.
- IX. Successful Bidder should be fully equipped with tool sets and testing equipments required for day-to-day operation and maintenance of the plant.
- X. Successful Bidder shall record daily data of the operations, maintaining all sorts of records as per requirements viz. sheets of system performance, chemical consumption records, electrical consumption records, daily inlet outlet discharge quantities.
- XI. Successful Bidder shall provide all preventive/routine maintenance and breakdown/corrective maintenance required for ensuring maximum uptime.

- XII. Accommodation to the Supervisor and operators shall be provided by the Shrine Board on payment basis.
- XIII. 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.
- XIV. **Successful Bidder shall submit the Character Certificate of each manpower duly verified by the Competent Authority of Police Department.**
- XV. **The successful bidder shall furnish medical fitness certificates of each manpower duly certified by Medical Department not below the rank of Block Medical Officer of the manpower engaged within 60 days from the issuance of Letter of Award and subsequently furnish the same on half yearly basis.**
- XVI. Successful Bidder shall perform Monthly testing of the required parameters of the influent and effluent quality, for, pH, BOD, COD, TSS, Oil and Grease and Phosphate (as P) from CPCC / JK Pollution Control Committee (JKPCC) or labs approved by CPCC / JKPCB and submits the same to Engineer-in-charge. Sampling shall be done in accordance with BIS 3025.

9. **Calibration of Instruments:**

All the measuring instruments and other devices shall be calibrated regularly as mentioned below:

- i. The instruments and devices shall be calibrated by the authorized specialized staff of the Bidder.
- ii. All such instruments shall be calibrated once in every twelve months by approved third party specialized agency.
- iii. Immediately after calibration, the results/ reports shall be submitted to Engineer-Incharge.
- iv. First calibration by approved third party specialized agency shall be done after twelve months of commencement of O& M period.

10. **Training:**

The successful Bidder shall make provision of imparting training to Shrine Board's staff on Comprehensive Operation and Maintenance of Standalone Packaged STP free of cost on **quarterly basis**. The successful Bidder shall formulate a training module for imparting training to the staff of Shrine Board and submit the schedule with Human Resource Department (Training Section), Central Office, SMVDSB, Katra well in advance to enable personnel department to plan trainings to the sanitation staff. After the accomplishment, successful bidder 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.

11. **Reporting:**

- I. The successful Bidder shall prepare daily and Monthly reports (in approved formats) of pumping / treatment and plant performance and submit to Engineer-Incharge and shall assist Engineer-Incharge in preparing the necessary documents for their purpose and record as per Performa given from time to time. The report shall contain following:
 - a) A description of the maintenance work carried out in the reporting period. A report on major failures, if any, their causes and remedial actions taken.
 - b) Raw Sewage quantity, quality and effluent quality shall be submitted to Engineer-in-Charge.
 - c) Sludge quality and quantity (daily basis) in the reporting period.
 - d) O&M staff deployed by the Bidder during the reporting period.
 - e) Major repair works carried out, if any
 - f) Anything significant or accident happened during period under report.
 - g) Apart from the regular maintenance staff, the Bidder shall send a technical expert to inspect/check the Plant on monthly basis who shall write his comments in the Log-book which shall be verified by the Engineer-Incharge.

- II. The Successful Bidder shall get the final test reports done from an approved External Testing agency on monthly basis for the influent and effluent quality, suitable to ensure proof that the entire Plant is running satisfactorily.

- III. The incoming/treated sewage water/digested sludge shall be tested for the following parameters on Monthly basis and Shrine Board, may order analysis of additional parameters required to check the efficiency and efficacy of the plant on the cost of the Bidder.

- IV. To avoid corrosion / rusting of the equipments / parts of the Sewage Treatment Plants, the successful bidder shall be responsible to apply grease, oiling, painting etc. as and when required. Painting shall be done annually of complete plant.

- A. Physical and chemical parameter for Influent/Effluent: The treated waste water should comply with the standards given in consent order by CPCC / JKPCIS standards with (not limited to) following parameters:**
 - a. pH Value: 6.5 to 8.5
 - b. BOD:< 10 mg/ltr
 - c. COD:< 50 mg/ltr
 - d. Total Suspended solids: < 20mg/ltr.
 - e. Total nitrogen as N: 10mg/ltr max.
 - f. Total Phosphates as P: 5.0 mg/ltr max.
 - g. Oil and grease: <5 mg/ltr.

Note: All the above tests shall be performed on a 24 hour composite sampling (2 hourly composite) at least once a month.

B. All Bacteriological (Fecal Coliform) analysis of treated Effluent: (Once in a month)

Date of sample	Influent (MPN/100ml)	Effluent (MPN/100ml)
24 hour composite		

C. Physical chemical analysis of biological sludge: (Once in month)

S.No.	Parameter
1.	Appearance
2.	Odour
3.	Moisture percentage
4.	Organic content (percentage of Total solids)

- V. The Chemicals and reagents required for testing will be arranged by the successful bidder from its own. The Bidder will employ its own staff for testing purpose. However, the Shrine Board will be at liberty to get random sampling and testing done on its own or from any other agency at the cost of the Bidder.
- VI. Successful Bidder has to ensure maximum cleanliness in the operation and maintenance of the plant. At any time, the plant, its equipments and its surroundings have to be kept neat and clean, failing which penalty equivalent to the cost of per day Operation and Maintenance charges shall be imposed and recovered from the dues out of Comprehensive Operation and Maintenance Contract.
- VII. Under no circumstances Plant should remain under breakdown for more than 03 hours. In the event of breakdown/ shut down the onus of attending to the problem in the shortest possible time will rest on the Bidder failing which Engineer-in-Charge of Shrine Board is empowered to get the breakdown / shut down / any defect rectified from any outside agency at the risk and cost of the Bidder and recommended necessary deductions from their bills.
- VIII. After expiry of comprehensive operation and maintenance contract of five years, the Bidder shall handover the STP along-with residential structure in good running condition to authorized officer of Shrine Board or successor firm whoever is awarded the further contract.
- IX. Precaution against any fire hazards or other damages to Plant and equipment shall be arranged by the Bidder. The Bidder shall keep the Shrine Board indemnified from any encumbrances /loss on this account. It shall also be the responsibility of the successful bidder to install sufficient number of fire extinguishers in order to avoid any untoward incident.
- X. The successful bidder shall conspicuously display the flow chart depicting functioning / working of STP including capacity of STP alongwith storage capacity of treated water.

- XI. The successful bidder shall display the information of the project over which they were dealing with, as per the prescribe format (Annexure-A) over the working site on a board with paint and regularly update of any change done.

12. **PERFORMANCE CRITERIA OF THE PLANT:**

It shall be the responsibility of the Successful Bidder to ensure that the quality of the treated effluents conforms to the Norms as reproduced below:

S. No	Description	Prescribed limit
1.	Quality of the Treated Effluent	
2.	Bio-Chemical Oxygen Demand	<10 mg/ltr
3.	Total Suspended Solids	<20 milligram per litre
4.	Chemical Oxygen Demand	<50 mg/ltr
5.	pH	6.5 – 2.5
6.	Fecal Coliform	<1000 (per 100 millilitre)
7.	Oil & Grease	<5 milligram per litre
8.	Nitrogen as N	<10 milligram per litre
9.	Phosphate as P	<5 milligram per litre

Reference: cpcc.nic.in

13. **SPECIFIC CONDITIONS:**

- a) SMVDSB may utilize the treated water for “**cisterns of Toilet Blocks and for maintenance of parks & gardens or fire hydrant tanks for buildings fire protection**”. Therefore the system components have to be provided accordingly to ensure clear, transparent & odourless discharge.
- b) **Disposal of Solid Waste:** The disposal of all solid waste including from sludge handling network as generated from the STP during O&M shall be the responsibility of the Bidder. The solid waste shall be disposed off in accordance with the J&K Pollution Control Committee Norms to the site identified by the Engineer-In-charge. Loading, unloading, transportation of solid waste shall be in the bidder’s scope.
- c) Successful Bidder has to secure necessary certificate from J&K Pollution Control Committee confirming that the treated effluent is within the limits prescribed by the CPCC/NGT or any other futuristic environmental regulations.
- d) It shall be the responsibility of the successful bidder for implementation of revised guidelines issued by the NGT / JKPC / CPCC during the period of Operation and Maintenance. In case of any violation or any penalty imposed on account of non-compliance, shall solely attribute to the successful bidder.

14. **SCOPE OF SHRINE BOARD:**

- a) Electricity and raw sewage shall be provided by the Shrine Board. The Shrine Board shall have power to make any alteration, omissions, additions to or substitutions for the original specifications, drawings, designs and instructions.
- b) Periodic/random testing of the influent/effluent to check the compliance as per CPCC parameters from any of the recognized laboratories/agencies (NABL accredited) if required and the cost of the same shall be borne by the successful bidder.

15. **GENERAL TERMS & CONDITIONS:**

- I. That work allotted to the successful bidder shall be for a period of five years commencing from the date of issuance of LoA. The successful bidder 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 successful bidder 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 bidder.
- IV. That successful bidder shall provide its workforce in decent uniforms viz. shirt / trouser / shoes / suit and with identification badges at its own cost.
- V. The successful bidder 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 successful bidder shall be of good character, physically fit, efficient and skillful in their duties.
- VI. That the successful bidder shall have to deposit EMD in the form of CDR / FDR / TDR pledged to FA/ Chief Accounts Officer, SMVDSB along-with the tender document.
- VII. **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 FA/ 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.**
- VIII. The Security Deposit shall be forfeited if the successful bidder prematurely withdraws or if the services are terminated for **being unsatisfactory.**

- IX. The successful bidder shall be under obligation to credit the salary to its employees into their respective bank accounts only for the preceding month by or before 03rd of every successive month, failing which penalty @1% of the monthly bill shall be imposed. Further, the successful bidder shall submit a certificate every month along with the bills raised certifying compliance of this Clause.
- X. The leave arrangement, as and when required, shall have to be made by the successful bidder 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 successful bidder shall refrain from engaging a particular employee for more than one shift in a day.
- XI. The successful bidder 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.
- XII. The successful bidder 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.
- XIII. The successful bidder 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.
- XIV. No manpower below 18 years of age and above 60 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.
- XV. That the successful bidder 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 successful bidder 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.

- XVI. That the successful bidder 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.
- XVII. 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.
- XVIII. That the successful bidder 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 successful bidder 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.
- XIX. **At the time of execution of agreement, the successful bidder 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.**
- XX. The successful bidder 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–18(b)(5) shall be imposed and same shall be deducted from the monthly bill of the successful bidder.
- XXI. Each worker must possess and carry Aadhar Card at all times.
- XXII. The successful bidder is under obligation to make alternate arrangements immediately, in case its employees go on strike. If such arrangements are not made by the successful bidder, 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 successful bidder.
- XXIII. All the staff of the successful bidder shall maintain highest standards of 'Etiquette and Manners' while talking / interacting to yatries and Shrine Board's Staff.
- XXIV. After verification of antecedents, badges will be issued to them by the successful bidder or his representative. The cost of badges would be borne by the successful bidder.
- XXV. The successful bidder shall be responsible for behavior and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the successful bidder.

- XXVI. No payment shall be made to the successful bidder for any damage caused by any natural calamity, whatsoever during the execution of the work. The successful bidder shall be fully responsible for any damage to the SMVDSB Property; any loss caused shall be recovered from the bills of the successful bidder.
- XXVII. Labour huts/stay of workmen will not be allowed at site.
- XXVIII. The successful bidder shall have to ensure that information provided to it as part of this contract / agreement shall be kept confidential, secure and protected.
- XXIX. 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.
- XXX. The successful Bidder shall take necessary accidental insurance cover for the workers under Employee's Compensation Act. Manpower engaged by the successful Bidder should be covered under Employees State Insurance Corporation making statutory contribution under ESIC Act as per Govt. Laws.
- XXXI. The successful Bidder 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 successful bidder shall also be liable for any pecuniary liability arising on account of violation by him of the provisions of the Act.
- XXXII. Lockable storage space shall be provided to the successful bidder by the Unit Incharge, subject to availability. Non-availability of lockable storage space due to any reasons shall not relieve the successful bidder to adhering their contractual obligations in any way. However, the successful bidder shall be responsible for security and safe custody of machinery/equipments installed at STP.
- XXXIII. Dismantled / replaced parts should be handed over to Shrine Board's Engineer-In-charge or to his subordinate staff under proper receipt.
- XXXIV. 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 successful bidder shall at its cost provide all assistance to the Engineer-Incharge for such inspections.
- XXXV. 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.

16. **Payment TERMS:**

The O&M payment shall be paid on quarterly basis against the bill raised by the Bidder before the Engineer-in-Charge. The Engineer-in-Charge should duly verify the bills and forward the same alongwith performance report to the Incharge, Sanitation Section, Central Office, Katra for release of payment.

17. **CONTRACT RATES:**

The Contract rates and prices shall be deemed to include all manpower cost, comprehensive maintenance cost of the Sewage Treatment Plant, life/health insurance of workers, all taxes and duties and other incidental expenses that may be incurred for proper operation and maintenance of the Standalone Packaged STP, and shall include for all statutory obligations pertaining to the work.

18. **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 of the successful bidder 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) The Shrine Board is at liberty to impose penalty to the successful bidder on following disobediences & the same shall be deducted from the quarterly bill: -

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 / staff.	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	Poor performance as assessed by Unit Head / Executive Engineer or any other authorized officer of Shrine Board officials.	Rs. 1000/- per occasion

8	Breakdown Delays after complaint lodged by the Unit Head / Engineer-In-Charge.	Upto 2 days: Nil From 3-7 days: Rs.1,000/- per day From 7-15 days: Rs. 2,000/- per day. Beyond 15 days: Contract shall be liable for termination and forfeiture of Security Deposit.
9	In case of non submission of training schedule / non-providing of training on quarterly basis.	Rs. 5000/- per quarter.
10	Cleanliness of the project site which includes removal of weeds like grass, dandelions, plantain, thistle etc,	1000/- per complaint.
11	Preventive maintenance aspect which includes grease, oiling, painting, displaying information	10000/- per complaint.

19. **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 successful bidder or payment of an amount equivalent to three month's sum in lieu of the notice. The successful bidder shall not sublet the operation to any other agency / person etc. at any time during the period of contract.

20. **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 successful Bidder fails:

- i) To accept Letter of Award
- ii) To furnish Security Deposit in accordance with **Clause No. 06 (i)** 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.

(C) If the Successful bidder fails to take over the Comprehensive Operation and maintenance work of SMVDSB within the stipulated time or fails to deliver / non-compliance as per the terms & conditions of the e-NIT, the firm shall be blacklisted for 02 years and its security deposit would be forfeited.

(d) If the bidder, whose bid has been found to be the lowest evaluated bid withdraws or whose bid has been accepted, fails to sign the procurement contract as may be required or fails to provide the security as may be required

for the performance of the contract or otherwise withdraws from the procurement process, the Procuring Entity shall re-tender the case.

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

22. **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.

- i. 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.
- ii. 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.

23. **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.

24. **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.

25. **JURISDICTION:**

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

26. **PERMITS & LICENSES:**

All licenses and permits for the work under Government control (local/Central) authorities shall be obtained by the Bidder himself at his own costs and fees.

27. **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,

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

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

No:- CO/SW/STP/111/1741

Dated: 18.10.2025

Technical Bid

S.No.	Particular / Criterion		Page No
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.	Attached / Not Attached	
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.	Bidder must have completed similar works during last seven years ending last day of month previous to the one in which applications are invited should be either of the following: - a) Three similar completed works/ Projects where cost of Project is not less than the amount equal to 40% of Estimated Capital cost. OR b) Two similar completed works/ Projects of similar nature where cost of projects not less than the amount equal to 50% of Estimated Capital cost. OR c) One similar completed works/ Projects costing not less than the amount equal to 80% of Estimated Capital cost	Attached / Not Attached	

6.	The bidder must have an average turnover of last three financial years i.e. 2022-23, 2023-24 & 2024-25.	Attached / Not Attached	
7.	The bidder must have sound financial background and a positive net-worth for the last three financial years 2022-23, 2023-24 & 2024-25.	Attached / Not Attached	
8.	Bidder must be income tax payee and shall submit attested copies of the Income Tax Returns / Income Tax Assessment Order for the last three financial years 2022-23, 2023-24 & 2024-25 .	Attached / Not Attached	
9.	a) PAN & GST (proof to be enclosed) b) Registration No. c) ISO 9001	Attached / Not Attached	
10.	Detail of EMD (in form of CDR / FDR only)	Amount: Name of issuing Bank: Date of issue	
11.	The bidder must enclose undertaking on the letter head of the company that the bidder has never been blacklisted 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.	Attached / Not Attached	
12.	Does the Bidders owe by himself or by proxy or on behalf of any other person any money / due in connection what so ever to the Shrine Board.	Yes/ No	
13.	VAT/ Sale Tax Registration Number (attach copy)		
14.	Tender Fee	Shrine Board Receipt No. & date _____ — Or DD No. _____ dated	

		_____ Bank _____ Payable _____	
15.	Attested copy of valid BIS Certificate attached or not:		
16.	Literature / leaflets on products	Attached / not attached	
17.	Copy of Certificate,	Attached / not attached	
18.	Authenticate Photostat copies of test certificates	Attached / not attached	
19.	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 Schedule-A on behalf of the firm I represent and that it is true to the best of my knowledge and belief

Authorized signatory: _____
Name & Address of the Firm: _____

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

Financial Bid
Online Only

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 Operation and Maintenance of Standalone Packaged Sewage Treatment Plants for providing Comprehensive Operation and Maintenance of following Sewage Treatment Plants (STPs) for the period of 05 years based on Advance (MBR) Technology (i) 20 KLD for Toilet Block No. A-5 Himkoti Marg & (ii) 50 KLD for Toilet Block No 19 Sanjichhat in all respects to cater the requirement of Toilet blocks of Shri Mata Vaishno Devi Shrine BOARD for an amount mentioned below:-

Description	Year wise	TB No 19 Sanjichhat 50 KLD	TB No A-4 Himkoti 20 KLD	Amount (in Rs.) Including (18%) GST
Comprehensive Operation and Maintenance standalone Packed STPs based on Advance (MBR) Technology (i) 20 KLD for Toilet Block No. A-5 Himkoti Marg & (ii) 50 KLD for Toilet Block No 19 Sanjichhat	1st			
	2nd			
	3rd			
	4th			
	5th			
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 Bidder: _____

Signature of Block Letters: _____

Name of the Firm & Address: _____

Tender document for : Operation and Maintenance of Standalone Packaged STPs for providing Comprehensive Operation and Maintenance for a period of 05 years with based on Advance (MBR) Technology (i) 20 KLD for Toilet Block No. A-5 Himkoti Marg & (ii) 50 KLD for Toilet Block No 19 Sanjichhat complete in all respects to cater the requirement of Toilet blocks of Shri Mata Vaishno Devi Shrine Board

e-NIT No. & dated : **CO/SW/STP1111/18 of 2025 Dated:18.10.2025**

Tender Fee : Rs. 1500/-

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 forever. 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: _____

Undertaking
(Regarding Debarred/ Blacklisted)
(To be submitted by the bidder on letter head of company /Firm)

Name of work: Operation and Maintenance of Standalone Packaged STPs for providing Comprehensive Operation and Maintenance for a period of 05 years with based on Advance (MBR) Technology (i) 20 KLD for Toilet Block No. A-5 Himkoti Marg & (ii) 50 KLD for Toilet Block No 19 Sanjhichat, in all respects to cater the requirement of Toilet blocks of Shri Mata Vaishno Devi Shrine Board

I/we _____ the director(s)/ proprietor(s) of M/s _____ do hereby declare that, neither this firm nor it's any subsidiary firm is debarred / blacklisted 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.

Dated

Place

Signature of Bidder(s) _____

Name in Block Letters: _____

Name & Address of the Firm: _____
