



**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: acf@maavaishnodevi.net

**Notice Inviting e-Tender
e-NIT No. CO/SW/180(a)/25 of 2026 Dated: 26.08.2026**

For and on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, e-tenders are invited through CEO, SMVDSB from reputed and registered firms providing Security Services, having sufficient professional experience, sound professional track record and a good client profile for providing security cover to SMVDNSH for a period of 01 (one) year extendable upto 01 year:-

S. No.	Particular	No. of manpower required	Tender Fee (Rs.)	EMD (Rs.)
1.	Security Officer	01	2,500/-	7 Lakh
2.	Security Supervisor	03		
3.	Head Guard	04		
4.	Security Guard	121		
5.	Drivers	09		
6.	Fire Officer	01		
TOTAL		139		

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

Date of Publishing of e.NIT	26.08.2026 at 04:00 PM
Download Start Date	26.08.2026 at 04:00 PM
Pre Bid Meeting date	31.08.2026 at 01:00 PM
Bid Submission Start Date	05.09.2026 at 4:00 PM onwards
Bid submission End Date (Online)	14.09.2026 at 04:00 PM
Submission of Hard Copy (end) date and time	15.09.2026 upto 05:00 PM
Date of Opening of Technical Bid (Online)	16.09.2025 at 11:00 AM

The Bids shall be deposited in Electronic Format on the e-tender portal and should be submitted strictly in accordance with the provisions of the detailed e.NIT. 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 Devi Shrine Board, Central Office, 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.

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

**No. CO/SW/180(a)/3930-34
Dated: 26.08.2026**

Instruction to bidders regarding e-tendering process:-

1. The interested bidder can download the NIT/bidding document from the website www.jktenders.gov.in and www.maavaishnodevi.org.
2. To participate in bidding process, bidders have to get (DSC) "Digital Signature Certificate" as per information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.
3. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
4. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
5. Bids will be opened online as per time schedule mentioned in the NIT.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. All the required information for bid must be filled and submitted online.
8. Bidders should get ready with the scanned copies of cost of documents & EMD as specified in the tender documents.
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 not to make any change in BOQ (Bill of Quantities) contents or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved with the same as it contains.
11. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White, PDF / Scan properly.
12. The guidelines for submission of bid online can be downloaded from the website <https://www.jktenders.gov.in&www.maavaishnodevi.org>
13. 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.
14. The Bidder(s) ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
15. The Bidder meeting the minimum eligibility criteria and with the highest marks / rank after Quality Cost based Selection (QCBS) evaluation (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
16. If there is any discrepancy between words and figures, the amount in words shall be prevailing.
17. 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.



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**Notice Inviting e-Tender
e-NIT No. CO/SW/180(a)/25 of 2026 Dated: 26.08.2026**

Sub: Notice inviting e-tenders are invited for Providing Security Services to Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH) for a period of 01 (one) year.

1. REQUIREMENT:

e-tenders are invited through e-tendering mode from reputed and registered firms providing Security Services, having sufficient professional experience, sound professional track record and a good client profile for providing security cover to SMVDNSH for a period of 01(one) year extendable upto 01 year.

2. TENDER SCHEDULE:

Date of Publishing of e.NIT	26.08.2026 at 04:00 PM
Download Start Date	26.08.2026 at 04:00 PM
Pre Bid Meeting date	31.08.2026 at 01:00 PM
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3. PRE-BID MEETING:

A pre-bid meeting will be conducted on 31.08.2026 at the Central Office, Katra, with participation available either in person or through the meeting link. Bidders are requested to visit the site before attending meeting. 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

4. TENDER FEES AND EARNEST MONEY DEPOSIT:

- i. The Tender Fees and Earnest Money Deposit amounting Rs. 2,500/- and Rs. 7 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 following account of the Shrine Board:

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):
- a. 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.
 - b. 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.
 - c. 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. 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 project cost** in favour of Shri Mata Vaishno Devi Charitable Society 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 within 90 days 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.

6. PROCEDURE FOR SUBMISSION OF TENDER:

Bidders are invited to submit Bids for “e-Notice Inviting Tender (e-NIT) for providing Security Services to 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):

- a. **Annexure-‘A’** form duly filled in along with relevant documentary proofs.
- b. Scanned copies of the Tender Fees and Earnest Money Deposit (EMD) must be submitted
- c. 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):

- a. Price bid shall contain price quoted for each work separately as per BOQ & has to be submitted online in the form of BOQ only.
- b. 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.
- c. Minimum service charges shall not be less than 3.85% as defined by Ministry of Finance. Not confining the same, shall leads to rejection/disqualification of the bid.
- d. 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.

7. ELIGIBILITY CRITERIA:

- i. The bidder company / firm shall have experience of providing professional Security Services in large complexes with **05 years of relevant experience** in providing services to Health Care Sector, preferably in NABH/JCI accredited hospitals with **not less than 300 employees** on its payroll.
- ii. Certificate of registration of Security Agency under Central Govt./J&K Government Pvt. Security Regulation Act.
- iii. The firm should be capable of conducting regular security Audits. The firm should submit **at least 03 security Audit reports** conducted during last 03 years.

- iv. Statutory compliances like:
 - a. GST
 - b. Companies Act 1956/2013 and ISO 9001:2015 and any other latest registration certificates (in the operating field).
 - c. Shops and Establishment Act, if applicable.
 - d. EPF/ CPF registration, ESI and Labour license (Under contract Labour (Regulation and Abolition) act, 1970)
 - e. TAN/PAN
 - f. IT and ST clearance (copy of certification / returns be submitted).
- v. Agency shall submit an undertaking mentioning the agency has never been blacklisted nor served any notice for poor performance of work and conduct.
- vi. **Financial Capability and Past Experience:**
 - a. Average Annual financial turnover of related services during the last three years (2022-23, 2023-24 and 2024-25) should be at least **Rs. 2 cr.**
 - b. The tenderer must have sound financial background and a positive net-worth for the last three financial years (2022-23, 2023-24 and 2024-25).
 - c. 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.
 - d. The bidder must have successfully executed/completed similar services over the last three years (2022-23, 2023-24 and 2024-25):
 - 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.

8. 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 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 300)	300-500	5	List of staff with designation and date of appointment
		501-700	7	
		701 & above	10	
2	Average annual turnover for last three financial years.	02-05 Crore	5	CA certified document for the last three financial years mentioning UDIN of CA.
		05-07 Crore	7	
		>07 Crore	10	
3	Cumulative net-worth for last three financial years.	01 Crore - 02 Crore	5	
		02 Crore - 03 Crore	7	
		>03 Crore	10	
4	Security contracts valuing more than Rs. 1 cr per annum <u>executed/under execution</u> over the last 05 years.	upto 02 contracts	5	Relevant copies of work orders.
		03-05 contracts	7	
		>05 contracts	10	
5	Experience of providing services (Not less than 05 years)	03-05 years	5	Experience certificate issued by the related party.
		05-07 years	7	
		>07 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:**

- i. The firms fulfilling the minimum eligibility criteria shall be called for post-bid profile presentation wherein the bidders shall give presentation regarding the Operational Plans and Training / Quality Assurance the same shall be evaluated by the committee formed by Chief Executive Officer / Addl. Chief Executive Officer.
- ii. 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.

- iii. 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).

- iv. 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:

- i. 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)].

- ii. 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: $40 \times 100 \text{ (I-1 price)} / 125 \text{ (quoted price of I-2)} = 32$.

- iii. 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.

9. SCOPE OF SERVICE PROVIDER:

9.1 OBJECTIVE: Firm will provide Security Services according to various types of job description in the hospital meaning thereby that a security guard must be trained in various types of security duties which are required on different points i.e. main gate/front gate, emergency, IPD, ICU, ITU, Lifts and residential area etc. of SMVDNSH as per NABH & JCI security standards.

9.2 AREA OF OPERATION:

- i. Total Premises: SMVDNSH Hospital Building G+3, Service Block, Cottage Complex, Parking Areas, Periphery, Gates, Utility Areas. Approx. 45 Acres.
- ii. Main Gate, Emergency Gate, IPD/OPD Entry, ICU, OT, Blood Bank, Pharmacy, Cash Counters, Labour Room, Mortuary, Parking, Rooftop, Material Gate, Staff Quarters area etc. Actual deployment points shall be decided by SMVDNSH Security Officer. May be changed as per requirement.

9.3 ACCESS CONTROL & SURVEILLANCE:

- i. Regulate entry/exit of patients, attendants, staff, visitors, vendors, vehicles at all gates 24x7.
- ii. Issue visitor passes after proper entry in register/CCTV linked software.
- iii. Maintain record of all visitors with ID proof.
- iv. Ensure only 1 attendant per patient in IPD/ICU as per Hospital Policy.
- v. Enforce visiting hours strictly.
- vi. Check all incoming/outgoing material against gate pass issued by authorized signatory of SMVDNSH.
- vii. Frisking of suspicious persons.
- viii. Monitor CCTV cameras from Central Control Room 24x7.
- ix. Report blind spots, non-functional cameras immediately.
- x. Prevent entry of unauthorized persons, hawkers, beggars, stray animals into hospital premises.

9.4 PATROLLING & VIGILANCE:

- i. Conduct foot patrolling of entire premises, all floors, basement, terrace, parking, and periphery as per beat chart. Min. 1 round every 2 hours at night.
- ii. Check doors/windows of critical areas - OT, ICU, Pharmacy, Stores, Cash, Records – after closing hours. Seal & sign register.
- iii. Prevent theft, pilferage, damage to hospital property if any. Immediate reporting of any suspicious activity.
- iv. Ensure fire exits, staircases, corridors are not blocked. Remove encroachments.
- v. Watch & ward of hospital equipment, vehicles, and ambulances in parking.

9.5 CROWD & EMERGENCY MANAGEMENT:

- i. Control crowd during untoward incident, VIP visits, mob situations. Coordinate with local police if required.
- ii. Assist Hospital Admin in Code Blue, Code Red, Code Black, Code Pink situations as per NABH emergency codes.
- iii. Evacuate patients/staff during emergency/disaster as per Hospital Disaster Management Plan.
- iv. Manage traffic inside campus, prevent wrong parking, and ensure ambulance passage 24x7.

9.6 SPECIAL DUTIES FOR HOSPITAL:

- i. Security of female patients/staff – ensure no harassment. Deploy lady guards at Labour Room, Gynae OPD, and Female Ward.
- ii. Escort cash from Pharmacy/Registration to Accounts, and to bank as required.
- iii. Security of Mortuary – maintain log of dead body receipt/handing over.

9.7 PREVENT UNAUTHORIZED ENTRY:

- i. Watch on drug stores, narcotics, spirit – prevent pilferage.
- ii. Prevent Photography/ Videography inside critical areas without permission.
- iii. Enforce “No Smoking”, “No Alcohol”, “No Arms” policy strictly.
- iv. Assist in handling agitated attendants/violent patients as per SOP. No use of excessive force.

9.8 REPORTING & DOCUMENTATION:

- i. Maintain registers: Gate Entry, Vehicle In/Out, Material In/Out, Key Register, Fire Register, Incident Register, and Patrolling Register.
- ii. Submit Daily Situation Report by 10:00 AM to SMVDNSH Security Officer.
- iii. Immediate telephonic reporting of theft, fire, accident, medico-legal case, VIP movement, law & order issue.
- iv. Assist SMVDNSH in police cases – lodge FIR, provide CCTV footage, witness statement.

9.9 BIDDER RESPONSIBILITIES:

- i. Firm has to **arrange all the provision items for**, essential materials like **(Security Gadgets, Vehicle Search Mirrors, and Handheld metal detectors, Sticks etc)** laborers, skilled supervisory staff.
- ii. Arrange licensed weapons for armed guards. SMVDNSH will not provide arms/ammunition.
- iii. Firm shall ensure that no tobacco, alcohol or non-vegetarian or narcotic substances are either sold or consumed in the premises let out to him under the contract and the contractor would be wholly responsible for any violation/non-compliance and consequences thereof.
- iv. The employees so deployed must undergo yearly medical and security clearance from appropriate authority and cost shall be borne by the firm. The documentary evidence of such clearance shall be available with the manager of the firm stationed at SMVDNSH, Katra. He is required to produce them as and when demanded by SMVDNSH authorities.
- v. The firm shall ensure to maintain adequate number of manpower at all times to meet the contractual obligations and also arrange a pool of standby employees. The selected agency shall be responsible to manage rotation of staff deployed, matters pertaining to leave, arranging leave, substitute so as to ensure the availability of adequate strength.
- vi. Manpower to be deployed by the firm in each shift shall perform eight hours of duty.
- vii. **The firm shall have to conduct quarterly security audit of the establishments of SMVDNSH.**
- viii. The firm shall be solely responsible for instructing and supervising the work of the workmen engaged directly or indirectly by the service provider at the premises of SMVDNSH.
- ix. Service provider shall ensure that the workmen deployed at the premises, for the purposes of providing the services described here in shall maintain the discipline and abide by the rules and regulations of conduct applicable within such premises.
- x. **Upon receiving complaint from SMVDNSH regarding the quality of work or discipline of the employees deployed of the premises, service provider shall within 15 days take all necessary actions.**
- xi. In respect of all personnel employed by the service provider for the performance of their obligations, the service provider shall be solely responsible for compliance of all laws, rules and regulations and the service provider shall

comply all the statutory requirements including but not only 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 etc.

- xii. The Service provider shall **maintain all such registers and records mentioned above** inrequired under various enactments and shall produce the same to the inspection of SMVDNSH as and when required. It is specifically made clear that all the personnel employed by the service provider shall be the employees of the Service provider and under no circumstances they shall be considered as the employees of SMVDNSH.
- xiii. Service provider undertakes and confirms that if there are any statutory or contractual liabilities, which may arise including but not limited to those with respect to compliance of the laws for the time being in force, or out of contracts of employment between service providers and its employees, the same shall be borne by the service provider.
- xiv. Service provider shall be insured with a reputed creditworthy company as regards its working civil liability, bodily injured, corporal and material damage that can occur due to performance of services or acts of its officers and employees.
- xv. Service provider shall take out an insurance policy against any risk of fire, explosion, water damage, theft affecting or arising out of the premises, furniture, equipment and goods made available to service provider. Such insurance shall provide for a waiver of recourse against service provider and its insurer.
- xvi. Prospective service provider as per Annexure shall get a medical examination done for the workforce deployed as per the instruction of the SMVDNSH depending upon the nature of work, before deploying during the tenure of prospective agreement and any extended period thereof at the premises of the service provider at the cost of service provider. Medical examination mainly includes following:-
 - a. Hemoglobin
 - b. CBS
 - c. RBS
 - d. Eye test
- xvii. Service provider shall train their personnel in fire Prevention and **Fire fighting techniques and other Security drills every month** as they find suitable and appropriate. Service provider shall also maintain training record in proof of training imparted to their personnel and shall produce the same to SMVDNSH on demand.
- xviii. Security personnel while controlling the flow of visitors in the hospital premises shall ensures that no visitor is offended, ill-treated. The Service provider shall maintain a **patient complaint register and also a feedback register** at their office in the SMVDNSH premises and shall made available such registers as and when demanded by SMVDNSH, for inspection.
- xix. Security personnel shall attend to the complaints of patients regarding their belongings lost in the premises of SMVDNSH and arrange to resolve the same at the earliest. Service provider shall maintain a register with regard to such complaints

- xx. Service provider shall ensure that availability of required number of security personnel in all designated places and no such designated places will remain unmanned at any given point of time. SMVDNSH may conduct surprise visit to check incidence of indiscipline, absenteeism and sleeping while on duty on the part of personnel deployed by service provider.
- xxi. The Service provider shall engage Female as well as Male security guards in the area as defined and desired by SMVDNSH. They shall perform their duty under the supervision of the Supervisor provided/ appointed by service provider. The service provider shall act in consultation with SMVDNSH regarding deployment of the service provider in its premises.
- xxii. The service provider shall be custodian of all keys of the hospital and responsible for any loss / theft of valuable articles including computers and its parts, Machineries of all kind, medical equipments, and medical appliances, medical kits Accessories etc. **Service provider shall ensure total protection of SMVDNSH from theft, Robbery, Pilferage, Break-ins, vandalism, etc.** The security Guards shall also regulate and control movement, **parking of vehicles inside the premises of SMVDNSH.** As a part of the duty, the guard posted may be instructed at behest of SMVDNSH to check all the bags and baggage, belongs to visitors, cars, etc strictly for curbing and encountering terrorist attacks. **The SMVDNSH have rights to set off the cost of any item lost / stolen against the bills payable to service provider.** All personnel deployed by the service provider for security shall be neat and clean and of the presentable appearances and must use the **uniform provided to them by the service provider** which includes Headgear. The service provider shall ensure that all the employees are gentle, courteous and of the amicable disposition to all whom they come in contact. Any point of disagreement should be solved after proper discussion keeping in mind all rules and conventions of government. The security personnel deployed by the service provider at the premises of the SMVDNSH shall be strictly in accordance with the provision of the private security (Regulation) agencies act, 2006 and rules framed there under by state government.
- xxiii. The service provider shall engage suitable person who shall be able to satisfactorily handle, carry out and supervise security services including all emergencies/ eventualities that may arise during the course of work and take corrective measure promptly in consultation with the first party. The second party shall always take sufficient measure so that their employees maintain discipline inside the premises of SMVDNSH including reporting to the duties in time and not absent from their place of work.
- xxiv. The Service provider shall ensure that the SMVDNSH corporate image remains unimpeachable. The service provider shall communicate to SMVDNSH the cases of unsuitable and non conformities and shall take immediate corrective actions which may even include the removal of certain personnel of service provider.
- xxv. The service provider shall ensure smart turnout of its guards who shall be in proper uniform, polished shoes, caps, belts etc according to the pattern. During the rainy and winter seasons the guards shall be equipped with water resistant

boots, umbrellas, raincoat, sweaters, torch, batons, etc. Moreover, the guards shall possess batons in their hands to counter odd and unprecedented situations, if cropped by any chance. The service provider shall also provide gunmen if desired by SMVDNSH. All security guards deployed therein shall abide by all instructions, as and when conveyed to them.

- xxvi. The service provider shall be required to meet the required quality and safety standards in terms of manpower training and delivery of services by playing a proactive in all quality and safety program/ initiative which the hospital may undertake from time to time during the period of agreement and maintain records. Additionally, he/she shall adhere to the accreditation standards of the National Accreditation Board for Hospitals and Healthcare Providers (NABH) and Joint Commission International.
- xxvii. The service provider shall immediately take note of any discontentment of its workforce engaged in security services in SMVDNSH and shall take immediate and effective measures/ steps to resolve the same.
- xxviii. Service provider shall ensure that the work related problems of the workmen of deployed shall be dealt with by the service provider with information to SMVDNSH at the earliest, so that services offered to the ailing patients are not affected.
- xxix. The service provider shall not any time employ any person employed with any other vendor serving SMVDNSH without obtaining "No objection letter" from that respective vendor. In case of violation of the same, service provider shall be liable to pay SMVDNSH a penalty equivalent to that of 24 months' salary of such personnel so hired.
- xxx. The service provider shall ensure that in case of any problem, discontentment allegation, dispute or agitation crops up any point of time on the part of its workforce engage in security other supporting services, then he/she will be solely liable for the same and will take immediate and effective measure/ steps to resolve such and make arrangement to restore normalcy and tranquility. SMVDNSH shall have right to terminate the agreement without prior notice, withholds the entire bill payable to selected service provider for the service and demand compensation there of such damage and inquiry.
- xxxi. Personnel deployed by the service provider shall abide to the security protocol set by SMVDNSH.

10. THE SCOPE OF SMVDNSH:

- i. Infrastructure: In order to run on – site operation smoothly, SMVDNSH will provide Service with:
 - a. In 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.
 - b. Infrastructure
 - c. Equipment and appliances, if any.
- ii. SMVDNSH shall obtain all licenses and permits required for availing facility services such as fire NOC, form V.

- iii. SMVDNSH representative will assess service provider's performance on monthly basis and submit the report to the Operational Incharge, SMVDSB.
- iv. The Building, furniture, fixtures, equipment provided by the SMVDNSH shall be maintained by the contractor in original/good condition and all of them should be returned to the SMVDNSH in good condition as and when required by the SMVDNSH.
- v. Personnel deployed by the service provider shall abide to the security protocol set by SMVDNSH.

11. TERMS AND CONDITION:

- i. The bid shall remain valid for a period for 04 (four) months.
- ii. The contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the owner and SMVDNSH reserves the right to demand the change of any employee/ worker if need warranted.
- iii. The service provider shall appoint fully qualified competent and skillful worker in their service, supervisors and employees/ work man at their own cost to ensure that service rendered by them, and the responsibility and obligations undertaken by them are carried out to the satisfaction of SMVDNSH.
- iv. Service provider shall provide its employees/ work man with such equipment and other paraphernalia as may be considered necessary, at its own cost.
- v. The personnel deployed (preferred age group: 21-55 years) of certified character and antecedents be Indian National and must display name badge and identity card signed by the agent/contractor and be conversant in speaking Hindi, English and local languages. The common uniform comprise of general dark colour trouser, light colour shirt, blazers and saris (as applicable) black shoes, white/ black socks, etc., and be provided by the contractor. The colour/ design of the uniform/ dress shall be got approved by the contractor from the authorities of SMVDNSH. The workmen shall be wearing caps and gloves additionally for ensuring utmost hygiene in the hospital premises.
- vi. **The firm shall provide the reliever manpower at the rate of 01 reliever for every 05 deployed personnel to ensure uninterrupted service delivery and to meet leave, absenteeism, or other operational requirements without any additional financial liability to the Shrine Board.**
- vii. The services will be provided round the clock on all 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 the penalty of contractor.
- viii. SMVDNSH shall not be responsible for any injury, accident disability or loss of life to the contractor or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health

- insurance, accidental and disability coverage and domiciliary treatment of all personnel engaged by him under their pay roll and submit approval to this effect.
- ix. The contractor shall arrange police verification of all the employees to be deployed and submit such verification to SMVDSB within 45 days of the deployment. There shall be no case pending with the police against the firm or the agency or company as well.
 - x. No free accommodation shall be provided to the contractor or his employees. Request may be considered on chargeable basis and the amount shall be recovered from monthly bill.
 - xi. SMVDNSH reserves the rights to withdraw /relax/interpret any of the terms and conditions mentioned hereinbefore.
 - xii. Each page of tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions, laid down by the hospital.
 - xiii. The person/ officer signing the tender/ bid documents on behalf of the contractor should be delegated with an appropriate power of attorney (duly endorsed by Notary Public) by the Chief Executive Officer/ Managing Director of the company to sign such documents. An appropriate declaration must be enclosed.
 - xiv. No tenderer will be allowed to withdraw after submission of tender; otherwise the EMD Submitted by the tendering company would stand forfeited. In case the successful tenderer declines the offer of the contract (or refuses to acknowledge or execute the contract/ agreement within 15 days of award of work) for what-so-ever reason, his EMD will be forfeited.
 - xv. The contractor should not sublet the work to any other/ contractor. No child labour should be engaged and human rights as per law shall be protected and adhered.
 - xvi. The fitting fixtures and all other items shall be properly handed over after making separate kit inventory and detail of each items giving specifications duly signed by the representative of SMVDNSH and the contractor.
 - xvii. Service provider has to abide by service levels as defined by SMVDSB/ SMVDNSH. Service levels shall include patient feedback metrics / incidence as a key component.
 - xviii. 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.
 - xix. All the furniture and fixture / inventory at site stand at the risk and sole responsibility of the contractor who shall deliver in proper condition at time of annual stock taking to be done by SMVDNSH. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock taking SMVDNSH shall replace the same and amount shall be recovered from the security deposit of the contractor. 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.
 - xx. The above terms and conditions are only indicative and not exhaustive. Some more terms and conditions shall form part of the agreement to be signed.

- xxi. That the firm should implement **Real Time Work Monitoring System, Location Based Attendance Tracking approach** and employee performance system.
- xxii. The firm shall contribute and deduct equivalent amount towards provident fund from the basic wage of each workers provided by the firm to SMVDNSH along with Statutory charges as may be prescribed from time to time.
- xxiii. The SMVDNSH reserves the right to ask and require the security firm to remove any person deployed by the firm without assigning any reason/notice.
- xxiv. That approved firm shall solely be liable for any costs, charges or expenses arising out of any claims or legal proceedings in connection with or relating to its operations/ activities under this agreement. The approved firm shall be liable to indemnify and keep indemnified SMVDNSH against any damages, compensation, costs charges or expenses arising out of any claims or proceedings relating to its operations/ activities.

12. MANPOWER:

- i. Security Officer shall have 15 years of relevant experience (retd. Defence Commissioned Officer shall be preferred).
- ii. Supervisor shall have 05-08 years of relevant field or defence personnel with preferably 10th and Graduate.
- iii. Security guards shall have minimum 05 years of experience in relevant field with minimum qualification of 6th standard (10th and Ex-serviceman shall be preferred).
- iv. Head guards shall have minimum 08 years of experience in relevant field with minimum qualification of 6th standard (10th and Ex-serviceman shall be preferred).
- v. Drivers HMV shall have 02-08years of experience in relevant field with minimum qualification of 6th standard.
- vi. The service personnel must be 5'6" height and above.
- vii. Successful bidder shall be obligated to provide the services of well ex-serviceman (retired from Army / Navy / Air Force) or persons who have retired from Central Para Military Forces (CRPF / BSF / ITBP / CISF etc) only having medical certificate of shape 1 and their age shall not exceed 55 years. In case of Civil Guard, the person should be matriculate with at least one month training on Security and shall have good physique i.e. height not less than 165 cm and chest size should be at least 77 cm and their age should be between 21 to 45 years. The civil security guard shall be deployed to assist ex-serviceman security guard.
- viii. Personnel must be fully trained in drill / salute and in handling the security gazettes.
- ix. 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.
- x. The quoted wages of the manpower should not exceed the per month CTC as per the respective categories mentioned below:

S. No.	Particular	CTC per month
1.	Security Officer	55,000
2.	Security Supervisor	24,221
3.	Head Guard	15,692
4.	Security Guard	14,384
5.	Drivers	24,221
6.	Fire Officer	33,410

13. PENALTY:

Shrine Board is at the liberty to impose penalty to the successful bidder on following disobediences and the same shall be deducted from the monthly bill:

S. No.	Particulars	Amount (Rs.)
1.	Shortage of manpower	2,000/- per person
2.	Non-wearing of uniform by the Staff.	500/-per employee
3.	Complaint of poor service	5,000/- per complaint
4.	Non maintenance of personal hygiene by staff	100/- per employee
5.	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.
6.	Misbehave with the staff/patients/attendants.	2,000/- per complaint.
7.	Non-submission of Police verification and medical fitness certificate of engaged manpower after 60 days of LoA.	500/- per person per month
8.	Non installation of online/ offline Complaint Redressal and Feedback System.	5,000/- per month
9.	Not installation of Work Monitoring system/Location based attendance tracking system	5,000/- per month
10.	Non-compliance of SOPs issued by SMVDNSH.	5,000/- :1 st instance 10,000/- :2 nd instance 20,000/- :3 rd instance On 4 th incident, contract with the bidder shall be cancelled
11.	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
12.	Feedback of the Services from the patients/attendant/staff to be obtained digitally by the SMVDNSH, 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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In addition, an appropriate penalty may be imposed at the sole discretion of the Competent Authority of SMVDSB/SMVDNSH in case the conduct of the agency/personnel is found to be in violation of the rules, regulations, instructions, or other guidelines

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 12 months (Twelvemonths) from the issuance of rate contract or till new rate contracts are finalized by SMVDSB whichever is later.

Queries may be addressed to:

Asstt. Conservator of Forest, SMVDSB, Katra,
Fax: +91- 1991-232120 Tel.: +91-1991-232818
Website: www.maavaishnodevi.org,
Email: acf@maavaishnodevi.net, sanitation@maavaishnodevi.net

Sd/-
(Vinay Khajuria)
Assistant Conservator of Forests

No. CO/SW/180(a)/3930-34
Dated: 26.08.2026

Copy to the:

1. Chief Executive Officer, SMVDSB, Katra.
2. Addl. Chief Executive Officer, SMVDSB, Katra.
3. FA / Chief Accounts Officer, SMVDSB, Katra.
4. Executive Director, SMVDIME
5. Dy. Manager (IT) for publication on the official website of the Shrine Board.



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

Schedule “A” (Technical Bid)

The tenderer shall furnish the following information with documentary evidence wherever required. This data shall be submitted without fail in the technical bid only and not otherwise.

Name of the Firm: M/s _____

Tender Fee Details _____

EMD Details: _____

S. No.	Particulars	Remarks
1	The bidder company / firm shall have experience of providing professional Security Services in large complexes with 05 years of relevant experience in providing services to Health Care Sector, preferably in NABH/JCI accredited hospitals with not less than 300 employees on its payroll (Name of each person and his qualification to be clearly mentioned in the list to be enclosed).	
2	Average Annual financial turnover of related services during the last three years (2022-23, 2023-24 and 2024-25), ending 31 st March of the previous financial year should be at least Rs. 2 cr.	
3	Registrations as per the tender including certifications available	
4	Contracts and experiences	
5	List of qualified and technical manpower	
6	Copies of the 03 Security Audit Reports conducted during last 03 years.	
7	List of qualified and professional manpower already available with the Firm in all categories.	
8	Client Satisfactory Certificates from at least 03 different firms for providing minimum 50 Security Personnel each during the last 03 years.	
9	The copy of license /permissions of Private Security Agencies (Regulations) Act, 2015.	
10	Financial Obligations as per the tender	

11	a) PAN (proof to be enclosed) b) ITR statement/ Income Tax Assessment Order (for the last three years to be enclosed).	
12	Undertaking mentioning that the firm has never been blacklisted.	
13.	Every other documents / requirements mentioned in the tender	

(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.

For & on behalf of M/s _____,
(Authorized Signatory)

Name: _____

Address _____

Mobile No. _____

E. mail _____



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

Schedule “B” (Financial Bid)

Name of the Tenderer: _____

Detail of Tender Fee: _____

Detail of EMD: _____

Designation	SECURITY OFFICER	SECURITY SUPERVISOR	HEAD GUARD	SECURITY GUARD	DRIVER HMV	FIRE OFFICER
CTC per person per month (Rs.)						
Service Charges (min. 3.85%) to be quoted in Rs.						
Total Cost per person						
No. of manpower	1	3	4	121	9	1
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 lay 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 _____