



**OFFICE OF THE CHIEF EXECUTIVE OFFICER  
SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA**

Central Office, Jammu Road, Katra (J&K) – 182301

Fax: +91- 1991-232120 Tel.: +91-1991-232189

e-mail: nes\_purchase@maavaishnodevi.net, purchase\_sec@maavaishnodevi.net,  
aceog@maavaishnodevi.net

No.: CO/PUR/NE/685/989

Dated: 09.06.2026

**EXPRESSION OF INTEREST (EOI)**

**For Empanelment and Finalization of Rate Contract (for 02-years) for  
Procurement of Sanitation & Housekeeping Products for SMVDSB  
Establishments at Katra, Enroute Bhawan and Jammu**

Shri Mata Vaishno Devi Shrine Board (SMVDSB), through this Expression of Interest (EOI), invited from reputed OEM for empanelment and finalization of a Rate Contract for supply of Sanitation and Housekeeping products for SMVDSB establishments located at Katra, Enroute to Bhawan, Bhawan area and Jammu, for a period of Two (02) Years.

S. No	Particulars	EMD (in Rs.)	Fee (in Rs.)
1.	Rate Contract for supply of Sanitation and Housekeeping products for SMVDSB establishments located at Katra, Enroute to Bhawan, Bhawan area and Jammu for the period of 02 years	5.00 Lakh	1,000/-

**1. INTRODUCTION:**

Shri Mata Vaishno Devi Shrine Board (SMVDSB) manages various establishments including Accommodation Units, Offices, Hospitals, Public Utility Areas, Sanitation Facilities, Guest Houses, Waiting Halls, Food Establishments and Pilgrim Facilities situated at:

- (i) Katra
- (ii) Adhkuwari
- (iii) Sanjichhat
- (iv) Bhawan
- (v) Bhairon Ji
- (vi) Enroute establishments
- (vii) Jammu establishments and allied facilities

For maintaining hygiene, sanitation and cleanliness standards across all locations, SMVDSB intends to enter into a Rate Contract with eligible firms / agencies for procurement of sanitation and housekeeping products.

**2. OBJECTIVE OF THE EOI:**

The purpose of this EOI is:

- (a) To identify reputed and financially sound OEM for supply of Sanitation and Housekeeping products.
- (b) To standardize rates for procurement for a period of two years.
- (c) To ensure availability of quality products on demand at various SMVDSB locations.
- (d) To obtain competitive pricing and efficient delivery mechanisms.
- (e) To ensure compliance with hygiene and environmental standards.

3. **SCHEDULE:**

Publishing Date	<b>10.06.2026 at 12 Noon</b>
Pre-Bid Conference	<b>15.06.2026 at 12:30 PM</b>
Bid Submission Start Date	<b>10.06.2026 at 1:00 PM</b>
Bid submission End Date	<b>01.07.2026 at 02:00 PM</b>
Date of Opening of Technical Bid	<b>02.07.2026 at 04:00 PM or afterwards</b>

4. **SCOPE OF WORK:**

The Scope of Work shall include procurement, supply, trial evaluation, and finalization of rate contract for high-quality, industrial/institutional-grade sanitation and cleaning products for use across SMVDSB establishments and Yatra track locations, ensuring stringent hygiene standards in high-footfall public areas. The OEM shall supply products including, but not limited to:

- (i) **Floor care solutions:** Neutral cleaners, disinfectant floor cleaners, glass and surface cleaners
- (ii) **Toilet hygiene products:** Toilet bowl cleaners, urinal cleaners, descalers, stain removers
- (iii) **Disinfection & sanitization:** Surface disinfectants, hand sanitizers, antimicrobial solutions (hospital-grade preferred)
- (iv) **Kitchen hygiene chemicals:** Degreasers, dishwashing liquids, food-safe sanitizers, oil and grease removers
- (v) **Odour control solutions:** Air fresheners, deodorizing agents, enzymatic / bio-cleaners for waste and drain treatment

5. All products supplied shall be of **reputed make and conform to applicable national / international standards** suitable for **continuous use in high-density public facilities**, and preferably **Green Certified**. Products should be **equivalent in quality, performance, and safety standards to established global brands** used in large institutions such as airports, hospitals, and hospitality sectors.

6. **CONTRACT PERIOD:**

The Rate Contract shall remain valid for a period of Two (02) Years from the date of issuance of formal Allotment / Contract Order. SMVDSB reserves the right to extend the contract for a further period on mutually agreed terms and conditions, subject to satisfactory performance.

7. **ELIGIBILITY CRITERIA – PART “A” (COMMERCIAL DOCUMENTS):**

- (i) The interested Agencies shall submit their credentials including Certificate of Incorporation / Registration, valid GST Registration Certificate, and PAN.
- (ii) **EARNEST MONEY DEPOSIT (EMD):**  
The bidder shall submit an Earnest Money Deposit (EMD) of ₹5.00 Lakh in the form of FDR / CDR pledged to the Chief Executive Officer, SMVDSB Katra. The EMD of unsuccessful firms shall be released immediately after the conclusion of EOI. The EMD of successful firm shall be released after successful discharge of all contractual obligation during the Rate Contract period of two years.
- (iii) The bidder shall have a minimum annual turnover of ₹2,000.00 Crore in each of the last three financial years or a cumulative turnover of ₹6,000.00 Crore during the last three financial years ending 31.03.2025, supported by audited balance sheets and CA-certified financial statements.
- (iv) The bidder shall have experience in supply of sanitation & cleaning products to Government Departments / PSUs / large institutional organizations such as Hospitals, Airports, Railways, Hospitality Sector,

Religious Institutions, etc., and shall submit relevant Work Orders / Completion Certificates / Performance Certificates for the last five years ending 31.03.2025.

- (v) The bidder shall have supplied similar nature of sanitation and cleaning products of minimum value of ₹1.00 Crore in each of the last three financial years or have cumulative supply atleast ₹3.00 Crore during the last three financial years ending 31.03.2025. Copies of the Supply Orders to be attached.
- (vi) The bidder shall be an Original Manufacturer / brand- holder and shall submit a self-attested certificate in this regard.
- (vii) The Original Manufacturer shall have the presence of its products in atleast 10 States / UTs of India (relevant documents to be attached).
- (viii) The bidder shall submit self-attested undertaking stating that the firm has not been blacklisted or debarred by any Government Department / PSU / Autonomous Body.
- (ix) A copy of this EOI with all pages duly signed as token of acceptance of Terms & Conditions of the EOI.
- (x) All documents shall be duly signed and stamped by the authorized signatory. Incomplete or non-compliant submissions shall be liable for rejection. SMVDSB reserves the right to verify the submitted documents and seek clarifications, if required.

8. **PART “B” (TECHNICAL DOCUMENTS / OFFERED PRODUCTS):**

The bidder shall submit a detailed Technical Proposal containing comprehensive information of the products, compliance standards, and execution approach, including the following:

- (a) **Product Specifications & Catalogues:**  
Detailed technical specifications, product data sheets, brand/make, composition, dilution ratios, application areas, shelf life, and packaging details for all proposed sanitation and cleaning products.
- (b) **SDS / MSDS Documentation:**  
Safety Data Sheets (SDS/MSDS) for all chemical products in accordance with applicable safety regulations, clearly indicating handling procedures, hazard classification, first-aid measures, storage, and disposal guidelines.
- (c) **Deployment & Training Plan:**  
Methodology for supply, storage, distribution logistics (including track areas), and proposed training plan for SMVDSB staff regarding safe usage, dilution, and handling of chemicals.
- (d) **Client References:**  
Details of similar institutional clients along with performance certificates, work orders, and contact references.

9. **PART “C” (CERTIFICATIONS & COMPLIANCE REQUIREMENTS):**

The bidder shall ensure that the proposed products and manufacturing processes comply with relevant national and international quality, safety, and environmental standards, including:

- (a) **ISO Certifications (OEM / Manufacturer):**
  - ISO 9001 (Quality Management System)
  - ISO 14001 (Environmental Management System)
  - ISO 45001 (Occupational Health & Safety), if available
- (b) **BIS / IS Standards Compliance:**  
Products shall conform to relevant Bureau of Indian Standards (BIS) specifications wherever applicable.

- (c) **Regulatory & Safety Compliance:**
- Compliance with MoHFW / WHO guidelines for disinfectants and sanitizers.
  - Approval / compliance under Central Insecticides Board (CIB), where applicable (for disinfectants).
  - Proper labelling as per Legal Metrology (Packaged Commodities) Rules.
- (d) **Chemical Safety Compliance:**
- Availability of SDS/MSDS as per GHS (Globally Harmonized System).
  - Non-toxic, non-hazardous and safe for public use environments.
- (e) **Eco-Friendly Certifications (Preferred):**
- GreenPro / EcoMark / equivalent certifications / GS-37.
  - Biodegradable and environmentally safe formulations.
- (f) **Food Safety Compliance (for Kitchen Chemicals):** Compliance with FSSAI guidelines for food-contact surface cleaning chemicals.
- (g) **Environment Friendly Packaging:** Company should be using 'Recycled Plastic Component' Plastic Can, which will help our environment in reducing the plastic usage and leads towards sustainability and Green & Clean Earth.

The bidder shall clearly indicate compliance against each certification and submit supporting documents / Test Reports. Non-compliance or incomplete documentation may lead to rejection of the Technical Proposal.

#### 10. **PROCESS OF SELECTION (QCBS):**

The selection process shall pass through 'Technical Evaluation (including a compulsory Presentation, evaluation of Brand Superiority and 'Field Trials') and the Commercial Covenants of the offer of bidder as follows:

- (a) **Technical Parameters:** The evaluation of brand-superiority of the offered brand shall be part of the technical evaluation for selection/shortlisting of competitors in Technical Stage (besides the presentation and field trials explained in subsequent part). Following shall be the salient highlights in this regard:
- (i) For the purpose of turnover of the brand holding company, highest turnover in any one year out of the last three years ending 31<sup>st</sup> March, 2025 shall be considered.
  - (ii) The turnover of subsidiaries/sister concerns shall not be added / considered.
  - (iii) The participating firms shall have to submit a certificate issued by a Chartered Accountant mentioning **UDIN No. (that may be verifiable from the ICAI UDIN Portal for its genuineness)**. Any other document considered reliable by the Competent Authority may also be considered.
  - (iv) Notwithstanding any other strengths of the participating companies, the offers for brands with brand Holder Company's turnover of less than ₹2,000 crore shall not be considered in the competition.
  - (v) The shortlisting of firms shall be done on the basis of following scoring matrix:

S. No.	Criteria	Max Score	Positioning of Brand	Score
(i)	Turnover of the Brand Holding Company <i>(Brands of brand holders having turnover of less than ₹2000 crore shall not be</i>	12	≥ 2000 to 4000 crore > 4000 to 6000 crore > 6000 to 8000 crore > 8000 crore	06 08 10 12

S. No.	Criteria	Max Score	Positioning of Brand	Score
	<i>considered in the competition).</i>			
(ii)	Presence in More No. of States / 12 UTs of India (Reliable documents to be attached)  <i>(Brands having presence in less than 10 States/UTs shall not be considered for competition).</i>	12	≥ 10 to 15 States/UTs > 15 to 20 States/UTs > 20 to 25 States/UTs > 25 States/UTs	06 08 10 12
(iii)	<b>To be allotted by a committee of officers on the basis of collective judgement based on Certifications &amp; Compliance As Per Part-‘C’ Of Technical Eligibility, submitted by the bidder</b>	06		
<b>Total</b>		<b>30</b>		

(vi) **For being eligible for consideration in further competition, a company shall have to essentially secure atleast 18 points as per the above stated score-matrix; failing which, the company shall not be considered for competition.**

(b) **Presentation:**

- (1) Based on interactions, the interested firms shall have to give a detailed presentation before a committee of officers of the Shrine Board on a day convenient to both.
- (2) Besides any other aspects that may be included, the presentation must inter-alia highlight the following:
  - (i) The strengths of the company.
  - (ii) Major existing clients
  - (iii) Products proposed for various sanitation needs of the Shrine Board.
  - (iv) The Machinery, Tools and Equipments related to product dilution / application which could be provided **free of cost** for use during the contract period of two years.
  - (v) The proposals towards TNA and on-ground **free of cost** continuous training of sanitation staff of Shrine Board throughout the Rate Contract period of two years.
- (3) The scores shall be assigned to the presentation of companies by a committee of officers of Shrine Board on a scale of 30 marks. This shall be on the basis of a non-challengeable collective subjective judgement of committee. The participation of firms in the competition shall be assumed as their consent to this condition relating to scoring of presentations.
- (4) **For being eligible for further consideration, the competing firm shall have to secure a minimum score of 18.**

(c) **Field Trials:**

- (i) The companies / firms shortlisted on the basis of **Presentation and Brand-Superiority** shall be required to demonstrate the actual on-ground performance /effectiveness of their products through a **7-day Field Trial** in the activities/areas allocated by the Shrine Board.

- (ii) The performance in the Field-Trials shall be constantly gauged by the Sanitation Wing of Shrine Board; based on which the trails shall be rated by the committee of officers of the Shrine Board on a scale of 30 marks.
- (iii) To be eligible for consideration in further competition, a company shall have to essentially secure atleast 18 points in trials; failing which, it shall not be considered for competition any further.
- (iv) The Companies who have already given field-trials of their products in the last one year shall be awarded score for the 'trials' based on their earlier demonstrated performance and need not give the fresh trials; per-se.

In case of relatively higher number of bidders qualifying in the technical stage, the Competent Authority may shortlist **top five firms based on their combined score in the Technical Stage** (cumulative score of the Technical Parameters, Presentation, and Field Trials). The commercial offers of these 5 firms shall only be considered further.

- (d) **Commercial Offer:** The sealed commercial offers shall be sought from shortlisted firms only. The commercial offers must adhere to the following:
  - (i) The firm shall have to offer a singular discount figure over its listed commercial price (excluding applicable taxes) and FOR, Shrine Board's Stores at Katra. The applicable rate of taxes shall be separately mentioned.
  - (ii) The offered uniform discount percentage over List Price (excluding taxes) shall be assigned score on a scale of 60 marks allocated in the following manner:
    - Discount upto 10% - 30 marks
    - Discount of more than 10% upto 15% - 35 marks
    - Discount of more than 15% upto 20% - 40 marks
    - Discount of more than 20% upto 25% - 45 marks
    - Discount of more than 25% upto 30% - 50 marks
    - Discount of more than 30% upto 35% - 55 marks
    - Discount of more than 35% - **60 marks**

- (e) **The final selection:** The Selection of the Company/ Firm shall be QCBS (Quality Cum-Cost Basis) Selection with following prescribed weightage of selection components (**explained in more details in the succeeding Table**):

(i)	Score in the Technical Criteria	30 Marks
(ii)	Score in the Presentation	30 Marks
(iii)	Score based on Brand-Superiority and Field Trials	30 Marks
(iv)	Score on the basis of Commercial Pricing	60 Marks
	<b>Total</b>	<b>150 Marks</b>

**Illustration: The assumptive scores of two firms and selection of one amongst them is explained below:**

S. No.	Parameter	Position of		
		Firm 1	Firm 2	Firm 3
1.	Score for Technical Criteria (Out of 30)	18	22	25
2.	Score for Presentation (Out of 30)	19	23	26
3.	Score for Field Trials (Out of 30)	20	22	28
4.	<b>Score for Percentage of Discount Offered (out of 60)</b>	<b>45</b>	<b>42</b>	<b>33</b>
<b>Total marks for comparison</b>		<b>102</b>	<b>109</b>	<b>112</b>

**Note:** Despite lowest % of offered discount, the highest cumulative scorer i.e. **Firm 3** shall emerge as **H-1** and shall be considered for declaring as "**Selected Firm**".

11. **PRE-BID CONFERENCE:**

A pre-bid conference will be held on **15.06.2026 at 12:30 PM** at Conference Hall, C.O., Katra. The prospective bidders are requested to preferably send their queries at-least 02 days in advance before scheduled pre-bid meeting on e-mail ID nes\_purchase@maavaishnodevi.net. Further, in case, any of the prospective bidder(s) intends to join the pre-bid conference through online mode, they shall forward their request on the official e-mail ID nes\_purchase@maavaishnodevi.net by or before **14.06.2026**. **Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting.**

12. **DELIVERY CONDITIONS:**

The material shall have to be delivered by the successful firm within 20 days of the date of issuance of each PO issued during the Rate Contract Period. However, an early supply shall be highly appreciated.

**Note:** After the expiry of prescribed delivery period, the pending material may or may not be accepted. In case of non-acceptance of material, this order (to the extent of undelivered quantity), shall be deemed to be cancelled automatically without any further correspondence with the supplier. However, for any justified reasons (to be brought on record), if it is decided by the Shrine Board to accept the delayed supply of material, suitable penalty at the discretion of Competent Authority may be imposed on the vendor.

13. **INSPECTION / LIFTING BACK OF REJECTED SUPPLIES:**

- (i) The supplied material shall be checked / inspected by the team nominated by the authorities and if found defective or not as ordered, the same shall be rejected at the sole risk of vendor.
- (ii) The rejected material shall have to be lifted by the supplier at his own risk and cost within a week's time failing which storage charges per day as may be deemed fit by the authority shall be levied. Beyond one month the material shall be auctioned and storage charges shall be recovered from the supplier @2% per day.

14. **PAYMENT TERMS:**

- (i) No advance payment shall be made.
- (ii) The payment shall be made after receipt and inspection/ acceptance of complete material against a Purchase Order, at the Non-Engineering Store, Banganga within a period of 20 days from the date of issuance of G. R.

15. **TERMINATION OF CONTRACT:**

If the successful bidder fails to execute the supplies within the stipulated time or violates the terms and conditions of the EOI, the Contract shall be liable to be cancelled by the competent authority. In such an eventuality, no compensation / damages, whatsoever shall be payable to the successful bidder.

**16. RIGHT OF SMVDSB:**

The Competent authority of SMVDB reserves the right:

- (i) To cancel / terminate the EOI / Purchase Order during the period of its validity without assigning any reason thereof.
- (ii) Grant of extension the delivery period of any PO, with or without imposing penalty.
- (iii) To visit the premises of the bidder to verify the production capacity of the bidder / quality of products.
- (iv) To establish reasonability of rates, to negotiate with the L-1 bidder for each item or to bifurcate the Purchase Order amongst more than one bidder (on L-1 / negotiated rates).

**17. ARBITRATION:**

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

- (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 (with up-to-date amendments)", for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties.

However, on failure of resolution of disputes through procedure elaborated above, the Courts at Katra / Reasi alone, shall have the Jurisdiction with respect to subject matter of this EOI.

**18. FORCE MAJEURE:**

Any failure or omission to carry out the provisions of the order shall not give rise to any claim by one party against the other, if such failure or omission arises from an "Act of God" which shall include all acts of Natural Calamities such as fire, flood, earthquakes, hurricanes or any pestilences or from civil strikes, compliances with any statute or regulations of the Government lock outs and strikes, riots, embargoes or from any other reasons beyond the control of the parties including the war (Whether declared or not) Civil War or State of Insurrection.

**19. SUBMISSION OF EOI:**

Interested firms may submit their EOI in sealed envelope superscribed:

**"EOI FOR RATE CONTRACT OF SANITATION PRODUCTS FOR SMVDSB"**

The EOI should be submitted to:

**Asstt. Chief Executive Officer (G)  
Shri Mata Vaishno Devi Shrine Board  
Central Office, Katra**

Last Date of Submission: **01.07.2026 at 02:00 PM**

Date of Opening: **02.07.2026 at 04:00 PM or afterwards**

EOIs received after due date/time shall not be entertained.

20. **CONTACT DETAILS:**

For any clarification, interested parties may contact:

**Dr. Gopal K. Sharma**  
**Designation: Asstt. Chief Executive Officer**  
**Phone: 9906019466**  
**Email: aceog@maavaishnodevi.net**

**Sd/-**  
**Dr. Gopal K Sharma**  
**Asstt. Chief Executive Officer**

**NO. CO/Pur/NE/685/989**  
**Dated: 09.06.2026**

**UNDERTAKING**

**(On Firm's Letterhead)**

To,

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

**Subject: Undertaking for Participation in EOI for Rate Contract of  
Sanitation Products.**

Sir,

We hereby certify that:

- (i) All information furnished by us is true and correct.
- (ii) We have carefully read and understood all terms and conditions of the EOI.
- (iii) We agree to abide by all terms and conditions laid down by SMVDSB.
- (iv) We possess adequate infrastructure and logistics for timely supply.

**Signature of Authorized Signatory**

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Seal of Firm

**(On Firm's Letterhead)**

**Declaration Regarding Non-Blacklisting**

I / We hereby declare that our firm has not been blacklisted / debarred by any Government Department, PSU, Autonomous Body or Institution.

**Signature of Authorized Signatory**

Name: \_\_\_\_\_ Designation: \_\_\_\_\_ Seal of Firm