



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

TENDER DOCUMENT

FOR

**PROVISION, OPERATION, AND
MAINTENANCE OF ELECTRIC VEHICLE
(EV) SERVICES ON A 24x7x365 BASIS
FOR TRANSPORTATION OF PILGRIMS
BETWEEN ADHKUWARI AND BHAWAN
AND BACK FOR A PERIOD OF FIVE (05)
YEARS**

e-NIT NO.: CO/Adm./993-I/18 DATED:02-04-2026

Due on: 23-04-2026

**Address: Central Office, Shri Mata Vaishno Devi Shrine Board, Katra
(J&K)-182301**

Website: www.maavaishnodevi.org

Email: operations@maavaishnodevi.net



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

Notice Inviting e-Tender
e-NIT No. CO/Adm./993-I/ 18, Dated: 02.04.2026

e-Tenders are hereby invited on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, Katra, from eligible registered Firms (Proprietorship and Partnership), and Companies interested in participating in the Shrine Board's e-NIT for the work titled "Provision, Operation, and Maintenance of Electric Vehicle (EV) Services on a 24x7x365 Basis for Transportation of Pilgrims between Adhkuwari and Bhawan and Back, purely on a 'Leave and License' basis for a period of five years, starting from the date of commencement of operation". The particulars of the e-NIT are as under:

Particulars	No. of EVs to be deployed for operation	Earnest Money Deposit (EMD)	Monthly Reserve Licence Fee (Inclusive of GST)
Original Equipment Manufacturer (OEM) Electric Vehicle (EV) having a minimum seating capacity of 07 excluding Driver or above, duly approved by a competent authorized agency in accordance with the Central Motor Vehicles Rules, and registered with a recognized Regional Transport Authority (RTA).	(Minimum of 27EVs) The project will involve the operation of 20 electric vehicles (EVs) on Himkoti Marg, with an additional 05 EVs set aside for a reserved pool and 02 EVs reserved for Shrine Board.	₹ 2,00,00,000.00 (Rupees Two Crore Only)	₹1,50,00,000.00 (Rupees One Crore Fifty Lakhs Only) The above Licence Fee is for the operation of 20 EVs.

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 which can be viewed / downloaded from the official website of Shrine Board www.maavaishnodevi.org and J&K Govt. online portal www.jktenders.gov.in. Bidders shall submit their bids only through e-procurement platform at www.jktenders.gov.in.

Schedule of Events of e-tender:

Publishing Date	02.04.2026 at 04.00 PM
Download Start Date	02.04.2026 at 04:30 PM
Bid Submission Start Date	02.04.2026 at 05:00 PM
Pre-bid Conference	09.04.2026 at 11:30AM
Document Download / Sale End Date	23.04.2026 at 03.00 PM
Bid submission End Date (Online)	24.04.2026 at 02.00 PM
Date of Opening of Technical Bid (Online)	24.04.2026 at 04:00 PM (In the Office of Jt. CEO, SMVDSB, Katra)

Date of Opening of Financial Bid
(Online)

Date of opening of Financial Bids shall only be conveyed / notified to the technically eligible bidders.

The e-tender document should be accompanied with:

- a) Earnest Money Deposit (EMD) in the form of CDR/FDR/TDR/BG, amounting to **₹200.00 Lakhs (Rupees Two Hundred Lakhs Only)** from any Nationalized / Scheduled Bank, duly pledged in favour of FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra to be submitted along-with the bid or the amount can be deposited in the Shrine Board's Account No. **0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code JAKA0KATTRA – 0 stands Zero).**
- b) Tender Fee of **₹2,000/- (Rupees Two Thousand Only)** shall be deposited 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. and EMD detail in the prescribed Technical Bid Form given at **Schedule-‘A’** of this e-NIT.
- c) The CDR/FDR/TDR/BG in original shall be submitted 03 days before the opening of technical bid. Complete bidding process will be done online on e-Tender portal www.jktenders.gov.in only.

THE TENDERS SHOULD BE SUBMITTED STRICTLY IN ACCORDANCE WITH THE PROVISIONS OF THE DETAILED E-NIT. NO TENDER WILL BE ACCEPTED IN PHYSICAL FORM. BIDS RECEIVED WITHOUT EMD & TENDER FEE OF REQUISITE AMOUNT SHALL BE OUT-RIGHTLY REJECTED.

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 & www.maavaishnodevi.org.
2. To participate in bidding process, bidders have to get (DSC) “Digital Signature Certificate” as per Information Technology Act-2000. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any of the 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 the schedule of event 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 Shrine Board will not be responsible for delay in online submission of bids for whatever reasons from the bidder side.
8. All the required information for bid must be filled and submitted online.
9. Before submitting the bid, the bidder should keep ready the scanned copies of the details showing deposit of tender fee and EMD document, as specified in the tender.

10. The amount of tender fee and EMD specified in the 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 as it is in the tender document.
13. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White in PDF format.
14. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
15. The Tenderer(s) should carefully study the document and prepare his tender with consideration of all provisions of the document. He/She should fully acquaint themselves with site conditions and all other factors which may influence preparation of their tender.

Sd/-

**Jt. Chief Executive Officer (S)
SMVD Shrine Board, Katra**

No.: CO/Adm./993-I/18

Date: 02.04.2026

Subject: Selection of a Firm (Proprietorship and Partnership) or a Company for an initial period of five (05) years, for undertaking the following scope of work:

- a) The bidder shall deploy 27 OEM Electric Vehicle with capacity(D+7) or above, duly approved by any authorized Central Government Automotive Agency and registered with any Regional Transport Authority in strict compliance with the technical specifications detailed in Schedule-‘C’ of this e-NIT. The fleet shall comprise of minimum 20 EVs designated for operational deployment on Himkoti Marg, 05 EVs maintained as a reserve pool to ensure uninterrupted operations, and 02 EVs reserved exclusively for the use of the Shri Mata Vaishno Devi Shrine Board.
- b) The number of EVs may be increased in the future, depending upon operational requirements.
- c) Installation of required number of fast-charging stations at Adhkuwari and Bhawan for efficient charging of the EVs.
- d) Operation of 20 EVs on Himkoti Marg, specifically covering the route from Adhkuwari to Bhawan and vice versa. The service shall include the daily transportation of a minimum of 1,000 pilgrims per side (i.e., 1,000 pilgrims from Adhkuwari to Bhawan and 1,000 pilgrims from Bhawan to Adhkuwari).
- e) Deployment of Drivers, Engineers, Mechanic and other manpower resource for successful operation of EV.
- f) Onsite Comprehensive Maintenance Services for EVs throughout the entire duration of contract period.
- g) Inventory of spares, batteries and other consumable at Adhkuwari for ensuring un-interrupted EVs service.

Abbreviations:

SMVDSB	: Shri Mata Vaishno Devi Shrine Board
CEO	: Chief Executive Officer
SOP	: Standard Operating Procedure
J&K	: Jammu and Kashmir
BOV	: Battery Operated Vehicle
EV	: Electric Vehicle
GPS	: Global Positioning System
CCTV	: Closed Circuit Television
OEM	: Original Equipment Manufacturer
EOI	: Expression of Interest
NIT	: Notice Inviting Tender
RTO	: Regional Transport Officer
ICAT	: International Centre for Automotive Technology
ARAI	: Automotive Research Association of India
GST	: Goods Service Tax
LM	: Lead Member
M	: Member
e	: Electric
CPCB	: Central Pollution Control Board
UTR	: Unique Transaction Reference
ISO	: International Organization for Standardization

LoA	: Letter of Award
QCBS	: Quality-cum-Cost Based Selection
PPT	: PowerPoint Presentation
BOQ	: Bill of Quantities
EMD	: Earnest Money Deposit
CDR	: Call Deposit Receipt
FDR	: Fixed Deposit Receipt
TDR	: Term Deposit Receipt
BG	: Bank Guarantee
ID Card	: Identity Card

1. **Introduction:**

To enhance the convenience of pilgrims, particularly the elderly, differently-abled, infirm, and those unable to undertake the steep climb, the Shri Mata Vaishno Devi Shrine Board introduced battery-operated, pollution-free vehicles in 2002. These vehicles were deployed to ferry pilgrims between Adhkuwari and Bhawan via the Himkoti Marg, ensuring a comfortable and accessible journey for devotees.

At present, the Battery Operated Vehicle (BOV) service on the said route is being operated by a firm selected through a competitive tendering process. As per the contractual provisions, the firm has deployed a total of 28 Mahindra e-Supro BOVs for the transportation of pilgrims. Out of these, 20 vehicles are in regular operation, while the remaining 08 vehicles are maintained as a reserve fleet to cater to charging requirements and to replace vehicles temporarily taken out of service.

The said contract has been in operation since 2018, and the Electric Vehicles deployed there under have completed a substantial period of service. In view of their age and prolonged operational usage, the existing BOVs now warrant replacement in order to ensure continued reliability, operational efficiency, and safety in the transportation of pilgrims.

In view of the above circumstances, it has become imperative to introduce a new fleet of technologically upgraded Electric Vehicles. Accordingly, the present e-NIT has been floated with the objective of engaging brand-new, OEM-manufactured Electric Vehicles for the transportation of pilgrims on the aforementioned route. The induction of new EVs is expected to enhance the overall quality of service, ensure smoother operations, reduce maintenance-related downtime, and provide pilgrims with a safer, more comfortable, and convenient mode of transportation, thereby improving their overall travel experience along the route.

2. **Yatra Statistic:**

Ever since the inception of Shrine Board in 1986, the Holy Shrine of Mata Vaishno Devi has witnessed an ever-increasing number of devotees. The Yatra that stood at 13.96 Lakhs in the year 1986, increased to 104.95 Lakhs (10.4 Million) in the year 2012 and has crossed the figure of 90 Lakh successively, in the calendar years, 2022, 2023 & 2024.

3. **Passengers travelled:**

The details of passengers who traveled via Battery Operated Vehicles (BOVs) on Himkoti Marg over the past four calendar years are as follows:

S. No.	Year	No. of passengers travelled both sides
1.	2022	7,41,013
2.	2023	7,11,619
3.	2024	6,57,865
4.	2025	6,48,553

4. **Responsibility / Scope of the Successful Bidder:**

To ensure the seamless operation of Electric Vehicles (EVs) on the Adhkuwari-Bhawan route via Himkoti Marg for transportation of pilgrims, the selected Firm/Company (Successful Bidder) shall be responsible for the following key aspects:

- a) To deploy a minimum of OEM made 27 EVs (D+7 or above), fully compliant with all mandatory regulatory requirements. The fleet shall consist of 20 EVs for regular operational use on Himkoti Marg, 5 EVs held in reserve to support these operations, and 2 EVs reserved exclusively for the Shrine Board. Further, the EVs to be deployed for the operations on Himkoti Marg must comply the followings:
 - (i) All deployed EVs must strictly adhere to the technical specifications outlined in the Schedule- 'C' of this e-NIT. The Successful Bidder is responsible for maintaining these vehicles in optimal condition throughout the contract.
 - (ii) Each EV shall have a seating capacity of minimum seven (07) passengers, excluding the driver.
- b) Operation on additional routes:

The Shrine Board reserves the right to expand the EV service to include additional routes and may request the Firm to deploy additional EVs, as needed. The fare for these additional services shall be mutually agreed upon and established between the parties. All deployed vehicles must comply with the prescribed regulatory standards to ensure safety, reliability, and adherence to legal requirements.
- c) Operational Time:

Initially, the Electric Vehicles (EVs) shall be made operational between 06:00 AM and 10:00 PM in order to regulate the service in a phased and controlled manner. Based on the operational experience gained during this initial phase, and subject to the feasibility of infrastructure, charging facilities, and manpower deployment, the EV services may subsequently be extended to operate on a 24-hour basis.
- d) Passenger load:
 - (i) The Successful Bidder shall transport a minimum of 1,000 pilgrims per day (1000 pilgrims each side) while ensuring 100% uptime for the fleet of 20 operational EVs.

- (ii) The Shrine Board will determine the specific operating time slots for EV trips.
- (iii) Maximum transport limit of 1200 pilgrims per day (1200 pilgrims each side) across the entire fleet is permitted. Any requirement to transport pilgrims beyond this limit must receive prior express approval from the Shrine Board. Additionally, exceeding the 1200 passenger limit will incur an extra license fee, calculated on a pro-rata basis.
- (iv) In case of failure to transport the minimum required number of pilgrims per day, the following penalties shall be imposed:

S. No.	Number of pilgrims transported (each side)	Penalty Amount
1.	951-1000 pilgrims	₹5,000/- per day
2.	900-950 pilgrims	₹25,000/- per day
3.	Less than 900 pilgrims	₹50,000/- per day
Note: This penalty shall not be applicable to the Successful Bidder in the event of less passenger load.		

- (v) The Successful Bidder is responsible for coordinating and managing the EVs operation effectively to meet pilgrim's needs while adhering to all regulatory guidelines set forth by the Board.

e) Service Maintenance:

- (i) The Successful Bidder shall provide a comprehensive on-site maintenance service for an initial period of five (05) years from the date of commissioning. This service shall cover all aspects of maintenance, including routine servicing, timely replacement of worn-out or defective parts, resolution of technical issues, and ensuring maximum vehicle uptime.
- (ii) In the event of an extension of the contract beyond the initial term, the onsite maintenance services shall be extended proportionately on the same terms and conditions, unless modified by mutual consent between the Shrine Board and the Successful Bidder.

f) Charging stations:

- (i) To ensure uninterrupted EV operations on Himkoti Marg, adequate number of EV charging stations shall be setup/installed at both Bhawan and Adhkuwari, minimizing downtime and enabling efficient service for pilgrims.
- (ii) Given the high operational demands, fast-charging stations are preferred to ensure quicker turnaround times and improved fleet availability. The installed infrastructure must be compatible with the deployed EVs, comply with all safety and regulatory norms, and be maintained in full working condition throughout the contract period.

g) Dedicated Trained Manpower at site deployment:

- (i) Service engineers for onsite maintenance of EVs.
- (ii) Service engineers for onsite maintenance of Charging Stations.
- (iii) Licensed and experienced drivers to operate the EVs safely and efficiently.

- (iv) 01 Project Manager and 02 Supervisors to effectively oversee and manage day-to-day EV operations, ensuring smooth coordination, compliance, and service delivery.
- (v) Adequate support staff for managing logistics, scheduling of EV operations, and assisting pilgrims to comfortably avail the EV service, ensuring smooth and user-friendly transportation.

h) Availability of Spares:

To prevent service disruptions, the Successful Bidder shall maintain an adequate inventory of spare parts, essential components, and other consumables at a designated storage facility in Adhkuwari for timely repairs and replacements, allowing the EVs to remain operational without extended downtime. The firm shall take proactive measures to stock critical spare parts in anticipation of wear and tear, ensuring smooth functioning of the fleet.

i) Disposal of batteries:

The Successful Bidder shall ensure safe and environmentally compliant disposal of end-of-life batteries as per CPCB and other statutory guidelines. Disposal must be through authorized agencies, with proper documentation submitted to the Shrine Board upon request.

5. **Responsibility / Scope of the Shrine Board:**

The contribution of the Shrine Board shall be limited to the providing the following:

- Providing of electricity for charging of EVs on payment basis.
- Providing of accommodation for the employees / workers, as per the past practice.
- Alternate source of power for charging EVs in case of interruption of electricity. The Diesel charges shall be borne by the Firm.
- Space of servicing of EV at Adhkuwari.
- Parking space for EVs at Adhkuwari and Bhawan.
- Office space for storing consumables, spares, systems, stationery etc.

6. **Procedure for submission of e-tender:**

Bidders are invited to submit their Bids for “Provision, Operation, and Maintenance of Electric Vehicle (EV) Services on a 24x7x365 Basis for Transportation of Pilgrims between Adhkuwari and Bhawan and Back, purely on a 'Leave and License' basis for a period of five years, starting from the date of commencement of operation (duly certified by the Officer Incharge of Shrine Board)” in two Covers viz. Technical Bid (**Schedule-‘A’**) and Financial Bid (**refers to BoQ Online only**) as per enclosed Performa (**Schedule-‘B’**) along with supporting documents, application fee, EMD etc. The bids shall be submitted only through e-tendering portal i.e. www.iktenders.gov.in as per given below:

Cover-I (Technical Bid, Tb):

(This cover shall contain the followings):

A. Qualification of Bidder / Tenderer (Tb):

- i) **Schedule-‘A’** form duly filled along with relevant documentary proofs on Company’s Letter Head.
- ii) Scanned copies of EMD in shape of CDR/FDR/TDR/BG pledged to FA/CAO, SMVDSB for ₹2,00,00,000/- (Rupees Two Hundred Lakh Only).
- iii) Tender Fee of ₹2,000/- 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 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.
- v) The Bidder must be a registered Firm/Company with the relevant Government Department and should have been in business for the last five (05) years (Documentary evidence viz. Registration Certification, GST, PAN, Certificate of Incorporation etc. to be attached). The Successful Bidder has to obtain GST number of J&K after contact allotment.
- vi) The Firm/Company should have relevant ISO Certifications (Documentary evidence to be attached).
- vii) The Bidder must have minimum 20 persons on its roll for at least last 06 months (Attach their CVs and Salary slips & Bank Statement in support of their salary release).
- viii) Submission of the approval certification from the authorized agency viz. ARAI/ICAT/NATRAX etc. for the proposed OEM Electric Vehicle (EV).
- ix) An undertaking on the firm’s letterhead confirming that:
 - a) One dedicated Service Engineer, possessing relevant qualifications and/or certifications, shall be deployed at Adhkuwari for onsite maintenance throughout the entire contract period;
 - b) One dedicated Project Manager and two Supervisors shall be deployed for day-to-day operations during the contract period; and
 - c) Continuous availability and management of essential spares shall be ensured for the entire duration of the contract.
- x) The Firm/Company must submit a Successful Trial Certificate issued by the designated committee of the Shrine Board (refer Clause No. 07 of this e-NIT).
- xi) **Experience / Past Performance:**
The Bidder (Firm/Company) must have at least 03 years’ experience in the operation of transportation services for Government / Semi-Government Organizations/Spiritual Organizations / Trust / Boards / Corporate bodies. However, this experience is exempted to the manufacturing companies (OEM) directly participating in the tendering process.

Note:

At any stage, if it is found that the Firm/Company has submitted forged, fabricated, or misleading documents, the bid shall be summarily rejected, the EMD shall be forfeited, and the Firm/Company shall be permanently blacklisted from participating in any future tenders of the Shri Mata Vaishno Devi Shrine Board (SMVDSB).

xii) **Financial Standing under all conditions:**

- a) The average annual financial turnover of the “The Bidder” during the last three years, ending 31st March of the previous year should be at least ₹10 Crore (Rupees Ten Crore) per year, as per the annual audited balance sheet and profit & loss account of the relevant period duly authenticated by a Chartered Accountant along-with UDIN number. Copies of the ITRs for the last three (03) years to be attached. (The turnover of the sister concern firms / subsidiaries shall not be considered by Shrine Board).
- b) The Net Worth of the Bidder (Manufacturer / Authorized supplier) should not be negative for the last 02 years, ending on 31st March. A certificate from CA along-with UDIN number to be submitted as evidence of positive Net worth.
- xiii) The bidder shall submit a declaration on a non-judicial stamp paper, duly attested by a First-Class Magistrate, affirming that the OEMEVs deployed in response to this e-NIT will strictly comply with the specifications outlined in Schedule-‘C’ of the e-NIT document. In the event of non-compliance, the Shrine Board reserves the right to terminate the contract immediately, without prior notice, and forfeit the bidder's EMD/Security Deposit.
- xiv) Declaration Certificate as enclosed at Schedule-‘D’.
- xv) No Deviation certificate as enclosed at Schedule-‘E’.
- xvi) Bidder’s details as per Schedule-‘F’.

Failure to provide any of the aforementioned documents shall lead to the bid being deemed non-compliant and, consequently, will not be considered for evaluation. The onus of ensuring complete and accurate submission of the necessary documents rests solely with the bidding firm/company. No relaxation or exemptions shall be granted in this regard, and any incomplete or deficient submission may lead to outright rejection of the bid.

Scanned Copies of all the Technical Bid documents as mentioned under Clause No. 06 (A) shall have to be uploaded online at www.jktenders.gov.in.

B. Cover-II (Financial Bid):

(This cover shall contain the followings)

Price Bids:

- a) The bidder shall quote a monthly license fee that they propose to pay to the Shri Mata Vaishno Devi Shrine Board, in accordance with the Reserve Bid Amount specified in this e-tender document.
- b) The financial bid must be submitted strictly in accordance with the Bill of Quantities (BOQ), ensuring that the bid amount, GST, and the total amount inclusive of GST are entered separately in the designated columns. The submission shall be made exclusively through the online e-procurement platform at www.jktenders.gov.in.
- c) The price bid table is available at **Schedule-‘B’** of this e-tender which is indicative and just for the understanding of the bidder.
- d) **The bidder shall not submit the Schedule-‘B’ of this e-tender with the Technical Bid.**

- e) Prices quoted should be inclusive of all taxes. The tax component shall be mentioned in the relevant column of the Financial Bid.
- f) Price/Bid validity will be of 04 months from the date of financial bid opening. A bid valid for shorter period shall be rejected as non-responsive.
- g) Financial / Price bid shall be opened for only those Tenderer who have qualified the Technical Bid.
- h) The price bid should be absolute and unconditional.
- i) Conditional bids shall be out rightly rejected.
- j) Price bids not conforming to BOQ or having any flaw shall be rejected.
- k) The price should be inclusive of any duties, freight, levies charges, entire operational cost, GST or any other charges / taxes imposed by the Centre/ State Government or any other statutory authority etc.

C. **NOTE:**

- a) Only bidders meeting the requirements stipulated under Clause 06(A) shall be eligible for technical evaluation under the Point Matrix Table under Clause No. 08 of the e-NIT.
- b) Any discrepancies in the documents specified in Clause No. 06(A) will lead to the rejection of the bid. This includes errors, omissions, or inconsistencies in the required documentation, which will disqualify the bid from further consideration.
- c) During the technical evaluation process, the designated committee constituted for technical evaluation can ask for the additional documents for clarification from the participated Tenderers/Bidders.
- d) No Bid shall be accepted in physical form. The successful bidder shall submit original instruments i.e. cost of e-NIT deposited in Shrine Board Account, Earnest Money Deposit and other relevant documents, 3 (three) days prior to the last date of opening of Technical Bids at Joint Chief Executive office (S), Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (Pin-182301), District Reasi, J&K. It may please be noted that incomplete Bids shall be treated as nonresponsive and shall be summarily rejected.
- e) In the event that at least three tenders are received during the initial publication of the e-NIT, there shall be no further extension of the tender, and the technical bids shall be opened for evaluation as per the prescribed procedure. However, if fewer than three bids are received, the e-NIT shall be extended for an additional period as deemed appropriate by the Competent Authority.
- f) In the event that, after the technical evaluation of bids, only two or a single bidder qualifies as per the prescribed technical eligibility criteria, the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, shall be at sole discretion to proceed with the opening of the financial bid.

7. **Trial of the Electric Vehicle (EV):**

- a) All bidders intending to participate in the e-tendering process shall mandatorily conduct a trial run of their OEM Electric Vehicle (EV) with seating capacity of D+7 or above on the Shrine Board's designated track. The said trial run must be completed at least two (02) days prior to the last date for submission of bids under the e-NIT. The purpose of the trial run is to evaluate the vehicle's performance, efficiency, maneuverability, and suitability for operations on the specified track.

- b) For trial run, the Bidder shall contact the office of General Manager, Operations Wing, Central office, Katra. Upon successful completion of the trial, the designated committee of the Shrine Board will assess the EV's compliance with the required standards and operational feasibility. If the EV meets the prescribed criteria, the committee shall issue a trial clearance certificate in favor of the concerned firm.
- c) Bidders must enclose this trial clearance certificate in the Technical Bid section of the e-tender document. Failure to submit this certificate will result in the outright rejection of the bid, and such bidders will not be considered for further evaluation in the tendering process.
- d) One opportunity shall be provided to each bidder for conducting a trial of the offered vehicle. During the trial, the vehicle must successfully complete a full round trip with a full passenger load of seven (07) passengers or above on the Adhkuwari–Bhawan–Adhkuwari sector under actual operating conditions. In case the vehicle fails to complete the said round trip satisfactorily, the offered vehicle shall be summarily rejected, and no further opportunity for trial shall be granted.
- e) Only one vehicle shall be permitted to be deployed for trial by one bidder/firm. Sharing, substitution, or deployment of the same vehicle by more than one bidder for trial purposes shall not be allowed under any circumstances.

8. Tender Evaluation and Bidder Selection Criteria:

Technical bids received and found to be complete in all respects, particularly with regard to compliance with the technical eligibility criteria outlined under Clause No. 06(A) of this e-NIT, shall be taken up for evaluation in accordance with the point matrix specified below:

S. No.	Description	Particulars	Points	Max. Points
1.	Cumulative sales turnover: Atleast 30.00 Crores in the last three financial years i.e. 2022-23, 2023-24 and 2024-25. (CA certificate with UDIN number to be submitted)	₹30 – ₹50 Crore	05	15
		₹50 – ₹70 Crore	10	
		>₹70 Crore	15	
2.	Cumulative net worth: Atleast 6.00 Crores in the last three financial years i.e. 2022-23, 2023-24 and 2024-25. (CA certificate with UDIN number to be submitted)	03-05 Crores	05	15
		05-07 Crores	10	
		>07 Crores	15	
3.	Experience of the Firm in transportation services: Successfully executed passenger transportation contracts, with annual contract value of ₹20 Lakhs or more, within the last three financial years or before two months prior to the issuance of this e-NIT. (To substantiate the experience submitted, the documents as mentioned under the clause No. 06 A (x) of this e-NIT shall be submitted without which the same shall not be	One Contract	05	15
		Upto 02 Contracts	10	
		03 or more Contracts	15	

	considered)		
4.	Presentation through PPT mode before the Technical Evaluation Committee	<p>PowerPoint Presentation on the following key parameters:</p> <ol style="list-style-type: none"> 1. Experience in operation of passenger transportation in Light Motor Commercial Vehicle Domain, with evidence. (7.5 marks) 2. Recommendation of the designated committee regarding the trial of OEM EV on the Shrine Board's track. (7.5 marks) 3. Features of the proposed electric vehicle. (7.5 marks) 4. Comprehensive plan for the deployment of the requisite number of vehicles on the Shrine Board route after the award of the contract, detailing logistics, manpower, maintenance support, and implementation timelines. (7.5 marks) 	30
TOTAL/MAXIMUM SCORE / POINTS			75

8.1 Technical & Financial Bid Evaluation criteria:

- a) For qualifying in the technical bid, bidder has to score minimum 60 points out of 75 as mentioned at S. No. 1 to 4 in the above point matrix table failing which the financial bid shall not be opened and submitted bid shall be rejected.
- b) However, it shall be at the sole discretion of Chief Executive Officer, SMVDSB to lower the cut-off limit suitably in-order to have healthy & sufficient competition in financial bid.
- c) Financial Bid Evaluation:
 - (i) The financial bids of only the technically qualified bidders shall be opened and evaluated, and the bidder quoting the highest Licence Fee shall be designated as the H-1 bidder and considered for allotment of the contract.
 - (ii) In the event that the H-1 bidder refuses to accept the contract, the Earnest Money Deposit (EMD) of the said bidder shall be forfeited, the firm shall be blacklisted for future participation in Shri Mata Vaishno Devi Shrine Board tenders, and the contract shall be awarded to the H-2 bidder at the H-1 quoted Licence Fee.
 - (iii) In the event of a tie in the quoted Licence Fee, revised sealed financial bids shall be obtained on the spot from the tied bidders, and the bidder quoting the highest Licence Fee in the revised bid shall be considered for allotment of the contract.
 - (iv) In case a tie persists even after the second instance, the bidder securing the higher score in the technical bid evaluation shall be considered for allotment of the contract.

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

- a) A pre-bid conference will be held on 09.04.2026 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.

10. **Project activities:**

Targeted Audience	Pilgrims visiting Shri Mata Vaishno Devi Shrine who wish to avail the Electric Vehicle service for travel between Adhkuwari and Bhawan, either onward or return, via Himkoti Marg.
Commencement of operations	130 days from the issuance of LoA
Monitoring	The Operations Wing of the SMVDSB, along with the In-charge of Adhkuwari and Manokamna Bhawan, in coordination with the executing agency, will oversee and monitor the implementation and functioning of the project.
Audit	To ensure that the project remains relevant and reasonable in legal, financial and economical terms, an evaluation Committee could be framed.
Sustainability	The project should be sustainable in nature and will provide the services for next 05 years in a hassle free way.
EMD	₹200.00 Lakhs (Rupees Two Hundred Lakhs Only) in the form of CDR/FDR/TDR/BG pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board.
Method of selection	Final selection is based on H-1 bid.
Tender Fee	₹2000/- (Rupees Two Thousand Only)
e-NIT Validity Period	120 days from Proposal Due Date
Tender Language	English
Tender Currency	INR
Joint Venture to be allowed	No

Ownership of the assets	During the contract period and upon its completion, the ownership of the Electric Vehicles, along with any other infrastructure developed by the firm, shall remain with the firm.
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11. **Earnest Money Deposit (EMD):**

- a) The Earnest Money Deposit is to be deposited in original prior to the last date of opening of technical bid.
- b) Offers received without Earnest Money Deposit will be out rightly rejected.
- c) For the unsuccessful Tenderer, the EMD will be refunded without interest only after the successful Tenderer has accepted the work order and the acknowledgement of the same has been received by the SMVDSB.
- d) For the successful bidder, the Earnest Money Deposit (EMD) will be retained as a Security Deposit towards Performance Bank Guarantee throughout the entire contract period. This Performance Guarantee shall be renewed if the contract is extended beyond the initial five-year period.
- e) Any penalties and fines imposed on the firm during the contract period for violations of the terms and conditions outlined in the Contract Agreement will be deducted from the firm's monthly payments. If the total amount of penalties exceeds these payments, the excess amount will be deducted from the firm's Security Deposit.

12. **Bid Validity:**

The offer shall remain valid for a period of at least 120 days from the date of opening of technical bids.

13. The bidder shall have to return a copy of the e-NIT with each page thereof duly signed by the authorized signatory/Accountable Manager with seal of the Firm / Company in token of acceptance of all the terms and conditions of the e-NIT, failing to comply, the bids shall be rejected without any further correspondence in this regard.

14. All the documents, including various certificates, attached with the tender must be signed by authorized signatory/Accountable Manager with seal of the Firm / Company, failing which the concerned documents shall not be considered.

15. **Timeline:**

- A. The successful bidder shall be responsible for deployment of all 27 Electric Vehicles (EVs), comprising 20 EVs for active operations, 05 EVs as a reserve pool, and 02 EVs to be handed over to the Shrine Board, within a period of 45 days, reckoned from the date of issuance of the Letter of Award (LoA).
- B. In case of early provisioning, the contract commencement date shall be deemed effective from the date on which all 20 operational EVs are placed in ready-to-deploy condition, as certified by the Shrine Board.
- C. In the event it is found that the bidder has submitted false, misleading, or incorrect status reports, the Committee shall be at liberty to recommend appropriate penal action, which shall be binding upon the successful bidder, in accordance with the terms and conditions of the e-NIT.
- D. Failure to deploy the EVs within the given time period shall result in cancellation of the award, and the Security Deposit deposited with the Board shall stand

forfeited. Additionally, the firm shall be blacklisted for a period of five years, rendering it ineligible to participate in future tendering processes of the Shri Mata Vaishno Devi Shrine Board (SMVDSB).

16. Debarment of the Firm/Company:

If at any stage, it is found that the bidder has submitted forged, false, or misleading documents/information in response to this e-NIT, the Shrine Board reserves the right to summarily reject the bid and take necessary legal action. Furthermore, the Earnest Money Deposit (EMD) and/or Security Deposit of the bidder shall be forfeited, and the bidder shall be debarred / blacklisted from participating in future tenders of the Shrine Board, for a period of five years.

17. The ticket price (Inclusive of applicable GST) per person for a trip made between Adhkuwari to Bhawan and vice versa shall be asunder:

1. AdhkuwaritoBhawan : ₹450/- perpassenger
2. BhawantoAdhkuwari : ₹300/- perpassenger
3. Children uptothe age of 5 years (carried in lap) shall not be charged.

However, the Shrine Board reserves the right to revise ticket prices at any time during the contract period. In such an event, any revision in the Licence Fee shall be at the sole discretion of the Board, and any additional revenue generated shall accrue exclusively to the Shrine Board.

20. The successful bidder shall be required to provide 20 complimentary seats for to & fro travel per day to the Shrine Board. Any unutilized accrued seats shall be reimbursed to the Shrine Board at the prevailing ticket price at the end of each month.

21. The Shrine Board shall provide a DG set in running condition at Servicing Yard Adhkuwari. The said DG set shall be used for the charging of EV's in case of non-availability of electricity to provide the uninterrupted EV services to the pilgrims. All the operational cost / expenses incurred on the maintenance of the DG set along-with POL charges shall be borne by the successful Bidder during the entire contract period.

22. The EVs shall have to be operated on all days of the month including Sundays/Holidays, strictly as per rules and regulations / SOP provided by the ShrineBoard.

23. The successful Bidder shall ensure that only professional, qualified and experienced drivers will ply the Vehicles, They must be in possession of the following:

1. Valid DrivingLicense.
2. Experience Certificate for Driving in the hillyarea.

24. The successful Bidder shall provide an Electric Vehicle service to the Shrine Board within the operational fleet of EVs for transporting pilgrims between Panchi Helipad and Bhawan, and vice versa, as & when required.

25. The successful Bidder shall provide the tickets (without any extra cost to the Shrine Board) printed in 3 sections out of which one foil shall be issued to the passenger,

second foil handed over to the representative of the successful Bidder and the third foil shall be retained by SMVDSB. All these foils shall be printed distinctively with three different colour schemes depicting “for passenger”, “for the successful Bidder” and “for SMVDSB”, with unique and running serial numbers for each set of foil, separately for Adhkuwari and Bhawan Sectors. The format for the same shall be provided by the Shrine Board. Moreover, the successful Bidder shall also provide the challan book and other required stationery for the purpose (without any extra cost to the ShrineBoard).

26. The successful bidder shall be responsible for maintaining the overall cleanliness, hygiene, and operational efficiency of the deployed Electric Vehicles (EVs) at all times. It shall be the bidder’s duty to ensure that all vehicles remain in a well-maintained, roadworthy condition to provide a safe and comfortable travel experience for pilgrims.

To uphold the highest standards of service, the bidder must pay special attention to the following aspects:

a) Cleanliness & Hygiene:

- a. All EVs must be cleaned regularly, both externally and internally, ensuring a neat and well-maintained appearance.
- b. Proper sanitation measures must be adopted to maintain hygiene inside the vehicles, keeping them free from dust, dirt, and any unpleasant odors.

b) Seat Comfort & Condition:

- The seats, including seat cushions, should be ergonomically designed, well-padded, and in good condition to provide comfort to passengers, especially for the elderly and differently-abled pilgrims.
- Any torn or damaged seat covers, cushions, or upholstery must be replaced promptly.

c) Windows, Doors & Other Fixtures:

- Window panes, doors, and other fixtures should always be in good working condition to ensure smooth operation and passenger safety.
- The locking mechanisms, handles, and hinges of the doors should be functional and secure to prevent any operational issues.
- Windows must be clean and free from cracks or damage to allow clear visibility for passengers.

The Shrine Board reserves the right to conduct periodic inspections to ensure compliance with these maintenance standards. Any negligence or failure in maintaining the stipulated conditions may result in penalties or termination of the contract.

27. The successful Bidder shall provide uniform to all its workers deployed for the intended operation as per below mentioned detail:

S. No.	Season	Uniform
1.	Summer	<ul style="list-style-type: none"> i. T-Shirt Full Sleeves of grey color with company logo on front side. ii. Trouser black color.

		iii. Cap with company's logo
2.	Winter	a) Full sleeves sweater of grey color with company logo on front side. b) Trouser black color. c) Cap with company's logo
The bidder shall provide a windcheater of grey colour with Company's logo on front to each and every employee who shall use the same in case of rainy weather		

28. The bidder shall ensure that all employees / workforce deployed for the operations of EV on Adhkuwari-Bhawan-Adhkuwari sector shall wear ID Card during the operational period shall be keep the same visible all the time.
29. The successful Bidder shall furnish the details of its employees / official viz. permanent address, character certificate, police verification reports, etc. after allotment of the work.
30. It shall be the sole responsibility of the successful bidder to account for & pay all taxes, including cesses, GST, levies & dues whatsoever to the concerned authorities in accordance with the statutory provisions including such other taxes and charges as may be levied by the competent authority during the currency of licenseperiod.
31. The successful bidder shall be responsible for ensuring the vehicle's serviceability and fitness for operation on the designated track. This includes obtaining all necessary fitness certificates and completing all statutory and mandatory formalities as per the provisions of the Motor Vehicles Act. Additionally, the bidder must secure the required documents, including vehicle registration, route permit, insurance, and any other mandatory approvals essential for the operation of the vehicle on the Shrine Board's track.
32. The Shrine Board reserves the right to deploy any / all of the EVs at its own on the track for emergent purposes including disaster management, medical emergency, relief and rescue and such others as assessed by the Competent Authority and the charges for the same shall be paid as mutuallyagreed.
33. The Shrine Board shall provide reasonable space for the operation of EVs, which shall always remain under the actual control and possession of the Shrine Board.
34. It shall be the sole responsibility of the successful Bidder to check and control the standard of the quality, comfort, safety etc. of theirEVs.
35. The Shrine Board shall provide the electricity connection to the successful Bidder, however, the Successful Bidder shall bear all the costs of electricity charges and other infrastructure to be used and raised for the operation of theirEVs.
36. The Successful Bidder shall obtain the comprehensive Insurance cover @ ₹10.00 Lakh per person travelling in the vehicle / employees / labour engaged etc. on account of death due to every kind of accident and ₹1.00 Lakh in case of grievous hurts / injury as defined in the BNS (Bhartiya Nyaya Sanhita) Section 116. The successful Bidder shall be solely responsible for the damages/compensation that

may become payable as per the orders of prescribed authority for any accident involving any person or the property over and above the allowable insurance amount by the concerned Insurance Company. The compensation/insurance claims, as the case may be, shall be payable by the successful Bidder within the maximum period of 45 days from the date of such accident unless and until there are genuine reasons for processing the respective cases of accident claims and the SMVDSB shall not be held liable to pay any compensation. Besides, Shrine Board shall be adequately compensated for the damage caused to its property. The successful Bidder shall obtain all insurance policies from Nationalized Insurance Companies in India having its operations in the state of J&K.

37. All the costs of insurance and expenditure to be incurred for road tax and any other taxes, levies / cesses etc., if any, shall be exclusively borne by the Successful Bidder. The successful Bidder shall furnish copies of the Registration Certificates, Insurance Certificates, Fitness Certificates and Route permit of all the Vehicles as may be required under Motor Vehicle Act as and when demanded by the Shrine Board. It shall be sole responsibility of the successful Bidder to ensure that no Vehicle without valid documents should ply on the route. In case any Vehicle is found to be plying without valid documents, Shrine Board reserves the right to impose penalty of ₹10,000/- for each default.
38. The Successful Bidder shall provide QR facility inside each & every EV, which shall be linked with the feedback email of Shrine Board i.e. feedback@maavaishnodevi.net for cognizance of the complaints by the passengers and their immediate disposal thereof.
39. Force Majeure conditions:
- (i) In the event of suspension of EV operations due to Force Majeure conditions such as government orders/regulations, war, accidents causing disruptions, terrorist activities, strikes, riots, civil commotion, adverse weather conditions, landslides, shooting stones, etc., the successful Bidder shall not be liable for any compensation for the period of suspension up to five (05) days.
- (ii) However, if the suspension extends beyond five days, the Firm shall be entitled to compensation, which may be provided in the form of either additional passenger load or a proportionate reduction in the monthly license fee, as determined by the Shrine Board.
- (iii) In contrast, if the suspension of operations is attributable to the default or negligence of the Successful Bidder, no compensation shall be granted, and the relevant penalty clauses as stipulated in the contract shall be enforced.
40. The Shrine Board is at liberty to impose penalty on EVs operations on grounds of any below mentioned complaints:

S. No.	Type of complaint	Amount (in ₹)
1.	For non wearing Uniform by operator's staff of	₹2,000/- per employee per violation
2.	For non wearing of I-card operator's staff	₹1,000/- per employee per violation
3.	Complaint about the overcharging of money from the pilgrims	₹10,000/- per complaint

4.	Complaint regarding boarding passenger without ticket	₹10,000/- per complaint
5	Complaint about the Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards within or around the premises	₹2,000/- per complaint
6.	Overloading of vehicle beyond sanctioned capacity.	₹10,000/- per passenger.

41. Execution of agreement:

- (i) The Successful Bidder shall execute an Agreement with the Shrine Board, in the prescribed format, within **fifteen (15) days** from the date of award of the contract. Failure to do so within the stipulated timeframe shall attract the penalties as specified below:
(a) Upto 15 days @ Rs. 20,000/- per day, (b) From 16 days upto 22 days @ Rs. 40,000/- per day, (c) From 23 days upto 30 days @ Rs. 60,000/- per day, (d) Beyond 30 days, the work order shall be deemed to have been cancelled automatically. In case of cancellation of work, the EMD of the successful Bidder shall be forfeited in favour of SMVDSB, Katra and the work shall be allotted to the firm achieving H2 score.
- (ii) The Successful Bidder shall bear all the legal expenses, which shall be incurred on the execution of the agreement.

42. Any violation of any of the terms and conditions of the e-NIT or the subsequent Letter of Award and contract shall hold the successful Bidder liable for the termination of its license for operation on the Adhkuwari-Bhawan-Adhkuwari sector, forfeiture of the security deposit and/ or for further such other action as the CEO/ Addl. CEO, Shrine Board may deem necessary, including recovering appropriate damages and costs out of the adjustable/ refundable security deposit and / or imposing suitable penalty not less than ₹10,000/- for each such violation to be deducted from amount payable to the successful Bidder on account of ticketcost.
43. Shrine Board shall not be liable for whatsoever consequences arising out of any accident, incident, mishap or any event relating to the operation of EVs by the successful Bidder, who shall be solely and exclusively liable for any injury, damage or liability of any kind arising out of its operations. Further, the successful bidder has undertaken to indemnify and keep indemnified the Shrine Board against any damages, compensation, costs, charges, or expenses arising out of any claims or proceedings related to its operations and/or this e-NIT.
44. The successful Bidder 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.
45. The Shrine Board reserve the right to review / change SOP as and when required administratively in consultation with the successful Bidder

46. **Contract period:**

The term of the contract shall be for a period of 05 years, reckoned from the date of commencement of EV operations on Himkoti Marg.

The Board reserves the right for extension of contract in extraordinary circumstances based upon performance report. However, in no case, the extension shall be granted for more than one year at a time.

47. There shall be no other liability on the part of Shrine Board and all obligations in respect to meeting requirements of Labour Laws, leave arrangements, expenditure on uniforms, insurance, EPF/PF/CPF etc. shall be the sole liability of the Tenderer. Any amount of claim / compensation on that account, as may be payable, shall be the liability of the firm solely and SMVDSB 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 in force.
48. The successful Bidder shall fully comply with all applicable laws, rules and regulation relating to EPF/PF/CPF Act, minimum wages Act, Contract Labour Act, Workmen's Compensation Act and such other Acts or Laws, Regulations passed by Central, State and Local Govt. Agency or Authority from time to time.
49. The successful Bidder shall abide by all laws of the land including Minimum Wages Act, Labour Laws, Companies Act, tax deduction liabilities, welfare measure of its workers and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the Firm and it shall not involve the SMVDSB in any way whatsoever.
50. There shall be no liability on the part of SMVDSB and all obligations in respect of Sale tax, Service tax, income tax and any other tax as applicable shall be the sole liability of the Successful Bidder.
51. The successful Bidder shall indemnify, defend, and hold harmless the SMVDSB, its officers, employees, and agents from and against any claims, losses, damages, liabilities, costs, and expenses (including legal fees) arising out of or related to the EV contract.
52. **Termination of the contract:**
- a) That the contract shall be liable to be terminated any time during the period of contract on three month's advance notice in writing by the Shrine Board.
 - b) The contract shall also be liable to be terminated any time during the period of contract on six month's advance notice in writing by the firm to the Shrine Board.
 - c) In case of termination from bidder side, his EMD / Security deposited with the Shrine Board shall be forfeited, and credited to the account of the SMVDSB without any correspondence in this regard.
 - d) In the event that the bidder withdraws their operations before the prescribed six-month period, the entire infrastructure, including Electric Vehicles, Charging Stations, etc., shall be taken under the control of the Shrine Board. This infrastructure will automatically become the property of the Shrine Board, with

no rights retained by the bidder, along-with forfeiture of EMD and blacklisting of the firm for a period of 05 years from participating in the Shrine Board tender.

53. The work shall not be sublet to any other agency/ person etc. by the contractor at any time during the period of contract.

54. **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 negotiations. If, even after thirty days from the commencement of informal negotiations, the parties have not been able to resolve the dispute amicably, then such disputes / differences shall be resolved by Arbitration as per the Arbitration and Conciliation Act, 1996.

a) Either party may request other of its intention that a dispute be submitted to Arbitration and both the parties shall meet within 15 days from the date of receipt of such request, to select a sole arbitrator mutually for the resolution of dispute and venue / seat of Arbitration shall be at Jammu / Katra / Reasi.

b) In the event that the parties cannot agree upon the selection of the sole Arbitrator, either party or both of the parties may move an application before the Hon'ble High Court at Jammu, under the Arbitration and Conciliation Act, 1996, for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties.

c) However, on failure of resolution of disputes through procedure elaborated above, the Courts of Katra / Reasi alone, shall have the jurisdiction with respect to subject matter of this e-tender.

55. The Successful Bidder shall not issue any press statement or hold press conference during the contract period to give its opinion regarding: (i) Shri Mata Vaishno Devi Yatra; (ii) Electric Vehicle Services; or (iii) Shri Mata Vaishno Devi Shrine Board.

56. **Contact Person:**

Joint Chief Executive Officer (S).

General Manager (Operations).

Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (J&K)-182301.

Email: operations@maavaishnodevi.net, jtceos@maavaishnodevi.net

57. **Jurisdiction of courts:**

All disputes, differences arising under and out of in connection with the contract if arisen shall be subject to the jurisdiction of courts at Katra/ Reasi (J&K), India.

58. The SMVDSB shall have absolute right to reject any bid or all the bids at any stage without assigning any reason thereof.

59. During the currency of the contract, if any Original Equipment Manufacturer (OEM) operating in the Indian market launches an electric passenger vehicle in the open market with a seating capacity exceeding seven (07) passengers (excluding the

driver), the successful bidder shall be permitted to conduct a trial of such vehicle on the designated track of the Shrine Board.

In the event that the trial is found to be technically and operationally feasible, satisfactory in performance, and suitable for deployment in accordance with the prescribed operational requirements, the successful bidder shall be permitted, with mutual understanding, to procure and deploy such OEM-manufactured electric vehicles for the allotted contract, subject to the terms and conditions of the contract. This shall, however, be subject to the prior approval of the Competent Authority and strict compliance with all applicable terms and conditions of the contract, approved technical specifications, and statutory and regulatory norms.

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



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

Schedule – “A” Technical Bid

Company / Firm / Agency background and EV specifications to be submitted along with the technical bid.

Name of the Tenderer: _____

Detail of Tender Fee:

a. UTR No. _____ date _____ Amount _____

Detail of EMD:

a. CDR/FDR/TDR/BG No. _____, Amount: _____

Date: _____, Bank _____, Branch _____

To,

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

Sir,

I hereby submit tender for the work namely “Provision, Operation, and Maintenance of Electric Vehicle (EV) Services on a 24x7x365 Basis for Transportation of Pilgrims between Adhkuwari and Bhawan and Back, purely on a 'Leave and License' basis for a period of five years, starting from the date of commencement of operation” along-with the particulars given below:

S. No.	Particulars	Documents enclosed at page No.
CREDENTIALS OF THE BIDDER		
1.	Name of the bidder with complete postal address.	
2.	Electric Vehicles to be offered for intended operation	As per Schedule-C of the e-NIT
3.	Name of the owner of the EVs, if not registered in the Tenderer Name.	
4.	Scanned copy of EMD	
5.	Scanned copy of Tender Fee	
6.	Copy of signed e-NIT document	
7.	Experience in the field EVs	
8.	Detail of on-roll Staff along-with their CVs and salary statements	

9.	Proof of in business for last 05 years	
10.	Collaborations with Govt. / Semi-Govt. / PSUs	
11.	ISO Certifications	
12.	EV Trail Certificate	
13.	Turnover of last three financial year 2022-23, 2023-24 and 2024-25	
14.	Net-worth of last three financial year 2022-23, 2023-24 and 2024-25	
15.	Schedule – ‘B’	
16.	Schedule – ‘C’ duly attested by First Class Magistrate	
17.	Schedule – ‘D’	
18.	Schedule – ‘E’	
19.	Schedule – ‘F’	
20.	PAN, GST, MSME, Company Act, Firm Registration or any other registration certificates	
21.	Warranty for the components and offer ongoing support and maintenance services for the electric vehicles to be deployed in Shrine Board for the next 05-07 years Comprehensive on-site maintenance service and an additional two years of routine maintenance service.	
22.	IP65/67 Rating certificate for Battery / Motor fitted in the electric vehicle.	

e-NIT No. & Date: _____

Place: _____

Date: _____

Signature _____

Name: _____

Designation _____

Date _____



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

Schedule –“B”

Financial Bid

S. No.	Particulars	Bid Amount (in ₹)	GST as applicable (in ₹)	Monthly Licence Fee with GST (in ₹)
1.	Bid amount payable to the Shrine Board towards monthly Licence Fee. The reserve monthly Licence Fee is ₹1.50 Crore, inclusive of applicable GST at 18%.			

e-NIT No. & Date: _____

Place: _____

Date: _____

Signature _____

Name: _____

Designation _____

Date _____

Note:

The Tenderer shall submit the Price Bid strictly as per BOQ through online e-procurement platform only i.e. www.jktenders.gov.in. The price bid table above is indicative and just for the understanding of the bidder and should not be enclosed with the Technical Bid.



Schedule-‘C’

Specifications of OEM Electric Vehicle

1. Brand new OEM EVs with sitting capacity of D+7 duly approved by a competent authorized agency in accordance with the Central Motor Vehicles Rules, and registered with any Regional Transport Authority (RTA).
2. The cabin/shell/body of the EV should be fully enclosed on all sides and provided with proper doors to facilitate safe and comfortable boarding and de-boarding of passengers and the driver.
3. The EV shall be designed to accommodate and safely transport of a minimum of seven (07) passengers (with luggage space), excluding the driver. The seating arrangement must be ergonomically designed to ensure passenger comfort while optimizing space utilization. Additionally, the vehicle shall be equipped with adequate safety features, including seat belts, grab handles for support, and a sturdy body structure to ensure durability and stability during operation. The design should also comply with relevant automotive standards and regulatory requirements to guarantee passenger safety and operational efficiency.
4. The EV must have the capability to complete a minimum of six (06) round trips per day on the Adhkuwari-Bhawan-Adhkuwari sector under normal operating conditions. It should be equipped with a reliable battery system that provides sufficient range and efficiency to sustain continuous operations throughout the day without frequent recharging interruptions. Additionally, the vehicle should be designed to withstand the challenging terrain and elevation of the route while maintaining optimal performance, passenger safety, and energy efficiency.
5. The EV shall be equipped with GPS for live tracking.
6. The EV should be equipped with an audio system that supports AUX, Bluetooth, and USB (Pen Drive) connections, enabling the playback of pre-recorded advisories and instructions to provide important information to pilgrims traveling in the vehicle.
7. The EV shall be equipped with a comprehensive surveillance system, including a CCTV camera and a dashboard camera. The CCTV camera must provide full coverage of the vehicle's interior, while the dashboard camera shall capture a clear front-facing view of the route. This surveillance system shall be integrated with the control room at Adhkuwari, ensuring seamless real-time monitoring of the vehicle's operations. Additionally, the system shall support live video streaming accessible via a dedicated mobile application dashboard, enabling authorized personnel to oversee operations, enhance passenger safety, and ensure compliance with security protocols.
8. The horn installed in the Electric Vehicles (EVs) shall have a sound level in the range of 60–70 decibels to ensure it remains non-intrusive and does not cause discomfort or disturbance to pedestrian pilgrims.
9. The speed of the EVs shall be regulated through an appropriate speed governing system, with the maximum speed strictly limited to 25 km/hr.

10. The Electric Vehicle (EV) must be duly registered with the appropriate Vehicle Registration Authority in accordance with the applicable regulations and must have the necessary approval from ICAT (International Centre for Automotive Technology) or ARAI (Automotive Research Association of India). Additionally, the vehicle shall be equipped with a green registration plate, signifying its classification as an electric vehicle (EV), in compliance with the prevailing government norms and guidelines.
11. The EV should be equipped with Hand Brake as well as with Parking Brake.
12. The maximum permissible width of the EV shall not exceed **1540 mm**.
13. The vehicle must be designed to be compatible with a fast charging system to minimize the time needed to recharge the battery, enabling drivers to resume operations quickly. The fast chargers should have the capability to recharge the EV's battery to 80% capacity within approximately 02-03 hours. To facilitate fast charging, the successful Bidder shall install an adequate number of fast charging stations at Adhkuwari and Bhawan. The Shrine Board will provide the required space, while the Firm shall be responsible for bearing the electricity charges.
14. The EV should be fitted with a button (Electronic Control Unit) which shall act as an emergency shutdown switch, cutting off power from the battery to the motor and other systems in critical situations. It ensures safety by allowing quick disconnection of electrical components in case of accidents, malfunctions, or fires. Located in an easily accessible spot, the red button helps protect both passengers and the vehicle, and may also function as a system reset for troubleshooting electrical issues.
15. Mobile Application:
A user-friendly mobile application that offers a dashboard for officers to monitor operations shall be provided. This application should connect to a Control Room (equipped with LEDs) to be set up at Adhkuwari by the successful Bidder, providing the following information at a glance:
 - a) Real-time Vehicle Monitoring: Display live data on battery level, range, motor performance, speed, GPS location, and energy consumption.
 - b) Battery Health & Charging Status: Show the current battery percentage, time remaining for a full charge, and charging speed. Include notifications for low battery and charge completion.
 - c) Vehicle Diagnostics: Alerts related to potential issues with the vehicle's performance, motor, or battery, and suggest maintenance actions.
 - d) Maintenance Scheduling: Track and notify users of upcoming maintenance, tire checks, or software updates.
 - e) Vehicle History & Trip Logging: Store trip history with details like distance traveled, energy consumed, and routes taken, allowing users to analyze past journeys.
 - f) Number of vehicles in transit and are available at Adhkuwari and Bhawan.
 - g) Vehicle Number along-with name of the Driver and his detail.
16. Data Saving:
All data related to the operations of the electric vehicles, including passenger travel, trips conducted etc., shall be stored on a server provided by the successful Bidder, with the capability for cloud data storage throughout the entire contract period. Upon completion of the contract, all data will be handed over to the Shrine Board.

17. Dashboard Panel:

The electric vehicle's display panel should prioritize durability and functionality, ensuring consistent performance in challenging environmental conditions like extreme temperatures, dust, and vibrations. It must feature a high-visibility, anti-glare screen for clear readability in both bright sunlight and low-light environments. The panel should provide real-time updates on battery status, including charge levels, estimated range, and charging progress, along with vital vehicle diagnostics such as speed, motor performance, and system alerts. Additionally, the integration of navigation support and connectivity options like Bluetooth or Wi-Fi will enhance operational efficiency by enabling seamless communication with central monitoring systems. A user-friendly interface will allow drivers to quickly access all necessary information, ensuring the smooth operation and effective management of the electric vehicle.

18. Battery:

- a) Type of battery: The battery shall be a Lithium-Ion (Li-ion) type, offering high energy density, an extended life cycle, and integrated safety features.
- b) Thermal Management: Effective cooling/heating systems shall be in place to maintain the battery within optimal operating temperatures, preventing overheating or freezing.
- c) Safety Features: It shall include features such as overcharge protection, short circuit prevention, and thermal runaway protection to ensure safety during operation and charging.
- d) IP65/67 Rating: The battery should have the IP65 Rating certification which ensures its protection from dust saving the internal components and low-pressure water jets from any direction. This makes the battery safe from water splashes, rain, or minor exposure to water. (Rating certificate to be submitted).
- e) Voltage Stabilization: The battery should have an inbuilt voltage stabilization feature, which helps extend the overall life of the battery.
- f) To ensure seamless and uninterrupted operation of Electric Vehicles (EVs) deployed under this contract, the batteries installed must support DC fast-changing technology, allowing them to achieve 80% charge within 60 minutes, for reducing downtime and maintaining efficient operations, especially in high-demand scenarios. The batteries fitted in the EVs must maintain high efficiency and optimal performance for a minimum period of five (5) years from the date of commissioning. After this period, if there is a noticeable decline in battery performance, excessive discharge, or reduced operational range, the successful Bidder shall be responsible for replacing the batteries at their own cost to ensure continued service reliability and prevent disruptions.
- g) In the event of non-compliance or a reduction in the prescribed passenger load capacity due to battery inefficiency, the applicable penalty provisions outlined in the e-NIT shall be strictly enforced.

19. Increased Torque:

The vehicle provides enhanced torque, resulting in greater power and improved performance.

20. Easy Spare Parts Availability:

All spare parts of EVs should be readily available during the entire contract period to ensure smooth and efficient maintenance operations. This availability minimizes downtime, allowing for quick replacements and repairs when needed.

e-NIT No. & Date: _____

Place: _____

Date: _____

Signature _____

Name: _____

Designation _____

Date _____



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

Schedule-‘D’

(ON THE LETTER HEAD OF THE FIRM)

DECLARATION

I / We hereby declare that no case is pending with the police / court against the bidder / firm / company (Agency). Also, I / We have not been suspended / blacklisted by any PSU / Government Department / Financial Institution / Court etc.

e-NIT No. & Date: _____

Place: _____

Date: _____

Seal and Signature of the bidder



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Schedule-‘E’

(ON THE LETTER HEAD OF THE FIRM)

NO DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions mentioned in the e-NIT. We hereby undertake and confirm that we have understood the specifications properly and shall provide the EVs as per the specifications mentioned under the Schedule-C of this e-NIT to SMVDSB during the Contract Period.

e-NIT No. & Date: _____

Place: _____

Date: _____

Seal and Signature of the bidder



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
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Schedule-F

**(ON THE LETTER HEAD OF THE FIRM)
BIDDER'S DETAIL**

- a) Name of the Supplier / Party / Firm
- b) Name of the Authorized Representative
- c) Mailing Address:
- d) Phone/Landline No
- e) Mobile No.
- f) Fax No.
- g) E-mail Address
- h) Website Address (if any)
- i) Bank details for payment through NEFT / RTGS
- j) Name of the Bank:
 - Branch Account No
 - IFSC Code MICR No

Note: Submit a cancelled cheque for verification of above bank details.

e-NIT No. & Date: _____

Place: _____

Date: _____

Seal and Signature of the bidder