



**SHRI MATA VAISHNO DEVI SHRINE BOARD,
KATRA**

e-TENDER DOCUMENT

FOR

**PROVIDING HELICOPTER SERVICES FOR
SHRI MATA VAISHNO DEVI JI SHRINE AND
SHRI SHIV KHORI JI SHRINE FOR A PERIOD
UPTO 14.10.2029**

**e-TENDER NO. CO/Adm./994/4395
DATED: 24-01-2026**

**Last date for submission of e-tender
16-02-2026 upto 02:00 PM (1400 hrs)**

**Address: Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra-182301, Tehsil: Katra,
District: Reasi, UT of Jammu & Kashmir
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**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA**

**e-Notice Inviting Tender
e-NIT No. CO/Adm./994/4395, Dated: 24.01.2026.**

e-tender on the prescribed format are invited on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, Katra, J&K, for selection of two reputed and registered Aviation Companies for helicopter flight operations in the air space of J&K, for utilizing the Shrine Board Helipads at Village Hutt(Katra), Sanjichhat, Panchi(Bhawan) and Village Shivkhori for the below mentioned sector/route purely on 'Leave and Licence' basis, up to 14.10.2029. The Helicopters will carry Pilgrims on the below mentioned sector:

Sector	Route	Remarks
H-S-H	Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I)	Conducting of regular sorties daily
J-B-J	Jammu Airport-Panchi(Bhawan)-Jammu Airport (Sector-II)	
H-S-H	Hutt(Katra)-Shivkhori-Hutt(Katra) (Sector-III)	

*Operationalization of the aforementioned Helipads is subject to the approval by the DGCA.

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 Website www.jktenders.gov.in as per following:

Publishing Date	24.01.2026 at 01.00 PM
Download Start Date	24.01.2026 at 02.00 PM
Last date of receiving queries	03.02.2026 at 11.00 AM
Date of Pre-bid Meeting/Conference	03.02.2026 at 11.30 AM
Response to Queries Date	04.02.2026 at 02.00 PM
Bid Submission start Date	24.01.2026 at 03.30 PM
Bid submission End Date (Online)	16.02.2026 at 12.00 PM
Hardcopy submission End Date	14.02.2026 at 04.00 PM
Date of Opening of Technical Bid (Online)	16.02.2026 at 04:00 PM (In the Office of Jt. Chief Executive Officer, SMVDSB, Katra)
Date of Opening of Financial Bid (Online)	Shall be notified separately to the technically qualified bidders.

The e-NIT can also be viewed on SMVDSB website i.e. www.maavaishnodevi.org. The e-tender (Technical Bid) should be accompanied with a Security Deposit of Rs. 100.00 Lakh (Rupees One Crore Only) either in the shape of CDR/FDR/TDR or Bank Guarantee (valid for a period of 48 months) from any Nationalized / Scheduled Bank pledged in favour of FA/CAO of the Shri Mata Vaishno Devi Shrine Board, Katra or the same can be deposited in the official bank account of SMVDSB Account No. 0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code JAKA0KATTRA – 0 stands for Zero).

The e-tender Fee of Rs. 10,000/- (Rs. Ten Thousand) can 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 JAKA0KATTRA – 0 stands for Zero).

The bidder shall mention security deposit detail and UTR No. of Tender Fee deposited in the prescribed Technical Bid Form at **Schedule-'A'**. Complete bidding process will be done online on e-tender portal i.e. www.jktenders.gov.in. The e-tender should be submitted strictly in accordance with the provisions of the detailed e-NIT. The successful bidder shall submit

the original instruments in respect of Security Deposit and any other relevant documents by XX-XX-2026 by 02:00 PM at Central Office, Shri Mata Vaishno Devi Shrine Board, failing which the bid shall not be evaluated.

The scope of the helicopter services and other terms and conditions, are detailed in Annexure-I of the e-tender Document.

**Sd/-
Jt. Chief Executive Officer
SMVDSB, Katra**

**No.: CO/Adm./994/4395
Dated: 24.01.2026**

Instruction to Bidders regarding e-tendering process:

1. The interested bidder can download the e-NIT / bidding document from the website www.jktenders.gov.in & can view the same at 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 unless & until it is uploaded online.
5. Bids will be opened online as per time schedule mentioned in the e-NIT.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The department 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. The set of hardcopy shall be submitted in physical form as well on 14-02-2026 by 04:00 PM.
9. Bidders should get ready with the scanned copies of cost of documents & EMD as specified in the e-tender documents.
10. The details of cost of documents, EMD specified in the e-tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
11. Bidders are advised to use "My Documents" area in their user on <http://jktenders.gov.in>, e-tendering portal to store important documents like Balance sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, Manufactures authorization and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.
12. Bidders 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. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF \ Scan properly.

14. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>. & www.maavaishnodevi.org.
15. The tenderer(s) should carefully study the document and prepare his e-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 e-tender.



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

Annexure-I

Subject: General Terms and Conditions for the Helicopter Service for ferrying pilgrim at the below mentioned sectors:

Sector	Route
H-S-H	Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I)
J-B-J	Jammu Airport-Panichi(Bhawan)-Jammu Airport (Sector-II)
H-S-H	Hutt(Katra)-Shivkhori-Hutt(Katra) (Sector-III)

Abbreviations

SMVDSB	: Shri Mata Vaishno Devi Shrine Board
SSKSB	: Shri Shiv Khori Shrine Board
CEO	: Chief Executive Officer
DGCA	: Director General of Civil Aviation
BCAS	: Bureau of Civil Aviation Security
NSOP	: Non Scheduled Operator's Permit
ATF	: Aviation Turbine Fuel
ATC	: Aviation Traffic Control
MET	: Meteorology
IAF	: Indian Air Force
SOP	: Standard Operating Procedure
C of A	: Certificate of Airworthiness
C of R	: Certificate of Registration
J&K	: Jammu and Kashmir
PESO	: Petroleum and Explosives Safety Organization
AIRS	: Airborne Image Recording System
IRST	: Infrared Search and Track
UT	: Union Territory
HHSPL	: Himalayan Heli Services Private Limited
GVHL	: Global Vectra Helicorp Limited

1. **Brief Description of Selection Process:**

The SMVDSB has adopted a single-stage two envelope process (Collectively the "Selection Process") in evaluating the Proposals comprising technical and financial bids to be submitted in two separate files. In the first stage, a technical evaluation shall be carried out and in the second stage, the financial bids of the technically qualified bidders shall be opened and evaluated in terms of **Clause-36**.

The bidder shall submit their bid exclusively through online mode by uploading the required documents and other details on the Jammu & Kashmir Government e-Tendering Portal at www.jktenders.gov.in. No other mode of bid submission shall be accepted. Bidders are advised to ensure that all documents are duly uploaded in the prescribed formats within the stipulated time frame as specified in the Notice Inviting e-Tender (NIT).

The Bidders are invited to submit their bids for operation of helicopter services on the sectors detailed in the table below, in accordance with the terms and conditions prescribed in this tender document:

Sector	Route	Remarks
H-S-H	Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I)	Conducting of regular sorties daily
J-B-J	Jammu Airport-Panichi(Bhawan)-Jammu Airport (Sector-II)	
H-S-H	Hutt(Katra)-Shivkhori-Hutt(Katra) (Sector-III)	

It is clarified that the existing contract for the Katra–Sanjichhat–Katra and Jammu–Bhawan–Jammu sectors shall remain valid up to 15th October, 2026, and operations on these sectors shall continue to be undertaken by the current Helicopter Operator(s) viz. M/s Himalayan Heli Services Pvt. Ltd. and Global Vectra Helicorp Limited, until the expiry of the said contract.

Upon finalization and allotment of this tender, the successful bidder(s) shall be required to commence operations immediately on the Hutt(Katra)–Shivkhori–Hutt(Katra) sector, subject to fulfilment of all statutory requirements, approvals, and operational readiness.

Further, operations on the Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I) and Jammu Airport–Panchi(Bhawan)–Jammu Airport (Sector-II) by the successful bidder(s) shall commence only after the expiry of the existing contract on 15th October, 2026, without any claim for compensation, extension, or overlap for the intervening period.

2. **Hutt(Katra)-Shivkhori-Hutt(Katra) Sector:**

The Helicopter operations on Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I) and Jammu-Panchi(Bhawan)-Jammu (Sector-II) are already in operation and regular helicopter sorties are being conducted by the current heli operators viz. HHSPL and GVHL.

The Shrine Board intends to commence the regular flight operations on Hutt(Katra)-Shivkhori-Hutt(Katra) (herein referred as “Sector-III”) on the following parameters:

- a) For Hutt(Katra)-Shivkhori-Hutt(Katra) Sector, the prospective Bidder(s) shall have to quote a separate rate in the BOQ as specified in the format at Schedule-‘B’ to this e-NIT.
- b) Successful Bidder(s) shall be allowed to conduct regular sorties on Hutt(Katra)-Shivkhori-Hutt(Katra) (Sector-III), immediately.
- c) The regular heli operations on Hutt(Katra)-Shivkhori-Hutt(Katra) sector shall only be allowed subject to the activation/operationalization of Shivkhori helipad with due endorsement from DGCA and approval in principle from the Competent Authority of the Shrine Board. Moreover, seeking approval from the DGCA for activation of Hutt(Katra) and Shivkhori Helipad as per SOP shall be within the mandate of the Successful Bidder(s) (Operators).
- d) Further the successful bidder(s) shall be responsible for seeking the permission/ approval for operation in all three sectors and the required fee/ other charges for operations from the Jammu shall be borne by the successful bidder(s)/ operator.

3. **Technical Eligibility Criteria:**

The Bidder as a sole entity must possess a fleet of minimum Four (04) airworthy light weight helicopters not older than 10 years vintage. The bidder is required to offer, for the aforesaid helicopter operations, at least Three (03) airworthy light engine helicopters, not older than 10 years vintage as on the last date of submission of bid. Further, it is mandatory for the Successful Bidder(s) to provide helicopter of 10 years vintage throughout the currency of the contract. During the contract period, if any of the helicopter’s vintage exceeds 10 years, the Successful Bidder shall mandatorily replace the helicopter with the prescribed vintage helicopter. The SMVDSB at its sole discretion shall review the vintage of the helicopter deployed for intended operations in the month of April, every year. The Bidder shall possess all the required statutory and other clearances for operational safety etc. from the

DGCA, BCAS, Ministry of Defence or any other concerned Authority as may be required for operating in the air space of J&K.

The Bidding Company must fulfil the following eligibility conditions:

- a) The Bidder must have a minimum operational flying experience of three (03) years, out of which at least two (02) years shall pertain to hill flying operations during the last five (05) years as on the last date of bid submission. *(For the purpose of this clause, "yearly flying" shall mean a minimum of three (03) months of active flying operations within a year.)* The Bidder shall furnish detailed particulars of hill flying tasks undertaken by the company, along with the number of passengers handled during the two (02) years of hill flying experience being claimed.
- b) The Bidder as sole entity must offer at least Three (03) airworthy light helicopters not older than 10 years vintage, as on the last date of submission of bids for operations on aforementioned sectors, endorsed on its NSOP and cleared/ approved by DGCA for flight operations. Helicopter(s) involved in any accident shall not be counted/ considered for the above purpose.
- c) Bidder shall offer a minimum carrying capacity of 6 passengers for each Helicopter. The pilots and air crews to be deployed with the helicopter should be technically qualified and professionally competent. The Technical Specifications of the helicopters, including safety parameters shall be furnished along with the Technical Bid.
- d) Following minimum qualifying criteria regarding availability and qualifications of pilots should be ensured by the bidder:
 - i) The Bidder must have a minimum of 5 pilots on its roll; each of whom should be duly endorsed by DGCA to fly the helicopter which the Bidder intends to offer for operations.
 - ii) All pilots must have been on the direct employment roll of the bidder for a minimum period of 3 months as on the last date of submission of the bid. Direct employment of the pilots by the bidder should be confirmed through salary transfer accounts and bank statements.
 - iii) Each pilot of the operator offered for the intended operations must possess a minimum mountain flying experience of **1500 Hours** including atleast **100 hours** of hill flying in the last 06 months as on the last date of submission of bid.
- e) In addition, all the pilots to be deployed by the operator must possess the following qualifications:
 - i) All pilots should be Indian nationals holding DGCA license to fly commercially and have no restriction imposed by the Govt. of India in terms of flying in the UT of J&K and close to the international border.
 - ii) All pilots must have an accident free record (Accident attributed to human error fully or partially as per assessment of Competent Authority).
 - iii) All pilots will be familiarized and cleared to fly on aforementioned sector by a DGCA approved examiner on type, before commencing commercial sorties.

- iv) Each pilot operating in the above sector shall be permitted a maximum of 50 landings in a day and the bidder will comply with DGCA CAR Section-7 Series-J Part-II without any aberrations. The bidder will also give an undertaking that any future change in the Flight & Duty Time Limitations (FDTL) of the pilots by DGCA or by the Shrine Board in the interest of air safety, will be binding on them and implemented without any representation.
- v) All pilots on the aforementioned sectors should meet medical standards as laid down in DGCA CAR Section-7 Series- C Part-I and DGCA Aircrew Medical Handbook. Their pre-flight medical at Helipad Hutt(Katra) will be carried out as per CAR Section- 5 Series- F Part-III under the auspices of SMVDSB for which detailed instructions will be issued later by the SMVDSB.
- f) The successful bidder shall deploy sufficient number of experienced, technically qualified and trained support staff for managing all necessary ground operations at Shrine Board Helipads at Hutt, Panchi, Sanjichhat and Shivkhori for smooth flying. The ground staff must be sufficiently trained to manage the operation of such magnitude. The operator shall send a monthly manpower status with separate details of newly inducted manpower with their qualifications/trainings etc. and who left the site for whatsoever reasons to the office of CEO/Addl. CEO SMVDSB without fail.
- g) The successful bidder shall ensure that all the staff engaged other than pilots for the intended operations must fulfil the requisite qualification for the job, however in no case a person without high school record shall be deployed for the job.
- h) The successful bidder (Operator) shall mandatorily submit the character antecedent verification report before engaging the manpower to Incharge Heli Operations (Joint/Deputy/Assistant CEO), SMVDSB.
- i) Copies of currently valid C of A, C of R, Weight Schedule etc., issued by DGCA and other Competent Authorities, for the operation of the offered helicopters, must be furnished along with the Technical Bid. The Bidder will furnish the Call Sign (Registration Number) of each of the Helicopters, which it offers for operation on the aforementioned Sectors. All such helicopters must be endorsed on its NSOP.
- j) The helicopters offered by the Bidder must comply with the mandatory modifications issued by its Manufacturers. Furthermore, the mandatory modifications prescribed by DGCA and other modifications as are applicable, must be complied with.
- k) The Bidder shall have to submit Annual Safety Audit Reports for the last three years conducted by a reputed and certified Safety Auditor, as per norms prescribed under the BCAS/ DGCA guidelines.
- l) The bidder shall have to return a copy of the NIT with each page thereof duly signed by the authorized signatory/Accountable Manager with seal of the Company in token of acceptance of all the terms and conditions of the NIT, without which the e-tender submitted by the Bidders shall not be considered.
- m) All the documents, including various certificates, attached with the e-tender must be signed by authorized signatory/Accountable Manager with seal of the Company, without which the concerned documents shall not be considered.

- n) The bidder will attach following information with the Technical Bid:
- i) If DGCA stricture/warning was promulgated against the bidder company or its pilots or maintenance and operations staff in the past, for breach of regulations and practices/ security reasons and whether the bidder company, its pilots and AME were ever grounded or warned for any breach. It should also include strictures issued during periodic audits by DGCA's Air safety and operations (FSD) directorates.
 - ii) The bidder will submit 'Accident Record' of the company helicopters and aircraft, since its inception. It should include a brief of the accident(s) including fatalities and facts findings of the inquiry.
 - iii) If the bidder was debarred/disqualified/blacklisted/grounded by the Govt. of India or any State Govt. or by any Govt. Organization, for security reasons or for financial/unethical practices, ever since its inception. A brief of the ban/stricture imposed will be attached along with present position of the case.
 - iv) The bidder will also indicate if any restriction/limitation is endorsed in the company's NSOP (Non Scheduled Operator's Permit) or in its pilots/ AME licenses and records.
 - v) A certificate suitably worded shall be attached in case of no strictures/ aberrations/accidents. However, the bidders should note that subversion or distortion of information and facts would lead to their disqualification from bidding and also blacklist them from bidding for the future tenders floated by the Shrine Board.

The above stated desired information [point (i) to (v)] shall be evaluated by the technical committee and decision of CEO (Chief Executive Officer) Shri Mata Vaishno Devi Shrine Board shall be final and binding with respect to permitting or refusing any of bidder based on their safety record.

4. **Financial Eligibility Criteria:**

The prospective bidder as a sole / individual entity should have an average annual turnover of not less than Rs. Ten (10) Crore over the last 03 financial years. The bidder will attach following documents with the technical bid;

- i. Audited account statements filed with Registrar of Companies (ROC) for the last 3 financial years.
- ii. Certificate stating that the bidder has not faulted in paying dues to its pilots and ground staff in the last three years and there are no litigations with the pilots and ground staff regarding their dues.

5. **Other Terms & Conditions:**

The Successful Bidder (hereinafter referred to as the "Operator") shall be required to deploy and park a total of three (03) operational helicopters of the prescribed vintage and technical specifications, as stipulated herein, at Helipad Hutt.

Out of the above:

- Two (02) helicopters shall be deployed for operations on the Hutt(Katra)-Sanjichhat-Hutt(Katra) sector;
- Of these two helicopters, one (01) helicopter shall also be utilized for operations on the Jammu Airport–Panchi(Bhawan)–Jammu Airport sector, in such a manner that operations on the Hutt(Katra)-Sanjichhat-Hutt(Katra) sector remain unaffected; and
- One (01) helicopter shall be exclusively deployed for operations on the Hutt(Katra)-Shivkhori-Hutt(Katra) sector.

Each Operator should be in a position to put immediately in place an additional standby helicopter for each sector of the prescribed vintage and same specifications as above, in the event of an emergency or in case the regular helicopter(s) becomes unworthy of flight, failing which a penalty at the rate specified under **Clause-31** shall be imposed.

The Operator shall operate its helicopter service from the Helipads of SMVDSB at Hutt(Katra), Sanjichhat, Panchi(Bhawan) and Shivkhori. The Shri Mata Vaishno Devi Shrine Board intends to deploy two operators for providing helicopter services in these sectors who shall qualify as per procedure given in the terms & conditions of this e-NIT.

The Bidder must be willing to operate with another Operator flying on the said routes with a minimum limit of one operating Helicopter per Operator at a time. In case one Operator is not flying its helicopter due to one or the other reason, the other Operator may put into operation it's both the helicopters subject to fulfilment of all the norms, rules and regulations pertaining to flight of such helicopters, subject to the permission of SMVDSB.

6. The Operator shall have to comply with the following requirements during its operations:
- a) The flying operations for the Hutt(Katra)-Sanjichhat-Hutt(Katra) and Hutt(Katra)-Shivkhori-Hutt(Katra) sectors shall be carried out simultaneously from the Helipad at Village Hutt, Katra. The flying operations for the Jammu Airport–Panchi(Bhawan)–Jammu Airport sector shall be carried out from Helipad, Panchi(Bhawan). The pilots of both operations are required to maintain close and continuous coordination with each other as well as with the ground control staff to ensure the safe movement of aircraft, avoid any operational conflict, and uphold the highest standards of passenger and flight safety. Proper scheduling and communication shall be maintained to ensure smooth, uninterrupted, and safe helicopter operations on both sectors.
 - b) Loading of the helicopter at helipads prior to the flights shall be the responsibility of the Pilot-in-Command, who shall take the deciding call on satisfying himself on all accounts and on behalf of the Operator, for all kinds of safety requirements.
 - c) The flight crew shall be subjected to pre-flight medical check-ups prior to the commencement of the flights for the day, as per DGCA stipulations, and responsibility for the same shall be of that of the Operator under the overall auspices of SMVDSB to be read with **clause-3 (e) (v)** of this NIT.
 - c) Safety briefing of the passengers prior to the flight shall be carried out by the trained and authorized personnel of the Operator. Further, Operator(s) shall installed a LED display (minimum 60 inch) inside the waiting hall area at all the three helipads to provide the ibid information to the passengers in audio-visual mode. Embarkation/ Disembarkation of the passengers shall be done under the strict supervision of trained and authorized personnel of the Operator, who shall also escort the passengers to and from the landing spot for emplaning/ after deplaning respectively.
 - d) The Operator shall conspicuously draw and display in at least two languages (English/Hindi), standing detailed guidelines and any special notice for

operational activities on the helipads of operation, indicating the nature of duties and responsibilities entrusted to its personnel and general coordination procedures including action to be taken during emergencies and also for search and rescue operations.

- e) For operations, the Operator shall obtain due clearance from IAF, Jammu as well as seek MET information from the relevant station along with utilizing the information generated by Automatic Weather Observing System (AWOS) already installed at Sanjichhat or at any other place (In case it shifted to other location).
- f) Spare forms for reporting the incidents / occurrences should be available with the operating Pilots.
- g) The number of persons on board shall be strictly limited to that laid down by DGCA for every Make/ Model of the helicopter and a copy of the same shall be furnished in advance to the SMVDSB.
- h) An additional external battery is required to be carried on board on all the sorties to Sanjichhat/Shivkhori/Panchi(Bhawan) helipads in case the helicopter is required to be switched off there. The entire necessary and mandatory infrastructure required for the operation of helicopter services at the Helipad, Sanjichhat/Shivkhori/Panchi, shall be arranged and maintained by the Operator at their own cost. The Operator shall ensure that the entire infrastructure, including but not limited to passenger handling facilities, safety and security arrangements, refuelling setup (if applicable), communication equipment, fire-fighting and first-aid facilities, and other operational amenities, remains in a fully functional and ready condition at all times during the currency of the contract to facilitate safe, efficient, and uninterrupted flying operations.
- i) Joint Operations from Helipad Hutt, Katra:
Both the successful bidders will be required to undertake joint operations for Hutt(Katra)-Sanjichhat and Hutt(Katra)-Shivkhori sectors from Helipad Village Hutt(Katra) in mutual harmony and as per guidelines from the SMVDSB. Following will be ensured jointly by the successful bidders:
 - i) Prepare joint SOPs for both sectors
 - (a) To activate Hutt(Katra), Sanjichhat, Panchi(Bhawan) and Shivkhori helipads,
 - (b) Flying operations from Hutt(Katra) helipad and
 - (c) Emergency response plan or ERP.

All the SOPs shall be get approved from the DGCA by the Successful Bidders. A copy of the approved SOPs shall be submitted to the Incharge handling Heli Operations (Joint/Deputy/Assistant CEO), SMVDSB.

 - ii) Both the successful bidders will be responsible for ensuring that all helipads aids like wind-sock and fire-fighting equipments etc. are procured and installed as per DGCA regulations, including periodic maintenance and replacements.
 - iii) Successful bidders will jointly ensure following to provide medical cover at aforementioned helipads:

- a) One ambulance vehicle (ground emergency medical service or GEMS) by each operator will be provided at Helipad Village Hutt(Katra) and Shivkhori heli-base at all times when flying operations are on or when the helipad is activated. The vehicle will be equipped and manned as per DGCA instructions on the subject.
- b) One medical detachment will be placed at Helipad Hutt(Katra)/Sanjichhat/Panchi/Shivkhori helipads with 7 stretchers to provide medical cover when flying operations are on or when the helipad is activated. The medical detachment will be equipped and manned as per DGCA instructions on the subject.
- c) Medical cover intricacies and modalities will be mutually worked out by both the successful bidders and put in place within 7 days of commencing operations from Hutt(Katra) heli-base.
- iv) Successful bidders will carry out a joint audit of the helipads and flying operations every quarter as per DGCA air-safety audit guidelines and submit the report to the SMVDSB. However, SMVDSB reserves the right to carry out the safety audit independently through its resources for which the operators will make all documents, logs and records available to the audit team.
- j) Fuel at Helipad locations shall be stored only in authorized and standardized bowsers. Procuring/ Hiring and managing of the same shall be the responsibility of the operator alone. The prescribed safety signs shall be displayed at the storage site as laid down in the Petroleum Act, 1934 and the relevant rules made there under, apart from complying with the relevant instructions of DGCA.
- k) The successful bidders will be responsible to modify two light vehicles each (akin to Tata 407) with a capacity of 3 KL approximately, for carriage and storage of ATF (Aviation Turbine Fuel) at both the Hutt(Katra) and Shivkhori Helipads. The required approvals and license for the modified bowsers will be obtained by the operators. Carriage of fuel, storage and refuelling of the helicopters will be done strictly in compliance with the Petroleum and Explosives Safety Organizations Act (PESO) guidelines and DGCA instructions on the subject. All actions will be completed by the operators within 3 months of commencing operations from Hutt(Katra) heli-base. In no case, the refuelling would be done through barrels. A copy of the permission/ license so obtained shall be submitted to the office of the Chief Executive Officer / Addl. Chief Executive officer, Shri Mata Vaishno Devi Shrine Board.
- l) Proper trestles will be used by the staff to carry out repairs/ maintenance of the helicopters.
- m) The helicopters deployed by the operators will be integrated in the 'Disaster Management Plan (DMP)' and 'Emergency Response Plan (ERP)' being prepared by the SMVDSB. All the helicopters at Hutt(Katra) helipad will be integrated into the ERP. Successful bidders will give following undertaking towards this end:
 - i) Both the helicopters of each of the two successful bidders will be placed under ERP centre once activated and tasked by the SMVDSB.

- ii) Both the successful bidders will provide one pilot/operations executive to the ERP centre (once activated) to coordinate aviation movements and tasking when directed by the SMVDSB.
 - iii) Both the successful bidders will mobilize their fourth helicopter from wherever it is committed, to Katra/ any other location in J&K during a disaster if required by the SMVDSB/SMVDSB. In essence, the successful bidders will ensure availability of all 3 helicopters on their NSOP to the SMVDSB in case of a disaster.
 - iv) All payments will be made on negotiated rates not more than the terms, conditions and rates decided by the Govt. of J&K for the flying undertaken in such an eventuality and must be accepted by the successful bidders.
 - v) SMVDSB reserves the right to utilize the helicopter(s) at Katra for reconnaissance for security and/or disaster preparedness purposes. Such reconnaissance sorties will take priority over shuttle sorties.
- n) The following facilities duly coordinated with the SMVDSB, shall be provided by the Operator(s):
- i. Fire fighting equipment and arrangement relating to their operations as per standard norms.
 - ii. Marking of Helipads.
 - iii. Installation of Wind Socks.
 - iv. Check-in counters and display boards.
 - v. Tamper proof refuelling arrangements.
- o) In addition and furtherance to the above, the following facilities shall also be provided by the Operator(s) at its own cost and expenses:
- i. Maintenance and upkeep of communication facilities in different helipads viz. Hutt(Katra), Sanjichhat, Panchi(Bhawan) & Shivkhori and the helicopter in flight during operation for communicating essential information.
 - ii. Power connection and DG sets at all Helipads.
 - iii. Medical Aid and First Aid kits at all Helipads.
 - iv. Operator shall also ply required number of vehicles (if required) from ticketing counter to helipad for ferrying passengers to & fro at their own cost and shall be the sole responsibility of the operators.
 - v. Any other facility which may be essential for the pilgrims and/or in the interest of operational requirement of helicopter service/ or demanded by the SMVDSB at any point of time in future.
- p) The Successful Bidder shall have to adhere all the directives of the circular issued by the Directorate General of Civil Aviation (DGCA) has recently issued a Helicopter Operation Circular under endorsement No. DGCA-22024/2022-FSD dated: 24.02.2023 & other circulars instructions in vogue in letter & spirit for conducting daily heli operation during the entire contract period.
7. The period of Helicopter service shall be upto 14.10.2029, starting from the date of commencement of the operation. The Successful Bidder(s) shall accept and adhere to all the Terms and Conditions laid down by SMVDSB and enter into an Agreement with SMVDSB in the format prescribed by the SMVDSB within a period of 15 (Fifteen) days from the date of award of the contract, failing which the security deposit in full (Rs. 100.00 Lakh) shall be forfeited and credited to the account of the SMVDSB.

8. a) Flight Operations are primarily required for carrying Shri Mata Vaishno Devi Ji and Shri Shiv Khori Ji Shrine pilgrims and shall operate from Helipads Hutt(Katra) and Shivkhori. However, SMVDSB shall be free to use the helicopters in any other sector of UT of J&K either by utilizing its eligible encashable-non-lapsable quota of free flying time at its disposal or on payment of the requisite charges to the Successful bidder.
- b) The Successful bidder (Operator) shall pay royalty @ 20% on the basic fare for the sale of each ticket to Shri Mata Vaishno Devi Shrine Board (SMVDSB), for all authorized helicopter operations, where actual travel of passengers is involved.
- c) Fixed royalty shall also be payable by the Successful bidder to SMVDSB on all its paid chartered sorties operated from or to Hutt(Katra) / Shivkhori Helipads, under prior permission from the SMVDSB (permission shall be purely discretionary) as per the followings:
- (i) Rs. 1,00,000/- (Rupees One Lakh only) per Charter flight (Jammu Airport-Sanjichhat-Jammu Airport sector) including 2 landings at Sanjichhat/Panchi(Bhawan)/Hutt(Katra) Helipads.
 - (ii) Rs. 1,00,000/- (Rupees One Lakh only) per Charter flight (Jammu Airport-Shivkhori-Jammu Airport sector) including 2 landings at Shivkhori Helipad.
 - (iii) Rs. 1,00,000/- (Rupees One Lakh only) per Charter flight (Hutt(Katra)-Shivkhori-Hutt(Katra) sector) including 2 landings at Shivkhori Helipad.
 - (iv) Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) per Charter flight (Jammu Airport-Sanjichhat-Shivkhori-Jammu Airport sector) including 2 landings each at Sanjichhat/Panchi(Bhawan) Helipad and 02 landing at Shivkhori Helipad.

Permission shall not be given ordinarily for purposes other than SMVDSB/SSKSB Pilgrimage activity. However, in pressing circumstances permission of Charter services may be granted on payment of fee Rs. 3,00,000/- (Rupees Three Lakh Only) to the SMVDSB. However, the CEO SMVDSB may relax or totally exempt this rule in case of any chartered sorties for life saving activities.

- d) Flight Operations shall be carried out daily with least inconvenience to the Yatris subject to fair weather conditions, clear visibility of the range prescribed by the DGCA and clearance by the ATC. Further, the Helicopters provided for the intended operations shall be equipped with the following instruments:
- i. **An Airborne Image Recording System(AIRS)** shall be installed in each helicopter being utilized for intended operations. The recorded data shall be serially numbered / identified and maintained for a minimum of period fourteen (14) days. The Head of Flight Safety of the operator shall conduct FOQA (Flight Operation Quality Assurance) once every 7 days for each helicopter registration number / MSN, be retrieving and analyzing the data of flight parameters.
 - ii. **Infrared Search and Track (IRST) system and Spider Tracking with GPS** facility shall be installed in the helicopters so as to ensure that the helicopters must fly/operate on the DGCA approved route only. Further, the Successful Bidders shall submit a weekly route flying report to the Incharge handling Helicopter Operations at Central Office, Katra for its evaluation and to ensure the compliance of DGCA guidelines by the heli operators. The Successful Bidder must facilitate the Shrine Board by providing of a mobile application dashboard so that the Authorities may be able to track the movement of the

helicopter during operational hours so that necessary action must be taken against the operator in case of deviation from the DGCA approved route.

9. Each Bidder will deposit a Security Deposit of Rs. 100.00 Lakh (Rupees Hundred Lakhs only) either in the shape of Bank Draft or Bank Guarantee (valid for a period of 48 months) from any Nationalized / Scheduled Bank in favour / pledged to FA/CAO Shri Mata Vaishno Devi Shrine Board or the same can be deposited in the official bank account of the SMVDSB, along with the Technical Bid. The Security Deposit in respect of the successful bidder(s) shall be retained and refunded/adjusted at the end of the license period. However, SMVDSB shall not pay any interest on the amount of Security Deposit.
10. The Operator(s) shall pay landing charges to SMVDSB per landing at Sanjichhat, Panchi(Bhawan) and Shivkhori, except for landings during conduct of chartered sorties, as detail below:

Sector	Route	Charges per landing (in Rs.)
H-S-H	Hutt(Katra)-Sanjichhat-Hutt(Katra)	400/-
H-S-H	Hutt(Katra)-Shivkhori- Hutt(Katra)	400/-
J-B-J	Jammu Airport-Sanjichhat/Panchi(Bhawan)-Jammu Airport	4000/-

11. For parking and also servicing of the helicopters, SMVDSB shall provide the services of its hanger at its Helipad at Hutt, on the annual charges of Rs. 100.00 Lakh (Rupees Hundred Lakh only) to be paid by each Successful Bidder(s) on monthly basis.
12. The entire booking of all the Helicopter seats shall be done by SMVDSB. For this, a detailed SOP shall be separately notified by the SMVDSB, which would include detailed mode and place of booking of tickets. The SOP in this regard shall be notified separately latest by one week before start of the contract. The Operator shall abide by all the instructions of the SOP and subsequent modifications if any issued from time to time.
13. Not a single ticket shall be booked / promised to be booked by the Operator under any circumstance, unless so mandated by the SMVDSB in writing.
14. Number of sorties/passengers on a given day will be settled by the SMVDSB keeping in view Flight Duty Time limitations laid down by the DGCA. The specific number of seats, per trip/per day, shall accordingly be settled separately by the SMVDSB with the Operator.
15. The cancellation and refund policy for all the tickets shall be notified separately by SMVDSB at a subsequent point of time. However, the entire amount on account of "No-Show" passengers (who do not turn up at the Helipad within the prescribed time limit) shall accrue to the SMVDSB. The Operator, under no circumstance, shall have any claim to the amount or part of it, on account of the "No-Show" passengers. Further, in cases, where refund in full or in part to the passenger is involved, no amount shall accrue to the Operator whatsoever.
16. Operator shall be under obligation to accord preference to the Senior Citizens (more than 60 years old), Patients, VIPs, ladies, children and physically challenged (differently abled) persons, or as may be directed by SMVDSB from time to time.

17. Boarding Pass shall be issued to passengers "on first come first serve basis" or as per the priority which may be directed by SMVDSB from time to time.
18. Tickets /Boarding passes shall be printed in 3 sections out of which one foil shall be issued to the passenger, second foil to be retained by company and the third foil to be handed over to the representative of SMVDSB on the spot. All these foils shall be printed distinctively with three different colour schemes depicting "for passenger", "for the Aviation Company (Operator)" and "for SMVDSB", with unique and running serial numbers for each set of foil for Hutt(Katra)-Sanjichhat- Hutt(Katra), Hutt(Katra)-Shivkhori- Hutt(Katra) and Jammu Airport-Panchi(Bhawan)-Jammu Airport Sectors.
19. Return journey from Sanjichhat to Hutt(Katra) and Shivkhori to Hutt(Katra) shall be made on "first- come–first-serve" basis, subject to **Clauses 16 and 17 above**, regardless of which helicopter/ Operator they used for reaching the Sanjichhat / Shivkhori Helipads, with adjustment of amount due among the various Operators carried out by the authorized representative of SMVDSB at the end of the daily operations. This is considered necessary to restrict stay/waiting time at the SMVDSB Helipad to the minimum.
20. The Operator shall furnish the below stated daily statement by 1900 hrs every evening, indicating the volume of traffic for the day from all the sorties, to enable the SMVDSB to regulate Darshans of the Yatris travelling by helicopter. The statement as below shall be the basis for refund on account of bad weather, subject to the policy to be framed in this regard by the SMVDSB:

Date	Ticket No.	Name of passenger, adult/child	Boarding Pass No.	Travelling from _____ to_____	Amount charged Rs._____	Remarks
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Failure of the Operator to submit daily flying report shall be construed as violation of the Terms and Conditions of this NIT and the Agreement to be signed with the successful bidder.

21. (i) The Operator shall allow all children up to the age of two years (irrespective of the weight of 10 Kgs or above) ABSOLUTELY FREE TRAVEL in the lap of the parents/guardians/co-passengers. The bidder shall quote rates of tariff/ticket price per passenger (inclusive of all costs, insurance premium and taxes etc.) for all passengers other than children upto 2 years of age.
- (ii) **Escalation in Passenger Fare:**
The SMVDSB may permit a maximum escalation of 5% in the passenger fare on an annual basis. The fare may be rounded of nearest multiple of 10 and the differential amount arrived on the higher side shall accrue to the SMVDSB. However, there shall be no escalation in the passenger fare under any circumstance during the first year of operations.
- iii) The royalty of 20% payable by the Operator to the SMVDSB in terms of Clause 8(b) will be calculated on per ticket tariff, as decided in the contract Agreement or on the enhanced rates which may be subsequently decided by SMVDSB as per **Clause 21 (ii)** above. However in the event of a voluntary reduction in the rate of tickets by the Operator, the amount of royalty will not be reduced **and would continue to be calculated at prevailing royalty of the original helicopter fare as decided in the Contract Agreement or subsequently revised upward as indicated above.**

- (iv) SMVDSB in its own discretion shall be at liberty to levy any additional price on ticket tariff during the contract period, which shall accrue entirely to SMVDSB, and shall be binding on the Operator(s).
22. The Operator shall pay an interest at the rate of 18% per annum on any amount due to be paid to SMVDSB in case the payment is delayed beyond a period of 15 days; besides attracting any penal consequence arising out of violation of any of the terms and conditions of the contract Agreement.
23. The Operator shall necessarily provide to SMVDSB a list of all such persons who are provided complementary passage by the Operator, on daily basis and such complimentary travel, if exceeds 1% of the total seats in a month, the Operator shall be liable for payment of royalty for the excess complementary passage.
24. The SMVDSB will make available the helipads and other specified infrastructure at Hutt(Katra), Sanjichhat, Panchi(Bhawan) & Shivkhori Helipads as per the license fee indicated below:
- a) Hanger at Hutt(Katra) Helipad : Rs. 100.00 Lakh per annum
(to be shared by the Operators) per Operator
 - b) Accommodation at Helipad, Hutt(Katra) : Rs. 625.00 per sft/ month
(including office, passenger lounge etc.) or
any space provided by SMVDSB at around
Hutt(Katra) Helipad / its parking
 - c) Accommodation at Sanjichhat, : Rs. 625.00 per sft/ month
Panchi(Bhawan) and Shivkhori (including
office, passenger lounge etc.)
 - e) Residential Accommodation at Hutt(Katra) / : As per approved tariff of
Sanjichhat and Shivkhori etc SMVDSB/SSKSB.

In case any area, other than hanger at Hutt(Katra) Helipad is shared by the Operators, license fee shall be borne by the Operators in proportion of the area occupied by each.

25. Helipad Development charges @ Rs. 700/- (for Sector-I & III) and Rs. 1100/- (for Sector-II) against each flown passenger shall accrue to SMVDSB.
26. The provision of all equipments for communication, fire-fighting or all such equipment required for safe and secure flying operations, at the Helipads etc. shall be the sole responsibility of the Operator. The Operator shall make its own arrangements, at its own cost, for establishing two-way communications to be provided at the helipads and also with the helicopter in operation for communicating the weather conditions, safety measures, etc. through modern and reliable communication system. It shall also be the responsibility of the Operator to co-ordinate its communication with the other Operators, as may be permitted, as also with any Government run or other helicopters in the area, for smooth and hassle free operations.
27. Minimum statutory insurance cover as prescribed by the Government in respect of the passengers and baggage shall have to be provided by the Operator and shall also be indicated in the Technical Bid.
28. All standard security procedures as advised by the local security authorities, DGCA and BCAS shall be adhered to by the Operator. However, necessary assistance for providing security cover at the places of operation may be co-ordinated for the

Operator by SMVDSB with the Government of J&K. Security related fee/ charges, if any, on this account, shall be paid by the SMVDSB in full.

29. It shall be incumbent on the Operator to submit annual safety audit report conducted by some reputed and certified Safety Auditors as per norms prevalent under BCAS/ DGCA guidelines. Further, it shall also be obligatory on the part of the Operator to comply with all the rules/guidelines/notifications/amendments/ instructions/ advisories issued by BCAS/DGCA from time to time.

30. The Operator shall arrange, on immediate priority, for transportation of seriously ailing pilgrims or officers on duty on the specific authorization of CEO SMVDSB or officer so authorised by them on the usual payment. For conveyance of Hon'ble Chairman, SMVDSB to any place in J&K, a non-lapsable en-cashable time of 30 minutes per month, at prevalent rates, shall be provided free of charge and a Twin Engine Helicopter shall be made available by the Operator.

31. **Penalty:**
i) For the violation of any of the following clause, the penalty(ies) as indicated against each shall be levied on the concerned operator;

S. No.	Types of violation	Penalty amount
1	Withdrawal of any helicopter on the grounds of reduced pilgrim traffic, suspends flying beyond one hour, on account of some technical snag/ non availability of pilots or any other reason whatsoever etc. without approval of the Chief Executive Officer, SMVDSB.	<ul style="list-style-type: none"> • 1st day: 20,000/- per scheduled flying hour (subject to a maximum of Rs. 100,000/- per day) and subsequently penalty shall be imposed maximum upto 10 days as per formula indicated below: $\text{Penalty} = \{N * (N+1) / 2\} \times 1,00,000.$ <ul style="list-style-type: none"> • N is number of days <p>Beyond Ten (10) days, the contract agreement shall liable to be terminated without any further notice/correspondence in this regard with forfeiture of Security Deposit besides, Blacklisting of the concerned operator to participate in any of the Shrine Board's tender for a period of next 06 (Six) years.</p>
2.	Failure to comply with DGCA approved route by the Successful Bidder	<ul style="list-style-type: none"> • Rs. 50,000/- for first instance • Rs. 1,00,000/- for second instance • Rs. 5,00,000/- for third instance • In case of repetition of the event, the contract agreement shall liable to be terminated without any further notice/correspondence in this regard with forfeiture of Security Deposit besides, blacklisting of the concerned operator to participate in any of the Shrine Board's tender for a period of 06 years.
3.	Refuelling of Helicopter(s) through	Rs. 10,000/- per instance.

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- ii) In the event of receipt of any complaint regarding inconvenience caused to the pilgrims possessing valid tickets, misbehaviour with a passenger or any other such complaint relating to the Operator or its staff duly deployed for duties, the matter shall be investigated by the SMVDSB solely or jointly with the operator. In case the complaint is found to be genuine, the Operator shall be liable to refund an amount not exceeding the amount of the passenger fare for the sector for which the passenger(s) holds a valid ticket and a penalty of Rs. 20,000/- for such an incident, payable to SMVDSB. In case of recurrence of such verified complaint, an additional penalty of Rs. 10,000/- per case shall be levied, over and above the previous penalty imposed in such a case, so on and so forth. A report in respect of each such complaint, if any, shall be sent to the Operator's Head Office. Further, on the complaint being found to be genuine upon joint verification, the Operator shall additionally take appropriate corrective action as directed by the CEO SMVDSB.
- iii) Any violation of the terms and conditions of the NIT other than the specified in the e-NIT shall hold the Operator liable for the termination of its licence for operation on the above mentioned sectors, forfeiture of the security deposit and/ or for further such other action as the CEO SMVDSB may consider necessary, including recovering appropriate damages and costs out of the adjustable/ refundable security deposit and / or imposing suitable penalty not less than Rs. 10,000/- for each such violation to be deducted from amount payable to the operator on account of tariff.
32. The license for operations shall stand suspended due to any *Force Majeure* conditions such as a Government order/ regulation, war, an accident creating a disturbed condition, terrorist activity, strikes / riots, civil commotion etc.
33. SMVDSB shall not be liable for whatsoever consequences arising out of any accident, incident, mishap or any event relating to the operation of the helicopter services of the Operator, who shall be solely and exclusively liable for any injury, damage or liability of any kind arising out of its operations. The Operator shall further indemnify, defend & hold harmless the SMVDSB, its officers, employees from & against any & all claims, losses, damage, costs, expenses or liabilities whatsoever, arising out of or in connection with the operation.
34. The Operator shall comply with and shall be solely responsible for a binding by all laws/rules made there under/ regulations in respect of the following and execute as below:
- (a) The SMVDSB shall have no liability towards the employees engaged by the Operator(s) at Helipad Hutt, Panchi, Sanjichhat and Shivkhori helipads w.r.t. uniforms, insurance, EPF/PF/CPF etc. and the same shall be the sole liability of the Operator(s). Any amount of claim / compensation on that account, as may be payable, shall be the liability of the Operator(s) and SMVDSB shall in no way be responsible for any act of omission or commission of the Operator(s) with regard to the violation of labour laws or any other law for the time being in force.
- (b) Workman's compensation and all other laws with reference to employing, safeguarding, insuring and protecting all the employees/ labour engaged by the Operator. It shall insure all its employees/labour employed/engaged for any service against third party bodily injury/ loss of life during the entire period of such employment/ engagement by the Operator and as per statutory provisions.

- (c) Third Party Legal Liability Insurance to indemnify the SMVDSB of all sums which the Operator shall become legally liable to pay for bodily injury, property damage, baggage loss etc or any of them, caused by an occurrence arising out of the ownership, maintenance or use of aircraft.
- (d) Passenger Liability Insurance to indemnify in respect of all sums which shall become legally payable for admitted liability of Rs. 50,00,000/- (Rupees Fifty Lakh only) per passenger or as laid down by the prescribed Authority (whichever is higher), for bodily injury (including death) arising out of contract of carriage of any passenger by an occurrence whilst the passenger is in the care, custody or contract of the Operator.
- (e) Personnel baggage's liability insurance in respect of damage to or loss of any property caused whilst being carried by a helicopter or in the course of any of the operations of loading or unloading to the extent of Rs. 2,00,000/- (Rupees Two Lakh only) per case.
- (f) Combined Single Limit (Bodily injury / property damage / baggage loss etc) as mentioned at clause 35 (b), (c) and (d) above, shall be of a minimum value of Rs. 100,00,000/- (Rupees One Crore), or as laid down by the prescribed authority, for any occurrence, whichever is higher.
- (g) In the circumstance of any delay or non payment of any statutory dues or payment due by operator to the passenger/other party on account of compensation as mentioned at clause 35 (a), (b), (c), (d) & (e) above; SMVDSB shall be at liberty to deduct the said amount from any of deposits of operator with the Shrine Board viz. security deposit, proceeds from the sale of tickets etc. Further, SMVDSB shall be at total liberty (in case of any delay by the operator) to pay the compensation amount directly to the aggrieved parties out of the advance sale proceeds or security deposit of the operator.
35. The operator(s) shall not issue any press statement or hold press conference during the contract period to give its opinion regarding: (i) Shri Mata Vaishno Devi / Shri Shiv Khori Yatra; (ii) Heli services for SMVDSB/SSKSB Yatra; or (iii) About SMVDSB/SSKSB.
36. **Evaluation of Financial Bid:**
- a) The prospective bidders shall mandatorily have to separately quote the rates for all three Sectors viz. Hutt(Katra)-Sanjichhat- Hutt(Katra) (Sector-I), Jammu Airport-Panchi(Bhawan)-Jammu Airport (Sector-II) and Hutt(Katra)-Shivkhori- Hutt(Katra) (Sector-III).
- b) The Financial Bids of only technically qualified and eligible short listed bidders shall be opened. The determination/selection of L1 bidder shall be made in three stages process:

Stage-I Discovery of Basic Fare for Sector-I, Sector-II and Sector-III:

The lowest fares quoted for each of the Sectors amongst all the technically qualified bidders shall be final basic fares for Sector-I, Sector-II and Sector-III.

Stage-II Ranking of bidders:

The bidders shall be ranked as R-1, R-2 and so on in ascending order, on the basis of Weighted Average determined by applying the following formula:

$$\text{Weighted Average: } (0.70 \times \text{basic fare quoted for S-I}) + (0.15 \times \text{basic fare quoted for S-II}) + (0.15 \times \text{basic fare quoted for S-III}).$$

Stage –III:

The Board shall invite the bidder ranked as R-1 to offer his/her services at the basic fare determined in Stage-I for both the Sectors and in case he/she agrees for the same then he/she shall be selected as Operator-I. Subsequently, the other bidders in ascending order shall be invited for the same till a total of two (02) operators offer their services at the base fare(s) determined in stage-I and the second operator shall be selected as Operator-II.

- c) The Bidder who emerged as **Operator-I** shall be eligible for award of contract as one of the operators and the Bidder who agrees to match the rates with **Operator-I** in order of its ranking shall be selected as **Operator-II**.
- d) With regard to the tie in weighted average ranking in Stage-II, the order of ranking shall be made on the basis of “**draw of lots**”.
37. The Operator(s) shall be responsible to maintain the record and clear all tax liabilities (including GST / local taxes / cesses or any other fee levied by any competent authority) whatsoever, as may be, required under law and also as may be prescribed during the currency of the contract period. Any neglect or omission shall hold the Operator liable under law.
38. That the successful bidder be further required to get the license deed duly registered with the registration authority and the expenses, if any, shall be borne by the licensee.
39. Any contact with the press about any matter connected with the current e-tender proceedings may lead to disqualification of the Bidder.
40. **Procedure for submission of e-tender:**
Reputed and registered Aviation companies are invited to submit Bids for “**e-tender on the prescribed format for flight operation in the air space of J&K on the Sectors Viz. Hutt(Katra)-Sanjichhat-Hutt(Katra) Sector-I, Jammu Airport-Panchi(Bhawan)-Jammu Airport Sector-II and Hutt(Katra)-Shivkhori-Hutt(Katra) Sector-III on ‘Leave and License’ upto 14.10.2029**” 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, Security Deposit etc. The tenderers are required to submit their e-tenders under two 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 alongwith relevant documentary proofs.
- (ii) Scanned copies of Security Deposit either in the shape of Bank Draft or Bank Guarantee (valid for a period of 48 months) from any Nationalized / Scheduled Bank in favour / pledged to FA/CAO of Shri Mata Vaishno Devi Shrine Board, Katra **for Rs. 100,00,000.00** or the same can 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 for Zero)**. The bidder shall mention UTR No. in the prescribed Technical Bid Form at **Schedule-‘A’**
- (iii) E-tender Fee of Rs. 10,000/-in the official account of Shri Mata Vaishno Devi Shrine Board Branch J&K Bank Katra, Account No. **0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code**

JAKA0KATTRA – 0 stands for Zero). The bidder shall mention UTR No. in the prescribed Technical Bid Form at **Schedule-‘A’**

- (iv) E-tender Document containing Instructions, **Terms and Conditions duly signed** on each leaf by the E-tenderer, along with documentary proof wherever required.

B. Cover II (Price Bids):

- (i) Price bid shall contain price quoted for **flight operation in the air space of J&K on the Sectors Viz. Hutt(Katra)-Sanjichhat-Hutt(Katra) Sector-I, Jammu Airport-Panchi(Bhawan)-Jammu Airport Sector-II and Hutt(Katra)-Shivkhori-Hutt(Katra) Sector-III on ‘Leave and License’ upto 14.10.2029** as per BOQ & has to be submitted **online** in the form of BOQ only.
- (ii) This shall be opened for only those tenderers whose Technical Bid is qualified.
- (iii) The price bid should be absolute and unconditional.
- (iv) Conditional bids shall be rejected.
- (v) The price bid shall be opened in favour of bidders who qualify in the technical bid. Rate is required to be quoted strictly as per prescribed BOQ/item of works.
- (vi) Price bids not conforming to above standards or suffering from any flaw shall be rejected.
- (vii) In the event of any difference between figures and words, the amount indicated in words shall prevail.
- (viii) **No Proposal will be accepted in physical form until or unless it is uploaded online including individual documents as well. The successful bidder shall submit the original instruments in respect of Security Deposit and any other relevant documents by 02:00 PM on xx-x-2025.**

41. The Operator must commit to his bid remaining valid for three months from the last date for submission of Bids.
42. The Operator shall be under obligation to provide, within a reasonable time, all such information/ details as sought by the Chief Executive Officer, SMVDSB or any other officer authorized in this behalf from time to time. Failure to comply with this requirement would amount to the violation of the terms and conditions of the contract.
43. Based on the analysis of bids received SMVDSB reserves the right to ask any of the existing operators or any other operator to provide services at the obtaining current rates.
44. Either party may terminate agreement to be signed between SMVDSB and the successful bidder by giving 90 days advance notice in writing to the other party without assigning any reason.
45. During the contract period, the Operator(s) shall be liable to pay directly to the concerned authorities electric & water charges, all such taxes, levies and cesses as may be payable / imposed by the Government or any local authority for the supply of electricity & water to the Helipads at Hutt(Katra) / Sanjichhat / Panchi(Bhawan) / Shivkhori. At the expiry of the contract period, the Operator(s) shall obtain No Objection Certificate (NOC) from PDD/PHE Departments for release of their respective security deposits.
46. The Operator(s) shall make suitable transportation arrangements for pilgrims holding confirmed helicopter booking tickets, for conveyance from Katra to Helipad

Hutt(Katra) and back to Katra. The transportation shall be scheduled and operated in a manner that ensures every pilgrim avails the helicopter service strictly in accordance with the boarding time specified on their respective booking tickets.

47. **Arbitration & Conciliation Provision:**

- i. In case of any dispute arising between the parties to this agreement 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.
- ii. 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.
- iii. 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.

48. **Jurisdiction of Courts:**

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 agreement.

49. The SMVDSB shall have absolute right to reject any bid or all the bids without assigning any reason there for.

50. **Pre-bid Conference & Clarifications:**

- a) A pre-bid conference will be held on 03.02.2026 at 11:30 AM in the office of Joint Chief Executive Officer (S), Central Office, SMVDSB, Katra, District Reasi, J&K in order to clarify any queries of the prospective bidders.
- b) **Shrine Board reserves the right to modify the terms & conditions of e-NIT subsequent to the pre-bid conference in view of any practical modalities which may emerge during the pre-bid conference, ensuring that the bidding process remains fair and accommodating to all stakeholders.**
- c) All clarifications with regard to the published e-tender shall be through e-mail i.e. operations@maavaishnodevi.net (Only email queries shall be replied).
- d) In case of any modifications to the e-NIT, all the Bidders shall be communicated through a corrigendum/addendum. It's imperative that all bidders remain vigilant and regularly check the designated tendering portal at www.jktenders.gov.in to stay informed of any updates or amendments to the tender requirements, as the Shrine Board will not hold any responsibility for any unavailability of information.

Sd/-
Jt. Chief Executive Officer
SMVD Shrine Board, Katra



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

Schedule – “A”

Technical Bid

**COMPANY BACKGROUND AND HELICOPTER SPECIFICATIONS TO BE SUBMITTED
ALONG WITH THE TECHNICAL BID.**

The Bidders are advised to give necessary information required against the respective columns. Tenderers may adapt/re-format this proforma, but if the tenderers fail to answer all columns of this form, their E-tender may not be evaluated.

1)	Name of the bidder with complete postal address	
2)	Number and type of Helicopters offered: a) Call Sign / Regn. No. of the helicopters. b) Year of Manufacture c) Manufacturer's Name (Proof to be attached)	
3)	Name of the owner of the helicopter, if not registered in the tenderer's Name. In that event, what is the arrangement with the owner? (Proof of possession i.e. Registration Certification / Lease Agreement to be provided).	
4)	Are you holding Operator's approval from the regulatory authority (please attach copy).	
5)	ISO 9001-2000 certification OR any other accredited certification of the Company duly supported with documentary proof.	
6)	Annual turnover of the tenderer relating to helicopter operations for the last three financial years as per audited balance sheet (copy whereof to be enclosed)	
7)	Annual Safety Audit Reports for all the 3 years.	
8)	Detail of Security Deposit of Rs. 100.00 Lakhs	Name of Bank: _____ Branch: _____ Amount: _____ UTR No.: _____
9)	Detail of e-tender Fee of Rs. 10,000/-	Name of Bank: _____ Branch: _____ Amount: _____ UTR No.: _____
10)	Duration of validity of bid (should be not less than 03 months).	
11)	i) Passenger seats available in each helicopter (excluding Crew and attendant).	

	ii) No. of seats offered in each helicopter (excluding Crew and attendant).			
12)	Number of flying hours done on each helicopter.			
13)	Number of available flying hours for next six months on each helicopter.			
14)	Date of issue of Certificate of Airworthiness of each helicopter and date of expiry (proof to be attached).			
15)	Copy of hull & crew insurance indicating Insurance Certificate Number and its validity			
16)	Last major inspection time			
17)	Engine Hours / start cycles			
18)	Location of the Helicopter			
19)	Mobilization time required from the present location to Katra			
20)	Tenderer's total fleet of helicopters (type with call sign)			
21)	Company's total staff strength : (i) Pilots (ii) Licensed Engineers			
22)	The period for which pilots of the company are on its rolls along with documentary evidence for the same.			
23)	Past experience (3 years) with details of existing operations (Documentary evidence to be furnished).			
24)	(a) Particulars of pilots offered (Proof to be attached) (b) Particulars of AME with experience (Proof to be attached)	Name (1) Total flying experience (4)	CPHL No. (2)	Type of Helicopter authorized to fly with experience (3) Hill flying experience (5)
25)	List of safety, navigation / communication equipments etc. available on board of the helicopter offered			
26)	Fuel details			
	a) Type of fuel in use			
	b) Standard fuel cap on board (Kgs)			
	c) Fuel consumption per hour (KG/ltrs both)			
27)	Range without reserve (in Nautical Miles)			
28)	Speed of the Helicopter in Knots with :			
	i) VNE			
	ii) Max cruising speed			
29)	i) Is DGCA stricture/warning was promulgated against the bidder company or its pilots or maintenance and			

	<p>operations staff in the past, for breach of regulations and practices/ security reasons and whether the bidder company, its pilots and AME were ever grounded or warned for any breach. It should also include strictures issued during periodic audits by DGCA's Air Safety and Operations (FSD) Directorates.</p> <p>ii) Whether the detail of 'Accident Record' of the company helicopters and aircraft, since its inception including fatalities and findings of the Court of inquiry is enclosed.</p> <p>iii) Has the bidder been ever debarred/disqualified/blacklisted/grounded by the Govt. of India or any State Govt. or by any Govt. organisation, for security reasons or for financial/unethical practices, since its inception. If yes, attach a brief of the ban/stricture imposed along with present position of the case.</p> <p>iv) Whether, any restriction/limitation is endorsed in the company's NSOP (Non Scheduled Operator's Permit) or in its pilots/ AME licences and records. If yes, attach a copy of the same.</p> <p>v) Has the suitably worded certificate been attached in case of no strictures/ aberrations/accidents recorded/occurred, since the inception of the company.</p>	
30)	List of existing clientele	
31)	Whether terms & conditions as per Annexure-I are fully acceptable	
32)	Confirmation regarding provision of the insurance cover for helicopter, passengers and third party (attach copy of policy / certificate)	
33)	Confirmation that bidder is willing to abide by the requirements laid down by Civil Aviation Regulatory Authority in India	

Signature _____
Name _____
Designation _____
Date _____

(Authorized Signatory)



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

Schedule – “B”

PRICE BID

The Bidders are required to quote one way tariff per person in online mode mandatorily for all the three Sectors Viz. Hutt(Katra)-Sanjichhat-Hutt(Katra) Sector-I, Jammu Airport-Panchi(Bhawan)-Jammu Airport Sector-II and Hutt(Katra)-Shivkhori-Hutt(Katra) Sector-III, failing which their Bid shall not be evaluated. The particular of Financial Bid (BOQ) to be filled in online mode is as detailed in the below given table:

S. No.	Particulars	Basic Fare (in ₹)	Amount in Word (in Rupees)
Hutt(Katra)-Sanjichhat-Hutt(Katra) (Sector-I)			
1.	Basic fare (including all operational cost, ATF cost, Insurance cost, etc. but excluding Royalty, Development Charges).		
Jammu Airport-Panchi(Bhawan)-Jammu Airport (Sector-II)			
2.	Basic fare (including all operational cost, ATF cost, Insurance cost, etc. but excluding Royalty, Development Charges).		
Hutt(Katra)- Shivkhori-Hutt(Katra) (Sector-III)			
3.	Basic fare (including all operational cost, ATF cost, Insurance cost, etc. but excluding Royalty, Development Charges).		

Note:

1. All prices must be quoted in Indian Rupee in absolute Number and in words.
2. The Schedule-'B' is indicative and for the understanding of the Bidders. The same is to be submitted by the Bidders through online mode only at JK e-tendering portal i.e. www.jktenders.gov.in.
3. L-1 fare shall be determined on the basis of "Basic Fare (excluding GST)" quoted, strictly as per the procedure detailed under Clause No. 36 of this e-NIT.
4. **Infants up to two (02) years of age, when carried in the lap, shall not be charged irrespective of their weight. However, if the infant weighs 10 kilograms or more, full charges shall apply.**
5. Shivkhori– Hutt(Katra), Sanjichhat- Hutt(Katra) and Panchi(Bhawan)-Jammu Airport fare shall be presumed to be the same as Hutt(Katra)-Sanjichhat, Hutt(Katra)-Shivkhori and Panchi(Bhawan)-Jammu Airport with full freedom to the Bidder to reduce this based on market conditions.
6. The Operator shall be solely responsible for remitting all applicable taxes to the concerned Government authorities in accordance with statutory requirements. All taxes, levies, duties, and statutory deductions, if any, shall be governed and complied with strictly as per the prevailing laws, rules, and regulations.