



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD
Central Office, Jammu Road, Katra (J&K) – 182301**

Fax: +91- 1991- 232120 Tel.: +91-1991-232818; e-mail: sanitation@maavaishnodevi.net

e-NIT No. CO/HK/05/27 of 2026 Dated: 01.09.2026

e-Tenders in the prescribed format are invited on behalf of the Chairman of the Shri Mata Vaishno Devi Shrine Board from reputed firms, including Proprietary Firms, Partnership Firms, Limited Liability Partnership, Private Limited Companies and Public Limited Companies engaged in **Facility Management Services for providing Housekeeping / Sanitation and Laundry manpower at SMVDNSH, Kakryal** for a period of one year and further extendable for one year on the basis of satisfactory performance of the firm.

S. No.	Particular	Manpower required per day	Tender Fee (Rs.)	EMD (Rs.)
1.	Sr. Supervisor	01	2,500/-	11 lakh
2.	Supervisor	15		
3.	Housekeeping staff	85		
4.	General Duty Assistant	119		
5.	Tailor	01		
6.	Laundry staff	13		
TOTAL		234		

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

Publishing Date	19.09.2026 at 04:00 PM
Bid Download Start Date	19.09.2026 at 04:00 PM
Pre-Bid Meeting	24.09.2026 at 01:00 PM
Bid Submission Start Date	29.09.2026 at 4:00 PM onwards
Bid submission End Date (Online)	07.10.2026 at 04:00 PM
Submission of Hard Copy (end) date and time	08.10.2026 upto 05:00 PM
Date of Opening of Technical Bid (Online)	09.10.2026 at 11:00 AM

The Hardcopies of the Bid documents (except the Financial Bid) shall be deposited via Registered Post or Speed Post or Courier or By Hand in the office of Asstt. Conservator of Forests, Shri Mata Vaishno Devi Shrine Board, Jammu Road, Katra – 182301 before the opening of the technical bid without which the offer submitted by the firm shall not be considered. SMVDSB is not responsible for any postal delay whatsoever. Further, all the documents shall be consecutively page numbered, with each page clearly indicating its page number.

**No. CO/HK/05/4015
Dated: 19.09.2026**

**Sd/-
Vinay Khajuria
Assistant Conservator of Forests**

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 Digital Signature Certificate (DSC) as per Information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.
3. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
4. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
5. Bids will be opened online as per time schedule mentioned in the e-NIT.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.
8. All the required information for bid must be filled and submitted online.
9. The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
10. 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, and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.
11. Bidders are advised not to make any change in BOQ content or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved with the same as it contains.
12. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF / Scan properly.
13. The guidelines for submission of bid online can be downloaded from the website <https://www.jktenders.gov.in&www.maavaishnodevi.org>
14. The Bidder(s) should carefully study the document and prepare his tender with consideration of all provisions of the document. He should fully acquaint himself/herself with site conditions and all other factors which may influence preparation of his tender.
15. The Bidder(s) ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
16. The Bidder meeting the minimum eligibility criteria and with the highest marks/rank(i.e. the total of technical evaluation and financial evaluation marks) shall be deemed as the successful bidder – H1 and shall be considered eligible bidder for further process
17. If there is any discrepancy between words and figures, the amount in words shall be prevailing.
18. Language of Bids: The Bids prepared by the bidder and all correspondence /document related to the bids exchanged by the bidder and department shall be written in English language. Further, if the literature furnished by the bidder is written in another language, the same may be accompanied by a duly certified English translated document.



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
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Fax: +91- 1991-232120 Tel.: +91-1991-232818

E-mail: sanitation@maavaishnodevi.net, acf@maavaishnodevi.net

e-NIT No. CO/HK/05/27 of 2026 Dated: 01.09.2026

Sub: Notice inviting e-tender for providing Housekeeping, Sanitation and Laundry manpower for Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH, KAKRYAL) for a period of one year and further extendable for one year on the basis of satisfactory performance of the firm.

1. REQUIREMENT:

For and on behalf of Chairman, SMVDSB, through CEO, SMVDSB, e-Tender under Two Bids System are invited from the reputed professional firms/companies dealing in Facility Management Services for providing Housekeeping, Sanitation and Laundry manpower for a period of one year and further extendable for one year on the basis of satisfactory performance of the firm at SMVDNSH, KAKRYAL. The detailed Tender Document with full description and Terms and Conditions is available at www.jktenders.gov.in & www.maavaishnodevi.org.

2. TENDER SCHEDULE:

Publishing Date	19.09.2026 at 04:00 PM
Bid Download Start Date	19.09.2026 at 04:00 PM
Pre-Bid Meeting	24.09.2026 at 01:00 PM
Bid Submission Start Date	29.09.2026 at 4:00 PM onwards
Bid submission End Date (Online)	07.10.2026 at 04:00 PM
Submission of Hard Copy (end) date and time	08.10.2026 upto 05:00 PM
Date of Opening of Technical Bid (Online)	09.10.2026 at 11:00 AM

3. ELIGIBILITY CRITERIA:

- Any Sole Proprietorship Firm, Partnership Firm, Public Limited Company or Private Limited Company having an office in India can bid, subject to the satisfaction of other eligibility criteria in terms of organization, infrastructure, experience and availability of requisite un-skilled, semi-skilled, skilled and highly skilled manpower as per the classification by the Govt. Necessary supportive documents must be uploaded / enclosed with the technical bid.
- The bidder company / firm should have experience of providing professional Housekeeping, Sanitation and Laundry manpower in large complexes with latest 05 (five) years of relevant experience in providing the respective services to Health Care Sector, preferably in NABH/JCI accredited hospitals with not less than 400 employees on its payroll.
- The Service Provider (Bidder) should possess ISO 9001:2015 and latest updated version of the Certification towards incorporation of the firm in

providing quality services. Necessary supportive documents shall be uploaded/enclosed to the bid.

iv. Financial Capability and Past Experience:

- a. Average Annual financial turnover of related services during the last three years (2022-2023, 2023-2024 and 2024-2025), ending 31st March of the previous financial year should be at least Rs. 3.5 cr.
 - b. The bidder must have successfully executed/completed similar services over the last five years (2021-2022, 2022-2023, 2023-2024, 2024-2025 and 2025-2026):
 - Three similar completed services costing not less than the amount equal to 40% (Forty per cent) of the estimated cost; **or**
 - Two similar completed services costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; **or**
 - One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost.
 - c. The tenderer must have sound financial background and a positive net- worth for the last three financial years (2022-2023, 2023-2024 and 2024-2025) mentioning **UDIN of CA**.
 - d. The tenderer should be enclosed audited copies of Income Tax Return; Balance Sheet and Profit & Loss Account for the last three financial years mentioning **UDIN of CA**
- ii. The tenderer should have all Registrations/Certifications of EPF/ESI registration, GST registration etc. The bidder shall also possess PAN registration connected to Income Tax. All supportive documents should be uploaded / attached with the technical bid.
- iii. The tenderer shall have to produce latest one year EPF and ESIC Challans of housekeeping workers. In support of which an affidavit that stating that their workers are only for housekeeping services and not for other services should be enclosed by the firm.
- iv. The bidder must enclose an undertaking on the letter of firm claiming that it has never been black listed or punished by any court for any criminal offence/breach of contract and no police/vigilance enquiry/criminal case is pending against him or company/agency as the case may be.

4. TENDER FEES AND EARNEST MONEY DEPOSIT:

- i. The Tender Fees and Earnest Money Deposit amounting Rs. 2,500/- and Rs. 11 Lakh respectively, can be deposited in the shape of CDR / TDR / FDR of any Nationalized / Scheduled Bank duly pledged to the Accounts Officer, SMVDCS. While soft copy of EMD document (CDR / TDR / FDR) shall be uploaded on the tender portal, the hard original copy shall have to be deposited in the concerned along with other prescribed documents prior to the specified date of opening of Technical Bids; without which tenders shall not be considered.
- ii. Alternatively, the bidders may also transfer the required amount on account of Tender Fee and EMD in online mode (IMPS / NEFT / RTGS) in the account of the Shrine Board, detail metioned:

Account No.: 50100417566279
Type of Account: SB
Banker: HDFC Bank
Branch: Katra
IFSC: HDFC0002344
Title of Account: Shri Mata Vaishno Devi Charitable Society

- iii. In the case of online transfer of EMD / Tender Fee amount, the following shall be compulsorily adhered to (without which tenders shall not be considered):
- The transfer of Tender Fee and EMD shall be compulsorily done as separate transactions. In case a bidder makes a single transaction of the cumulative amount, his bid shall not be considered.
 - The print-copies of screenshots of both the successful transactions shall have to be submitted in the concerned section prior to the specified date of opening of Technical Bids. In addition, the full details of the Bank Account from which the transactions have been made shall have to be written on the body of the Transaction Screenshot.
 - The transaction to the account specified at 'b' above shall only be accepted. The transactions made to any other account of Shrine Board shall be treated as failure to deposit the prescribed Tender Fee / EMD.

5. PROCEDURE FOR SUBMISSION OF TENDER:

Bidders are invited to submit Bids for "e-Notice Inviting Tender (e-NIT) for Facility Management Services for SMVDNSH, KAKRYAL in two parts viz. Technical Bid (**Annexure-'A'**) and Financial Bid (**refers to BOQ Online only**) as per enclosed proforma along with supporting documents, application fee, EMD etc. The Tenderers are required to submit their tenders under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

i. Cover-I (Technical Bid):

- Annexure-'A'** form duly filled in along with relevant documentary proofs.
- Scanned copies of the Tender Fees and Earnest Money Deposit (EMD) must be submitted
- Tender Document containing Instructions, Terms and Conditions duly signed on each leaf by the Tenderer, along with documentary proof wherever required.

ii. Cover II (Price Bids):

- Price bid shall contain price quoted for each work separately as per BOQ & has to be submitted online in the form of BOQ only.
- No firm shall quote service charges as NIL/0/0.00/Not Quoted. Any offer with such remarks/figures shall be considered as unresponsive/rejected. The price bid should be absolute and unconditional.
- Minimum service charges shall not be less than 3.85% as defined by Ministry of Finance. Not confining the same, shall lead to rejection/disqualification of the bid.
- Conditional bids shall be rejected.

- e. The price bid shall be opened in favour of bidders who qualify in the technical bid. Rates are required to be quoted strictly as per prescribed BOQ/item of works.
- f. No price information to be uploaded in Technical Bid.
- g. Price bids not conforming to above standards or suffering from any flaw shall be rejected.

6. Bank Guarantee/Security Deposit:

- i. Bidder whose offer is accepted will have to furnish performance Bank Guarantee of an amount equal to 5% of the total contract value in favour of Shrine Board issued by any nationalized / scheduled bank. The EMD of the Successful bidder shall be returned subsequently.
- ii. The Bank Guarantee submitted should be valid for 18 months.
- iii. Successful bidder will have to execute an agreement on a non-judicial Stamps paper of **Rs.500/-** within 15 days from the date of issuance of LoA.
- iv. The expenses of completing and stamping the agreement shall be paid by the bidder.
- v. The Bank Guarantee shall be refunded after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.
- vi. No interest will be paid on performance Bank Guarantee / Earnest Money Deposit.
- vii. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to be forfeited by the Shrine Board.
- viii. The successful bidder shall be entirely responsible for any loss, damage etc. and shall indemnify the Shrine Board against any such claims made out other on account of injury sustained by the labourer within the Shrine Board premises and in any circumstances successful bidder shall not be entitled for any claim in that case. The successful bidder or his labourer shall not be permitted to reside in the Shrine Board premises after working hours of the unit.

7. SELECTION CRITERIA:

All bidders shall submit documentary proof in support of meeting Eligibility Criteria. In first evaluation stage, Proposals shall be rejected, if found deficient as per the requirements of e-Tender/Bid Processing Fee and other eligibility criteria. Only bids confirming the e-NIT conditions shall be further taken up for evaluation. The only bidder(s) qualifying technical evaluation criteria shall be entitled as competent for process of financial bid evaluation. The participating bidder's criteria eligibility shall be evaluated on the basis of points to be obtained in point matrix and **Quality Cost Based Selection method (QCBS)**.

i. **Pre-Qualification Points (Technical Parameters):**

S. No.	Description	Particulars	Max Points	Document detail required (duly attested by the firm)
1	Technical Staff Strength on Company's payroll (Not less than 400)	400-600	5	List of staff with designation and date of appointment
		601-800	7	
		801 & above	10	
2	Average annual turnover for last three financial years.	3.5-5 Crore	5	CA certified document for the last three financial years mentioning UDIN of CA.
		5-7 Crore	7	
		>7 Crore	10	
3	Cumulative net-worth for last three financial years.	1 Crore - 2 Crore	5	
		2 Crore-3 Crore	7	
		>3 Crore	10	
4	Housekeeping / cleaning / laundry contracts valuing in healthcare department more than Rs. 1 crore per annum executed/under execution over the last 05 years.	upto 2 contracts	5	Relevant copies of work orders.
		3-5 contracts	7	
		>5 contracts	10	
5	Experience of executing the hospitality services in healthcare department (Not less than 05 years)	5-7 years	5	Experience certificate issued by the related party.
		7-9 years	7	
		>9 years	10	
6	Company/firm Profile Presentation (Post-bid Presentation)		50	
Total Score			100	

ii. **Bid Evaluation criteria (Technical and Financial):**

The bidder shall follow two bids systems where the technical bid and financial bid shall be evaluated separately and the bidder meeting the minimum eligibility requirements will be invited for making a presentation. The points earmarked for the evaluation of bids based on technical and financial would be as follow:

a. Technical Bid Evaluation:

- The firms fulfilling the minimum eligibility criteria shall be called for post-bid profile presentation wherein the bidders shall give presentation regarding the latest methods/technology used for Housekeeping /Sanitation/Laundry and the same shall be evaluated by the committee formed by Chief Executive Officer / Addl. Chief Executive Officer.
- The tendering evaluation shall be done on weightage with 60% to technical evaluation and 40% to financial evaluation as per the GFR Rules 2017 of

Ministry of Finance, Department of Expenditure.

- For qualifying in the technical bid, bidder shall have to score minimum 70 points out of 100 as mentioned in S.No. 1 to 6 in the above point matrix table as per the Illustration 1 below:

Illustration 1 (Technical Weightage): For instance, if a bidder has secured 80 marks out of the total 100 marks in technical evaluation his technical evaluation value shall be 48 (60% of 80).

- The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. However, the Shrine Board reserves the right to negotiate the quoted rates, terms & conditions with the lowest tenderer or any of the other Tenderers on quality basis to ascertain the suitability of the acceptance offer.

b. Financial Bid Evaluation & Determination of The Successful Bidder:

- As the financial evaluation shall be given 40% of weightage, the bidder with the lowest bid prices (I-1) shall be assigned full marks i.e. 40 marks (40% of 100) and his total scores of the bid shall be as per Illustration 2 below:

Illustration 2: For instance, if the bidder at illustration 1 is I-1 Bidder and quoted Rs. 100/- for being I-1, then his total value shall be 88 [i.e. 48 (Technical Value) + 40 (Financial Value)].

- The financial scores of the other bidders i.e. I-2, I-3.... and so on shall be computed as under as explained at illustration 3 below:

Illustration 3: For instance, if the bidder of Illustration 1 is I-2 Bidder and he quoted Rs. 125/- therefore 40% being the weighted value, the financial score for I-2 shall be computed as: $40 \times 100 \text{ (I-1 price)} / 125 \text{ (quoted price of I-2)} = 32$.

- The bidder's ranking shall be arranged depending on the marks obtained by the bidder in Technical and Financial Evaluation. The bidder attaining highest score after considering technical and financial values shall be awarded with the contract and in case of the tie in rates, the bidder scoring more in the technical bid evaluation process shall be considered for the allotment of the contract.

8. PRE-BID MEETING:

A pre-bid meeting will be conducted on 24.09.2026 at 01:00 PM at the Central Office, Katra, with participation available either in person or through the meeting link. During pre-bid meeting any queries related to tender shall be addressed. Conceptual understanding/layouts of area whichever is possible will be provided to bidders during pre-bid meeting. Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting.

9. THE SCOPE OF WORK (BIDDER):

9.1 HOUSEKEEPING:

- i. Service provider will provide trained Housekeeping, Sanitation, Laundry manpower forswabbing, dusting, cleaning, removal of garbage and other miscellaneous activities incidental to and connected with maintenance at SMVDNSH, Kakryal.

- ii. In case of outbreak epidemic or any such special circumstances will be sole responsibility of the service provider.
- iii. Building furniture, fixtures, equipment (viz, water coolers, water filters, electric fly catches etc.) provided by the SMVDNSH shall be maintained by the Service provider in original/ good condition and all of them should be returned to the SMVDNSH in good condition as and when required by the SMVDNSH.
- iv. The employees so deployed by the service provider must undergo half yearly medical and security clearance from appropriate authority and cost shall be borne by the service provider. The documentary evidence of such clearance shall be provided to Authorized Officer / Nominated by Executive Director SMVDNSH.
- v. The entire activity of the service provider shall be limited within an area to be notified separately to the successful firm.
- vi. The service provider shall ensure overall general maintenance, drainage, segregation of garbage, collection and stored in a dedicated place for further disposal (dry & wet garbage/ plastic & non plastic, waste disposal etc. in an eco-friendly manner, using protective/closed bins).The collection of garbage from the designated place and its disposal to external dump yard is the responsibility of service provider within the hospital premises.
- vii. Service provider shall obtain necessary statutory compliances from the concerned Authorities.

9.2 LAUNDRY:

- i. **Collection and transport of dirty linen:** Vendor will be responsible for collection of dirty linen from different user areas and transport the same to laundry complex after segregation.
- ii. **Sorting processing of used linens** with standard laundering processes including repairing (if required), finishing and packing. Transportation and delivery of washed clothes in a covered trolley to the user area daily.
- iii. Vendor will identify torn linen at the time of collection process and wash them; only torn linen will be replaced by the institute.
- iv. There should be minimal handling of infected linen and if it is to be handled, Personal Protective Equipment (PPE) should be used by the handlers. Each coloured bag should be tagged with place of collection (ward).
- v. The vendor will be responsible for safe disposal of left chemicals and other washing materials and other garbage produced in laundry as per the hospital norms.
- vi. Separate carts for transport and storage of dirty and washed linen will be used.
- vii. The service provider will process linen as per approved washing procedure and approved washing formulae.
- viii. Standard universal precautions to be followed while collecting and handling infected/soiled linen.
- ix. Bio-medical waste management rules, wherever applicable will be followed by the vendor.

10. THE SCOPE OF SMVDSB:

- i. Infrastructure and addition to this workstation with seating arrangement, access to LAN, access to printer, adequate storage, seating space, staff locker and changing room should also be provided by SMVDNSH to service provider.
- ii. Equipment and appliances, if any.
- iii. SMVDNSH shall be responsible for the upkeep and maintenance of the utilities like plumbing, sewerage, exhaust system etc.
- iv. SMVDNSH representative will access service provider's performance on a monthly basis. The report will be counter – signed by service provider's unit manager or operation manager.
- v. SMVDNSH shall be responsible for procurement of all Housekeeping, Sanitation, Laundry manpower essential materials (All machineries and tools and tackles) detergents/ washing chemicals for the specification as per approved washing formula (only from laboratory tested reputed firms and ISI marked wherever possible). The institutes authorities can make surprise check to verify that the items used and right quantity of these are being used.
- vi. SMVDSB shall not be held responsible for any reason whatsoever to any type of inventory that may be kept in the said Laundry store by the vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e laundry services for SMVDNSH only). Under no circumstances, the premises are to be used for any other purposes, than what has been mentioned in the contract. The general safety and ensuring fire safety of the premises is the responsibility of the service provider.

11. MANPOWER:

- i. Senior Supervisor shall be Graduated or possessing Master's Degree with 02-08 years of relevant experience (minimum 08 years experience preferably with Sanitary Inspector Course).
- ii. Supervisor shall be Graduated or possessing Master's Degree with 02-08 years of relevant experience (minimum 05 years experience preferably with Sanitary Inspector Course).
- iii. Housekeeping staff shall be 6th standard qualified with 0-06 years of relevant experience.
- iv. Laundry Staff shall be 6th standard qualified with 0-06 years of relevant experience (preferably shall be 8th standard qualified).
- v. GDA shall be 6th standard qualified with 0-06 years of relevant experience (preferably shall be 8th standard qualified).
- vi. Tailor shall be 6th standard qualified with 0-06 years of relevant experience.
- vii. In addition to above, the firm may provide additional manpower upto max. 25% of the above proposed as and when required at any Shrine Board establishment on the same terms and condition of this e-NIT.
- viii. The quoted wages of the manpower should not exceed the per month CTC as per the respective categories mentioned:

S. No.	Particular	CTC per month (Rs.)
1.	Sr. Supervisor	24,594/-
2.	Supervisor	22,277/-
3.	Housekeeping staff	14,433/-
4.	General Duty Assistant	15,292/-
5.	Tailor	22,081/-
6.	Laundry staff	15,292/-

12. GENERAL TERMS & CONDITIONS:

- i. That work allotted to the firm shall be for a period of one year and further extendable for one year on the basis of satisfactory performance of the firm commencing from the date of issuance of LoA. The firm shall have to enter into agreement with Shri Mata Vaishno Devi Shrine Board, Katra within period of 15 days from the issuance of LoA
- ii. The Chief Executive Officer/Addl. Chief Executive Officer, SMVDSB reserves the right to accept or reject any one or all the tenders without assigning any reason thereof.
- iii. In case of emergent situation, the Shrine Board is at liberty to ask for increase/decrease in number of manpower as per the requirement.
- iv. SMVDSB reserves the right to withdraw / relax / interpret any of the terms and condition mentioned hereinbefore, in such a situation that tenderer shall be given sufficient time to take the changes into account.
- v. Notwithstanding the sub-division of the documents into separate section or otherwise, every part of each section / part / point or paragraph shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- vi. Tenders received after the closing date and time shall not be considered.
- vii. The fittings, fixtures, furniture's and all others item will be properly handed over after making separate kit inventory and details of each item giving specifications, duly signed by the representative of SMVDNSH, and the service provider and stand at the risk and sole responsibility of the service provider who shall deliver in proper condition at time of annual stock taking to be done by SMVDNSH.
- viii. Any shortfall shall be immediately made good by the service provider by the replacement. If the same is not replaced within one month of stock taking, the SMVDNSH shall replace the same and the amount shall be recovered from the security deposit of the service provider.
- ix. For losses, if any due to natural calamity or any other act of god, beyond the control of either party, SMVDNSH will replenish the same.
- x. All damages / breakages to the equipment / furniture / inventory in charge of the service provider, if caused due to negligence of the service provider's employees, the cost of repair replacement of the equipment/ furniture/ fixture inventory will be borne by the service provider.
- xi. Replacement of lost inventory items will be done after proper assessment of the SMVDNSH authorities and as per decision/ mutual discussion and shall be borne by the service provider.
- xii. Monthly monitoring of work complete shall be done by audit committee formed by SMVDNSH.

- xiii. That firm shall provide its workforce in decent uniforms viz. shirt / trouser / shoes / suit and with identification badges at its own cost. The firm shall ensure that the staff deployed is properly, cleanly and neatly dressed and they shall be disciplined, trained and polite to the patients and the staff of the Shrine Board/SMVDNSH at all times. The personnel provided by the firm shall be of good character, physically fit, efficient and skilful in their duties. The firm shall furnish medical fitness and police verification certificates issued by the competent authority, of the manpower engaged within 60 days from the issuance of Letter of Award and subsequently furnish the same on half yearly basis.
- xiv. The personnel deployed (preferred age group: 21-45 years) of certified character and antecedents be Indian National and must display name badge and identity card signed by the agency and / service provider and be conversant in speaking Hindi and local languages. The colour / design of the dress / uniform shall be got approved by the service provider from the authorities of SMVDNSH.
- xv. The successful firm shall submit daily roster of the staff to be deployed for cleaning purpose well in advance (at-least one day prior) to the concerned Unit Head. The replacement of manpower shall only be allowed by the prior consent of concerned Unit Head.
- xvi. That the surrounding areas of the establishments are also included within the area of firm's operation. Further, all the manpower deployed shall work under the overall supervision of the concerned Firm's supervisor who shall report all day to day work to the concerned Unit Head on daily roster sheet. The management reserves the right to change / redeploy the workforce as per the requirement and its decisions shall be binding upon the firm.
- xvii. The firm shall be under obligation to credit the salary to its employees into their respective bank accounts only and no cash payment shall be made. The details of the bank account of all work force deployed shall be shared with the SMVDNSH through concerned Unit Head at the beginning of the Contract. Any replacement made later on shall be updated accordingly. Further, the firm shall submit a certificate every month along with the bills raised certifying compliance of this Clause.
- xviii. The firm shall deduct, contribute and deposit EPF/PF/CPF and other statutory dues as applicable from time to time in respect of all manpower deployed under the contract. SMVDSB shall not be liable for any such statutory liabilities, whether past or present, and no claim in this regard shall lie against SMVDSB. The Firm shall submit, along with its monthly bills, proof of salary disbursement to the deployed manpower through bank accounts, copies of EPF/PF/CPF and ESIC challans/receipts, and any other statutory compliance documents as required. The Firm shall raise its monthly invoice in the prescribed format, along with complete supporting documents, by the last day of each month.
- xix. The Security Deposit shall be forfeited if the firm prematurely withdraws or if the services are terminated for being unsatisfactory.
- xx. The services will be provided round the clock on all the days of the year with sufficient number of manpower required to run the operation. Leaves of regular as well as contractual employees of the agency should be

strictly as per the statutory norms. Any leave availed unauthorized would be subjected to penalty to the service provider.

- xxi. The service provider shall ensure that no tobacco, alcohol or narcotic or non-vegetarian substances are either sold or consumed in the premises.
- xxii. SMVDNSH/SMVDSB shall not be responsible for any injury, accident, disability or loss of life to the service provider or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure toward treatment of such injury accident or loss of life shall be sole responsibility of the service provider. The service provider has to make his own arrangement towards health insurance, accidental and disability coverage and domiciliary of all personal engaged by him under their pay roll and submit approved to this effect.
- xxiii. The service provider needs to maintain records which shall be subjected to examination by the designated officer of SMVDNSH. Any deterioration in providing above services shall attract the provision of deduction, penalty or fine, pertaining to payment. The entire repair works replacement of fitting and fixture (of fitted brand) except related to civil work shall be got done by the service provider at no extra cost. Adequate monitoring and control system be put in place for achieving best service.
- xxiv. The service provider shall ensure that all safety precautions are properly taken during the tenure of the contract. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/ instrument and fire fighting equipment etc. placed at the disposal of the service provider in the area of the operation. Strict compliance is required in this clause and may lead to heavy penalty by the competent authority.
- xxv. The Service Provider shall be solely responsible for and shall bear all statutory, contractual, and employment-related liabilities arising out of or in connection with the engagement of its personnel and compliance with all applicable laws, rules, and regulations in force from time to time. The Service Provider shall maintain all records, registers, books, logs, returns, receipts, computerized databases, and other documents as required under applicable laws and Government regulations, and shall produce the same for inspection or verification by SMVDNSH/SMVDSB or any competent Government authority, including Labour Enforcement Officers and Provident Fund authorities, as and when required.
- xxvi. The service provider shall be solely responsible for compliance of all laws, rules and regulations and the service provider shall comply with all the statutory requirements included but not limited to the requirements under payment of wages Act, Minimum wages Act, contract labour (Abolition and Regulation) Act, Employees state insurance Act, Employee provident fund act.
- xxvii. It is specifically made clear that all the personnel employed by the service provider and under no circumstances they shall be considered as the employees of SMVDNSH/SMVDSB.
- xxviii. Service provider will be engaged as an independent service provider and must not be taken to be in partnership or in a joint venture with or an agent of SMVDNSH/SMVDSB.
- xxix. The firm shall keep feedback/complaint boxes at most of the conspicuous places for routine and adequate feedback / complaint which shall be

shared with the Shrine Board Authorities on monthly basis. Feedback of at-least 20% of the patients must be obtained.

- xxx. That the firm should implement **Real Time Work Monitoring System/ Location Based Attendance Tracking approach** and employee performance system.
- xxxi. Service provider has to abide by service levels as defined by SMVDSB/SMVDNSH. Service level shall include patient feedback metrics as the key component.
- xxxii. Each page of the tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions laid down by the SMVDSB.
- xxxiii. Tenders incomplete in any form will be rejected outrightly. Conditional offers will not be accepted, at any circumstances.
- xxxiv. No Tenderer will be allowed to withdraw after submission of the tender, otherwise the EMD submitted by the tendering company would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- xxxv. The service provider should not sublet the work to any other/ service provider. No child labour should be engaged and human rights as per law shall be protected.
- xxxvi. The service provider will not allow his employees to participate in any trade Union activities or agitation in the premises of the owner and the SMVDNSH/SMVDSB reserves the right to demand change of any employee/ worker if need warranted.
- xxxvii. Service provider shall provide its employees with such equipment and other paraphernalia as may be considered necessary at his own cost.
- xxxviii. No free accommodation shall be provided or his employees. In case absolutely necessary, the request will be considered on chargeable basis and amount shall be recovered from monthly bill of the service provider.
- xxxix. Expenses on external telephone used by the service provider and his staff will be borne by the service provider.
- xl. Service provider shall be solely responsible for instructing and supervising the work of the workmen engaged directly by the service provider as the premises of the SMVDNSH.
- xli. Upon receiving complaint regarding the quality of work and discipline of the employees deployed at the premises, service provider shall within 15 days take all the necessary action.
- xl. Service provider shall render all assistance to SMVDNSH in the course of any investigator/ inquiry that SMVDNSH may choose to initiate against any and/ or all employees of service provider.
- xl. The Service Provider shall strictly adhere to all Standard Operating Procedures (SOPs) issued by SMVDNSH. The Service Provider shall also comply with any amendments, revisions, or additional instructions to such SOPs as may be issued from time to time by the Authorized Officer of SMVDNSH or any statutory body.
- xliv. If the performance of the service provider is not satisfactory as per service levels, SMVDSB may cancel the awarded contract and subsequently arrange another service provider from waiting list prepared for the

purpose. SMVDSB shall not be responsible for any loss, damage etc as a result of such termination of contract.

13. PENALTY CLAUSE:

- i. That the Unit Incharge of area of operation shall maintain a separate attendance register for the manpower engaged by Service Provider on a daily basis. In case of shortfall of any of the personnel, the payment shall be deducted from the monthly bill of the firm @ Rs. 2000/- per person.
- ii. In case of poor performance, a minimum penalty of Rs. 5000/- or any amount approved by the Competent Authority shall be imposed which shall be deducted from the monthly bill of the firm and three or more instances of poor performance shall invite the risk of termination of the Contract without any notice. In that event Service Provider's Security Deposit shall be liable to be forfeited.
- iii. In-case of providing less manpower ($\geq 15\%$) consecutively for a period of three month, a minimum penalty of Rs. 5,000/- (Rs. Five Thousand Only) per month shall be imposed on the firm and the same shall be deducted from the monthly bills of the firm.
- iv. The Shrine Board is at liberty to impose penalty to the firm on following disobediences & the same shall be deducted from the monthly bill& the firm strictly follow the regulations: -

S. No.	Particulars	Amount (Rs.)
1.	Non compliance of disposal of Garbage as per SOP.	500/- per day
2.	Non-wearing of uniform by the Staff.	200/-per employee per day.
3.	Non-wearing of I-Card by the Staff.	200/- per employee per day.
4.	Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards or consumption of liquor / alcohol or eating of non-vegetarian food within or around the premises.	1,000/- per complaint.
5.	Misbehave with the staff/patients/attendants.	1,000/- per complaint.
6.	Non-submission of police verification and medical fitness certificate of engaged manpower after 60 days of LoA.	500/- per person per month
7.	Non installation of Cleaning Complaint Redressal and Feedback System	5,000/- per month
8.	Not installation of Work Monitoring system/Location based attendance tracking system	5,000/- per month
9.	Non-compliance of SOPs.	5,000/- :1 st instance 10,000/- :2 nd instance 20,000/- :3 rd instance
10.	Non-submission of list of employees along with documentary proof of qualification as well as experience as per LOA	1,000/- per person per week

11.	Feedback of the Sanitation Services from the patients/attendant/staff to be obtained digitally by the Shrine Board, if found unsatisfactory.	Services Charges shall be deducted as per the following: i. 25% of Service Charges will be deducted from the running bill on the 1st Incident. ii. 50% of Service Charges will be deducted from the running bill on the 2nd Incident. iii. 100% of Service Charges will be deducted from the running bill on the 3rd Incident. iv. On 4th incident, contract with the bidder shall be cancelled.
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14. TERMINATION OF CONTRACT:

- i. That the contract shall be liable to be terminated any time during the period of contract on one month's notice by the Shrine Board. The contract shall also be liable to be terminated any time during the period of contract on three months' notice by the firm or payment of an amount equivalent to three month's sum in lieu of the notice. The firm shall not sublet the operation to any other agency / person etc. at any time during the period of contract.
- ii. The contract shall also be terminated, if the Successful bidder fails to take-up the work or execute the agreement with SMVDSB in the stipulated time or fails to deliver / non-compliance as per the terms & conditions of the e-NIT.
- iii. Shrine Board reserves the right to alter, accept or reject part or all the Tenders without, assigning any reason thereof.

15. ARBITRATION:

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

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

- b) In the event that the parties cannot agree upon the selection of the sole Arbitrator, either party or both of the parties may move an application before the Hon'ble High Court at Jammu, under the Arbitration and Conciliation Act, 1996, for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties. However, on failure of resolution of disputes through procedure elaborated above, the Courts at Katra / Reasi alone shall have the Jurisdiction with respect to subject matter of this e-NIT.

16. SHRI MATA VAISHNO DEVI SHRINE BOARD'S RIGHTS IN RESPECT OF E-TENDER:

- i. SMVDSB reserves the right to modify terms and conditions of the contract which shall be granted to the successful bidder after the bidding process, if in the opinion of the SMVDSB, it is necessary or expedient to do so in patients / Board's interest. The decision of the SMVDSB shall be final and binding.
- ii. SMVDSB reserves the right to suspend or cancel the contract with selected party in part or in whole at any time if in opinion of the SMVDSB, it is necessary or expedient in public interest. The decision of SMVDSB shall be final and binding. Also, SMVDSB shall not be responsible for any damage or loss caused or arising out of aforesaid action.

17. EXTENSION IN TIME:

The Chief Executive Officer/Addl. Chief Executive Officer, SMVDSB reserves the right to further extend the period of Contract for next one year depending upon the performance with respect to work done in the preceding period, but the same shall not be claimed by the company as a matter of right.

18. VALIDITY OF RATES:

The services charges quoted by the Tenderers shall be valid for a period of 24 months (Twenty Four months) from the issuance of rate contract or till new rate contracts are finalized by SMVDSB whichever is later.

Sd/-
Vinay Khajuria
Assistant Conservator of Forests

No.: CO/HK/05/4015

Dated: 19.09.2026



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

Annexure - “A” (Technical Bid)

Name of the Tenderer: _____

Detail of Tender Fee:

a. Transaction No. _____ **Date** _____ **Amount** _____

Detail of EMD:

EMD no. _____

Amount: _____

Date: _____ Bank _____ Branch _____

The Chief Executive Officer

Shri Mata Vaishno Devi Shrine Board

Katra.

Sir

I hereby submit my tender / bid for providing housekeeping manpower for the purpose of cleaning / housekeeping / sanitation services for Shri Mata Vaishno Devi Shrine. The detail of the particulars submitted through online mode and in a hardcopy format is as produced below:-

S.No.	Particulars	Enclosed at Page No.
1.	Name of firm, address, contact details, background	
2.	Detail of Registrations / Certifications from Government Authorities towards incorporation / establishment of the firm.	
3.	Healthcare housekeeping contracts (>1 Cr, last 05 years)	
4.	Experience in housekeeping services (min. 05 years)	
5.	Proof of ESI registration / EPF registration, and the registration numbers thereof. (Copy of latest assessment order to be enclosed)	
6.	Technical Staff Strength on Company's payroll (Not less than 400)	
7.	Average Annual financial turnover of related services during the last three years, ending 31 st March of the previous financial year (2024-2025) should be at least Rs. 3.5 cr.audited mentioning UDIN.	
8.	The bidder must have successfully executed/completed similar services over the last five years: i. Three similar completed services costing not less than the amount equal to 40% (Forty per cent) of the estimated cost; or ii. Two similar completed services costing not less than the amount equal to 50% (Fifty per cent) of the estimated cost; or	

S.No.	Particulars	Enclosed at Page No.
	iii. One similar completed service costing not less than the amount equal to 80% (Eighty per cent) of the estimated cost. (Proof to be enclosed)	
9.	The tenderer must have sound financial background and a positive net worth continuously for the last three financial years mentioning UDIN of CA.(Proof to be enclosed)	
10.	Audited Balance sheet for the last 03 financial years mentioning UDIN.	
11.	a) PAN (proof to be enclosed) b) ITR statement / Income Tax Assessment Order (for the last three financial years to be enclosed) c) GST No. (proof to be enclosed) d) EPF Registration e) ESIC Registration	
12.	ISO 9001:2015 and latest updated version of the Certification in providing quality Housekeeping Facility Services in hospital industry, if available.	
13.	Whether undertaking on the letter head of the firm that the bidder has never been black listed or punished by any court for any criminal offence/breach of contract and no police /vigilance enquiry/criminal case is pending against him or company/agency as the case may be.	

(Copies of documentary proof may be furnished where-ever required as per the eligibility criteria mentioned in the tender document)

Additional pages may be used, if needed.

Signature: _____

Name: _____

Designation: _____

R/o: _____

Contact No.: _____



Office of the Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board, Katra
Annexure - "B" (Financial Bid)
(To be submitted online only)

Name of the Tenderer: _____

Description of Tender Fee: _____

Detail of EMD: _____

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

Sir

I _____ S/o _____ R/o _____,
hereby submit my tender for the above mentioned premises for an amount of
Rs. _____ (in figure) _____ (in
words)

Designation	Sr. Supervisor	Supervisor	Housekeeping staff	General Duty Assistant	Tailor	Laundry Staff
CTC per person per month (Rs.)						
Service Charges (min. 3.85%) to be quoted in Rs.						
Total Cost per person						
No. of manpower	1	15	85	119	1	13
Gross Total						
Total per month manpower cost						

I further affirm that I have read and fully understood the specifications of the premises mentioned in the e-nit and agree to abide by all the terms and conditions laid therein;

I again affirm that I have read and fully understood the specifications / nature of the job mentioned in the e-nit and agree to abide by all the terms and conditions laid therein which are being signed in token of my acceptance.

After my offer is accepted, I will execute an agreement with the Shrine Board within the period as may be prescribed by the Board and that I shall also be bound by all such terms and conditions laid therein. If I contravene any of the conditions of the agreement, I will forfeit my EMD & the right to continue my operations in the premises mentioned above.

I accept all the conditions/provisions contained in the e-NIT no. _____ dated: _____ unconditionally and without any reservations.

Signature _____

Name _____

Designation _____

Date _____