



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

Notice Inviting e-Tender

e-NIT No.: CO/Cat/417/576 Dated: 07.08.2026

For and on behalf of the Shri Mata Vaishno Devi Shrine Board, through Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board (hereinafter referred as SMVDSB, Katra), e-Tenders on prescribed format are invited under two bids system from the eligible Individuals / Firms / Agencies / Organizations / Company desirous of participating in the e-Bid process of the SMVDSB regarding **allotment of spaces at 06 pre-identified locations alongside the track for installation of kiosks for sale of Fresh Fruits (seasonal) & Fruit based Beverages on "Leave & License basis"** as mentioned in **Annexure-II** for a period of two (02) years.

Particular	Period	Total Cluster wise Reserve Bid per annum (excl. of GST) (in Rs.)
Fresh Fruits (seasonal) & Fruit based Beverages	Two years	24 Lakh

The e-NIT consisting of qualifying information, Eligibility Criteria, Specifications, Set of Terms & Conditions of contract and other details can be seen / downloaded from the website: <http://jktenders.gov.in> & on SMVDSB website: www.maavaishnodevi.org as per following:

Publishing Date	07.08.2026 (03:00 PM)
Download Start Date	07.08.2026 (04:00 PM)
Pre-Bid Conference	10.08.2026 (12:00 Noon)
Bid Submission Start Date	12.08.2026 (12:00 Noon)
Bid and Hardcopy Submission End Date	27.08.2026 (02:00 PM)
Date of Opening of Technical Bids (Online)	29.08.2026 (03:00 PM)

The bids shall be deposited in electronic format on the e-tender portal and should be submitted strictly according to the provisions of the detailed e-NIT. The complete bidding process will be done online on the e-tender portal, www.jktenders.gov.in. However, the Bid document is also available on the official website of SMVDSB, www.maavaishnodevi.org, for reference purposes only.

The e-Tender must be uploaded as per the conditions mentioned in the e-NIT document. An Earnest Money (Rs.1 Lakh only) in the form of CDR / FDR, drawn from any Nationalized / scheduled Bank duly pledged to the FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra and receipt of non-refundable Tender Fee of Rs.1,500/- deposited in the official account of Shri Mata Vaishno Devi Shrine Board Branch **J & K Bank Niharika, Katra, Account No. 0077040100013549, IFSC –JAKA0PKATRA** by way of NEFT / RTGS with due intimation of UTR No. for the record in favour of **CAO. SMVDSB, Katra**. The bidder shall mention the EMD detail and UTR No. in the Pre- Qualification Application Form at **Annexure- 'I'**.

The Earnest money deposited by the bidders shall be released soon after the finalization of the tender. The EMD shall remain valid for 90 days from the date of submission of tender. EMD to the successful tenderer shall be refunded on receipt of the security deposit, whereas the EMDs of the unsuccessful bidders shall be released after the allotment of Rate Contract in favour of the Successful bidder.

In case of a holiday, the bids will be opened on the next working day. Further, the technical bid shall be opened to ascertain the eligibility of the competing firms, and the resulting position shall be notified accordingly.

SMVDSB will not be responsible for any delay in the online submission of the bid due to any reason (Technical or otherwise). Besides, the conditional, illegible, ambiguous tender(s) are liable to be rejected. Bids sent by Fax or e-mail or any other mode will not be considered.

Bidders must ensure to upload scanned copies of all necessary documents, i.e. PAN, GSTIN, Tender Fee (DD) / UTR No., EMD (CDR / FDR), Registration, Income Tax Returns and other relevant documents mentioned in the e-NIT.

The tenders should be submitted strictly by the provisions of the detailed e-NIT. The Shrine Board reserves its absolute right to reject the issued e-tender / any or all tenders / offers at any stage before execution of the License Deed / Agreement without assigning any reason.

No Proposal shall be submitted to SMVDSB in physical form unless and until the same is uploaded on the e-tendering website. The hard copies of the Technical Bid documents viz. Tender Fee (Demand Draft/NEFT), EMD (CDR/FDR), PAN, GST and other documents (**except the Financial Bid**) shall be deposited via Registered Post **or** Speed Post **or** in person in the Catering Section in the office of Chief Executive Officer, Shri Mata Devi Shrine Board, Central Office, 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/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer,
SMVD Shrine Board, Katra

No: CO/Cat/417/576
Dated: 07.08.2026

1. **INSTRUCTION TO BIDDERS REGARDING E-TENDERING PROCESS**

- i) The interested bidder can download the NIT / bidding document from the website www.jktenders.gov.in and www.maavaishnodevi.org.
- ii) 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.
- iii) The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
- iv) The Technical Bids shall be opened online.
- v) Financial Bids of only those bidders shall be opened who have qualified the technical criteria.
- vi) The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form unless and until the same is uploaded on the e-tendering portal.
- vii) Bids will be opened online as per time schedule mentioned in the e-NIT.
- viii) Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- ix) **SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.**
- x) All the required information for e-bid must be filled and submitted online.
- xi) 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.
- xii) 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.
- xiii) The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
- xiv) The tenderer should carefully study the document and prepare the bid with consideration of all provisions of the document. The bidder should fully acquaint himself / herself with site conditions and all other factors which may influence preparation of the tender.
- xv) **The companies or firms or its subsidiaries / sister concerns / franchisees or any firm bidding for the above e-NIT, must not be blacklisted by any government, PSU, Financial Institution, Court, regulatory authority or Shri Mata Vaishno Devi Shrine Board. To ensure compliance, the bidder is required to submit a declaration duly attested by Judicial Magistrate 1st Class / Oath Commissioner that they have not been black listed by any of the above-mentioned authority, as on date of submission of the documents of e-NIT. Non submission of the affidavit will lead to rejection of the bid on technical parameters. Submission of fraudulent misleading documents, misrepresentation of information / facts or wrong / misleading affidavit**

at any stage will lead to blacklisting of the company / firm / individual involved for a period of 03 years.

- xvi) The Shrine Board reserves its absolute right to reject the issued e-tender /any or all tenders / offers at any stage before execution of License Deed without assigning any reason.

2. TENDER SCHEDULE

- i. The e-NIT Schedule is as under:

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- ii. In case of holiday, the bids will be opened on the next working day. Further, the price bids of only those bidders shall be opened who qualify the Technical Eligibility Criteria after scrutiny of the documents in Technical Bid.
- iii. SMVDSB shall not be responsible for any delay in online submission of the bid due to any reason (Technical or otherwise).
- iv. Bidders must ensure to upload scanned copies of all necessary documents as mentioned in the e-NIT.

3. TECHNICAL ELIGIBILITY CRITERIA

- i. Bidder should have an experience of **02 years** in buying & selling of food products.
- ii. The bidder must have sound financial background. The **Average Annual Financial Turnover** of the Bidder during the last **02 consecutive Financial Years** ending 31st March of the previous financial year (**i.e. 2023-24 & 2024-25**), should be at least **Rs.20,00,000/-** in buying & selling of food products.
- iii. Net worth of the bidder during the last 02 consecutive Financial Years ending 31st March of the previous financial year (**i.e. 2023-24 & 2024-25**) should be positive. **The bidder shall furnish a proof of positive Net-worth certificate duly certified by the Chartered Accountant.**

4. SUBMISSION OF TENDER:

The Tenderers are required to submit their Bids (Technical as well as Financial) on the e-tendering portal i.e. www.jktenders.gov.in under 02 bids system as per given below:

A. Technical Bid

- i) The e-Tender must be uploaded with an Earnest Money (Rs.1 Lakh only) in the form of CDR / FDR as per conditions of NIT, drawn from any Nationalized /

- scheduled Bank duly pledged to the Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
- ii) Tender Fee of Rs.1,500/- deposited in the official account of Shri Mata Vaishno Devi Shrine Board Branch J & K Bank Niharika, Katra, Account No. **0077040100013549, IFSC –JAKA0PKATRA** by way of NEFT / RTGS with due intimation of UTR No. for record in favour of CAO. SMVDSB, Katra. The earnest money deposited by the bidders shall be released soon after the finalization of the tender. The EMD shall remain valid for 90 days from the date of submission of tender. EMD to the successful tenderer shall be refunded on receipt of security deposit.
 - iii) PAN number
 - iv) GST / SGST number (the successful bidder must obtain a GST registration for JK-UT, if not already held, immediately upon allotment of the tender.)
 - v) Work Experience
 - vi) Statutory compliances like EPF / CPF registration number
 - vii) FSSAI certificate
 - viii) Last 02 years Income Tax Return and Copies of audited statement of accounts / balance sheet for 02 financial years in case of Principal Company.
 - ix) Last 02 years Income Tax Return and Copies of audited statement of accounts / balance sheet for 02 financial years in case of distributor / franchisee.

B. Financial Bid (BoQ):

- i. Price bid shall be as per BOQ & has to be submitted **online only**. (Format as per **Annexure – I**). Submission of Hardcopy of the same tantamount to serious violation of tendering process which shall entail rejection of the bid submitted online.
- ii. The price bid should be absolute and unconditional.
- iii. **The tenderer has to bid for any or all clusters having different locations as per the BOQ at Annexure-I. However, each cluster shall be allotted to the highest bidder(s).**
- iv. The price bid shall be opened in respect of the bidders who have qualified in the technical bid. Rates are required to be quoted strictly as per prescribed UOM mentioned in the BOQ.
- v. Price bids not conforming to above standards or deficient in any manner shall be rejected

5. Pre-Bid Conference

- (i) **A Pre-Bid Conference will be held on 10.08.2026 (12:00 Noon) at Spiritual Growth Centre of Shri Mata Vaishno Devi Shrine Board, Katra, District: Reasi, J&K (UT)** to finalise the services to be rendered by the bidders. It is advised that before pre- bid meeting, the bidders should visit the site to acquaint themselves with the prevailing condition and sale potential of the site.
 - (ii) The Minutes of Pre-bid meeting will be uploaded on Shrine Board's official Website www.maavaishnodevi.org & www.jketenders.gov.in, for information of the bidders.
- 6. Only Hard copies of e-tender documents submitted online should be submitted in the Catering Section, Central Office of Shri Mata Vaishno Devi Shrine Board, Katra within the due date & time i.e. on 27.08.2026 upto 02.00 PM. *Submission of Hardcopy of the Financial Bid leads to the rejection of the bid submitted online.***

7. The bidder shall pay license fee plus applicable taxes per annum with an incremental increase of 10% (cumulative) annually. The GST is to be paid by the bidder alongwith license fee in advance on bi-annual basis (as the case may be).

8. **GENERAL CONDITIONS**

- i. The hard copies of e-tender should be super scribed with the number, name and location of the premises tendered for.
- ii. Any offer below the reserved bid prescribed for spaces shall not be considered. The tenderer shall put his/her signature and specify in the capital letters name along with parentage with his / her complete postal address on the tender form and the terms and conditions attached there to.
- iii. Tender without copy of requisite tender document fee and in deficient of any conditions of e-NIT or submitted incomplete in any respect is liable to be rejected.
- iv. Conditional Tenders shall not be accepted and shall be outrightly rejected.
- v. The Tender Document Fee is non-refundable.
- vi. Each Bidder shall have to submit only one Tender, submission of any additional Tender shall invite disqualification.
- vii. After the process of allotment is approved by the competent authority of the Shrine Board, the successful bidder shall be issued a Letter of Acceptance (LOA). The successful bidder shall have to execute a formal agreement deed after price finalizations based on mutual negotiations with the Board. All the terms and conditions of the e-NIT or any other modification(s) as arrived during process shall be incorporated in the agreement deed and the bidder shall be bound by all such terms and conditions.
- viii. That the licensee shall erect their own temporary structure in shape of a wooden / Pre-fabricated cabins at their own expense as per the design, size and specifications duly approved by the licensor on the location (as indicated in the **Annexure-II**) provided by the licensor for this purpose. The construction of Pre-fabricated structure (Electric / fire proof) shall be made under the active supervision of the Civil Wing of the Shrine Board. The licensee shall have no right to make any permanent structure on the allotted spaces.
- ix. The licensee shall be provided suitable accommodation within the area as per the prevailing practice in vogue.
- x. A license free fee period of **30 days** maximum shall be given to the successful tenderer for all other set up of the allotted spaces, from the day of signing the agreement deed. In no case, the license free fee period shall exceed **45 days** from the date of issuance of LOA.
- xi. Even though any Bidder may satisfy the requirements of e-NIT, he/she would be liable for disqualification on grounds of submitting misleading /false information or deliberately suppressing the information in the forms,

statement and enclosures in the Eligibility Criteria document, financial failures / weaknesses etc.

- xii. If any information furnished by the bidder is found incorrect at any stage, Agreement / License deed shall be terminated and further penal action shall be initiated, e.g. forfeiture of EMD / Security Deposit and debarring for period of 03 years for participating in SMVDSB tender process.
- xiii. **SMVDSB reserves the right to instruct the bidders to submit hard copy of any relevant document (and to produce the original documents for verification) during scrutiny & evaluation of bids. Bidders' failure to comply to such instruction may lead to rejection of bid.**
- xiv. The Bidder shall comply with all the statutory provisions as laid down under various Laws /Act /Rules like Employees Provident Fund, ESI, Labour Laws and other Laws/ Acts/ Rules in force from time to time.
- xv. The Shrine Board reserves its absolute right to reject any tender / offer at any stage before execution of License Deed without assigning any reason.
- xvi. All defaulters of Shrine Board in any capacity are debarred from participating in bid unless he/she clears the outstanding liabilities as determined by Shrine Board.
- xvii. In case of any dispute or clarification in Tender, the decision of the Chief Executive Officer, SMVDSB shall be final & binding upon the Bidder.
- xviii. The security deposit of the successful bidder /licensee shall be released at the end of expiry of the agreement / license deed on receipt of satisfactory performance report from the concerned Area Head, Accounts Section and after obtaining NOC from the JKPDD & Jal Shakti Department by the licensee.

9. TERMS OF PAYMENT

The bidder in lieu of being permitted to use the spaces of the Shrine Board shall pay offered license fee to SMVDSB plus applicable taxes in advance in equal instalments on half yearly basis for the period of contract. The payment offered / negotiated license fee for the first half yearly of contract shall be made in advance by the successful bidder within a period of 15 days from the date of issuance of Letter of Award (LoA). However, an extension upto a maximum 10 days may be granted to HB-1, over & above 15 days for depositing the same with a penal interest @ 24% per annum. The license fee shall be paid by the Licensee as per the below mentioned schedule:

Instalments	Due to be cleared	Remarks
1 st instalment	Before signing of the agreement deed.	Extension beyond the due date shall be granted by or before 5 th day of succeeding six months with penal interest @ 24% p.a for each day of delay.
2 nd instalment	06 months from the commencement of operation as per License Deed.	
3 rd instalment	12 months from the commencement of operation as per License Deed.	
4 th instalment	18 months from the commencement of operation as per License Deed.	

The time window for payment shall not exceed 25 days from the date of issuance of LOA in any case failing which:

- (i) The allotment shall stand cancelled.
 - (ii) EMD in the form of security deposit shall be forfeited, and
 - (iii) HB-1 shall be debarred for participating in the tendering process of SMVDSB for 3 years.
10. The bi-annual advance license fee in one single instalment shall be paid by the licensee by or before 5th day of succeeding each six months (as the case may be) and if the payment is delayed an interest @ 24% shall be levied upon the licensee till 30 days.
11. The advance instalments of license fee shall be paid to the Shrine Board through its Chief Accounts Officer. However in order to guarantee the payment of license fee, the licensee shall furnish an unconditional and unequivocal CDR / FDR / Bank Guarantee pledged in favour of the Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, valid for a period of 30 months, as security deposit within 15 days from the issuance of LoA for an amount equivalent to half yearly licensee fee including GST at the prevailing rate.
12. All the payments are to be made by the licensee to the licensor through NEFT or RTGS in Shrine Board A/C No. **026601000001** of (ICICI Bank, Katra), **IFSC- ICIC0001408** with due intimation of UTR No. to the licensor for record and reference.
13. The firm participating in the bidding process should invariably attach list of items of their firm along with rates and portion size intended to be sold from the licensed premises. The Shrine Board reserves the right to negotiate the items and the rates intended to be sold by the firm before issuing Letter of Acceptance.
14. **SPECIAL CONDITIONS**
- i. The employees of the successful bidder/ licensee, who are directly/ indirectly are in contact with the food, shall get **Medical Fitness Certificate** from the Authorized Medical Authority and deposit the same with the Area Head.
 - ii. The bidder shall arrange police verification of all the employees to be deployed by him and submit such verification to the Office of the Area Head.
 - iii. The successful bidder / licensee shall strictly adhere to the following conditions.
 - a) Must maintain a clean and sanitary environment including the display area, storage and surrounding premises.
 - b) Fresh fruits should be stored in a cool, dry place, protected from direct sunlight, dust and contaminants.
 - c) Fruits should be handled carefully to prevent bruising and damage. Salesmen should wash their hands regularly and wear clean attire including hand gloves.
 - d) Fresh fruits should be washed thoroughly before sale, where applicable, and cleaned regularly to prevent contamination. No sub-standard / stale

- fruit quality shall be sold.
- e) The premises should be free from pests, and measures should be taken to prevent infestation.
 - f) Fruit waste should be disposed of regularly and properly, with waste bins kept clean and covered.
 - g) Should comply with all relevant food safety regulations and guidelines set by health authorities.
 - h) Staff should be trained on proper food handling and hygiene practices to ensure a safe and healthy environment for devotees.
- iv. The rates shall be reviewed and verified by the Shrine Board/ Tendering Authority periodically to ensure compliance with market standards and rates, any such deviances shall invite penal provision. Repeated offence shall lead to disqualification of the agreement including forfeiture of license fee.
 - v. That the successful bidder / licensee shall store and keep the articles in hygienic condition and shall be responsible for cleanliness of the spaces / premises. He shall maintain the quality / portion along with rate with regard to the items mentioned in **Annexure-III to the e-NIT**.
 - vi. The successful bidder/ licensee shall obtain proper license (**FSSAI**) from the concerned licensing authority for sale of defined items, as may be required under law within 15 days from the issuance of LOA and submit a copy of the same to SMVDSB, Central Office, Katra which shall be considered at the time of the agreement.
 - vii. The successful bidder / licensee shall ensure adequate availability of all the items offered throughout the agreement/ license deed period.
 - viii. That the successful bidder/ licensee shall take appropriate **fire safety measures** under the directions of qualified fire tenderer. The premises shall put to Fire Safety Audit bi-annually through qualified agency. This report should be shared with SDM, Bhawan and Incharge, Adhkuwari bi-annually.
 - ix. The successful bidder/ licensee shall ensure that there are no loose wires/ socket in the premises, which can cause fire incident.
 - x. Violation of any condition of this e-NIT including special conditions shall attract termination of the agreement/ license deed.
 - xi. All the above conditions will form part of the agreement/ license deed.
 - xii. SMVDSB shall not be responsible for any injury, accident disability, or loss of life to the bidder 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 bidder. The bidder has to make his own arrangement towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by him under their pay roll. Compliance of policy regulation viz. Payment of Minimum Wage Act, Employers Liability Act, Control Labour (regulation and abolition) Act, The Work Man Compensation Act, Industrial Dispute Act, Martyr Benefit Act, Employees State Insurance Act, Provident Fund Act, Miscellaneous

Provision Act, and Labour License of State and Central Government Act, as on the date in existence or revised / changes in future, will be whole sole responsibility of the Licensee.

- xiii. Un-Price Bid duly signed and stamped as enclosed at **Annexure-II** to be scanned and upload along with other documents.

15. **OTHER CONDITIONS**

- i. **The successful bidder/ licensee shall sell only such items as are mentioned in Annexure-III to this e-NIT on such rates & quantity/ quality/ size as fixed by the Licensor.** The successful bidder/ licensee shall display the rate list of the articles to be sold in the kiosk in the manner prescribed in the Tender Notice. Any deviation shall result in the imposition of penalty/ revocation of the license as per Clause 18 of e-NIT. Any interpretation regarding nature and scope of items specified in **Annexure-I** shall vest only with the Licensor (SMVDSB).
- ii. All the billing shall have to be done through the **Cash Register Machines / Billing Machine**. The successful bidder / licensee at all times shall ensure that cash registrex invoice is issued without fail to each and every customer.
- iii. The Licensor (**SMVDSB**), its officials and representatives shall have the right to check, control and supervise the transactions of sale without the interference of the successful bidder/ licensee.
- iv. The license so granted is not open to any other interpretation so as to create any right or permission to use the space / **premises**. The present arrangement shall only a temporary permission to use the spaces, granted in favour of the successful bidder /licensee for the period mentioned herein above and is subject to the performance/ observance of the terms, conditions and covenants mentioned in this e-NIT / agreement / license deed. The legal possession shall always continue to be with the licensor.
- v. The successful bidder / licensee **shall not assign, sublet, underlet or part with possession** of licensed premises or any part thereof on any ground whatsoever. Any breach of the condition will result in the revocation of the license forthwith and initiation of penal action e.g. forfeiture of security deposit and debarring from future participation of 03 years consecutively.
- vi. The Shrine Board shall not be held responsible for any loss or damage caused due to natural calamity, pandemic, change / blockade of route or any other circumstances, which affect the flow of yatra.
- vii. The permission/ leave/ license granted in favour of the successful bidder/ licensee **shall not create any tenancy**, lease or otherwise any interest or other right in the property in favour of the Licensee. The arrangement shall only a temporary permission granted in favour of the successful bidder / licensee for the period mentioned herein above and subject to the performance/ observance of the other conditions and covenants mentioned in the e-NIT/ agreement/ license deed.

- viii. That in case the successful bidder / licensee commits any violation or breach of any condition or covenant of the tender notice or any other valid reason, it shall be lawful for the Licensor to revoke/ terminate the license and call upon the successful bidder/ licensee to remove his belongings forthwith. In such an event, the successful bidder / licensee shall be liable to pay the license fee for the entire period of license and such other damages or losses as may be assessed and determined by the Licensor.
- ix. The successful bidder / licensee shall have to **keep the allotted kiosk open round the clock (24x7x365)** during the period of license and successful bidder / licensee cannot close the kiosk by putting his / her lock failing which license shall be liable to be cancelled/ revoked. In case for any reason, kiosk requires to be closed, then in that eventually, licensee will intimate the licensor who will put its lock because during license period, the possession is deemed to be of licensor.
- x. It shall be the sole responsibility of the successful bidder / licensee to obtain proper license from the concerned Licensing Authority for the sale of defined items, as may be required under law, within 15 days from the date of issuing License deed in respect of Kiosk.
- xi. The statutory liabilities to meet and pay all taxes, charges, duties and levies including CGST/ GST any future tax to be levied during the currency of the licensee shall be borne by the successful bidder/ licensee.
- xii. The successful bidder / licensee shall have to undertake, to be wholly and solely accountable for the conduct and performance of manpower engaged by him. He shall also be responsible for observance all laws relating to the business to be carried out at the premises, payment of **CPF / EPF**, etc. It further binds itself to indemnify the licensor for any loss or violation of law.
- xiii. It shall be obligatory on the part of the successful bidder / licensee to arrange and serve the items as mentioned in **Annexure-III. The successful bidder / licensee and his team shall ensure that usage of onion and garlic is completely prohibited to maintain the religious sanctity of the Shrine and its surrounding area.**
- xiv. That successful bidder/ licensee shall protect the property of the Licensor from any consequential damage.
- xv. The successful bidder/ licensee shall provide uniform to all its employees deployed in the kiosk.
- xvi. The successful bidder / licensee and his employees shall not misbehave with any customer, pilgrim or official of the Board and their behaviour should always be cordial to all.
- xvii. That the successful bidder/ licensee shall ensure that its employees/ workers / labourers etc. strictly refrain from use of **narcotics/ smoking of cigarettes or use of any kind of tobacco products or pan chewing or consumption of alcohol** or such substances within or around the kiosk premises allotted to him.

- xviii. That the successful bidder / licensee **shall not use any product / article, which causes environmental pollution, health hazards**. The successful bidder / licensee shall ensure that its activities /operations do not cause any nuisance, pollution of any kind within or around the licensed premises. Successful bidder / licensee shall alone be responsible for the environment friendly disposal by scientific means, of all waste materials emanating and arising out of its activities.
- xix. That the successful bidder / licensee shall display the Shrine Board's official logo on the right side of the shop façade, while the company's or brand logo shall be displayed on the left side **(sample enclosed for reference)**. The Shrine Board's logo shall be used strictly in its original form, without any alteration, overlapping or distortion. The design shall only be finalized in consultation with Shrine Board.
- xx. That the successful bidder / licensee shall abide by all restrictions imposed and orders issued by the Shrine Board from time to time including the type of fuel to be used, electric, lighting and general cleanliness etc.
- xxi. The bidder / firm shall be allowed branding of the authorized items only at their own expense subject to following stipulations:
- a. That advertisement observes fairness in the marketplace and shall be restricted to licensed premises only while observing the canons of generally accepted competitive behaviour in market.
 - b. That the firm shall ensure the truthfulness and honesty of representations and claims made by the advertisement.
 - c. That to ensure that advertisement is not offensive to generally accepted standards of public decency.
 - d. That to safeguard against the promotion of products which are hazardous to society or to individual or contravene to religious sentiments.
 - e. That same shall not hurt the religious sentiments.
- xxii. That the bidder shall not operate or play any music without the express permission of the Licensor.
- xxiii. That the bidder shall install complaint / suggestion boxes at the licensed premises.
- xxiv. **The bidder shall be bound to comply with and meet the entire requisite legal and statutory obligation under the Legal Metrology laws applicable and prevalent in the UT of Jammu and Kashmir and in the event of breach or violation thereof it shall hold the licensee responsible thereto.**
- xxv. That the bidder shall not have any right to make any addition, alteration improvement, changes or even effect any repair in the licensed spaces without express approval of the Shrine Board in writing. Violation of this provision shall attract termination of the contract.
- xxvi. That the bidder shall not use any product / article, which causes environmental pollution, health hazards. The bidder shall ensure that its activities / operations do not cause any nuisance, pollution of any kind within or around the licensed

spaces. The bidder shall alone be responsible for the disposal by scientific methods, of the waste materials emanating and arising out of its activities.

- xxvii. That the bidder shall take appropriate electric / fire safety measures under the directions of qualified fire tenderer and shall put in place a robust fire fighting system in the allotted premises at its own expenses within a time frame of 02 months from the execution of agreement deed.
- xxviii. On expiry of the period of license, the license granted in favour of the licensee shall be deemed to have been revoked. The Licensee shall remove all his belongings kept in the premises of the licensor without any demur and surrender the use and enjoyment of the licensed premises forthwith. In the event of failure of the Licensee to remove his belongings/ articles within 24hrs of the expiry of the license period, the Licensor shall be entitled/ at liberty to remove the belongings of the licensee. The licensee shall have to undertake that no notice would be required to be given to the licensee in respect of revocation of the license due to expiry of period of license. The licensee have to agree that 24 hours is a reasonable period of time for removing his belongings/ articles and surrendering the use of licensed premises and that after the expiry of license period and on the failure on the part of the licensee to remove his belongings/ articles from the licensed premises within 24 hours of expiry of license, it shall be lawful for the licensor to enter the licensed premises and remove the belongings of the licensee and keep them in his custody and also take over the licensed premises to which the licensee shall have no objection. In such an event, the Licensor will be entitled to claim expenses on account of labour and other charges incurred in the removal & storage of the goods. In case, the Licensee fails to pay the labour and other charges incurred by the Licensor to remove the belongings of the licensee and besides this, in case the Licensee does not claim goods/ belongings, removed by the licensor as mentioned above within three days from the date of removal then licensor shall also beat a liberty to auction such goods/ belongings, so as to recover the cost incurred on such act. In such an event the Licensor shall in no case be liable for any damages whatsoever.
- xxix. Shrine Board reserves its right to accept or reject the bid, wholly or partly, and to add/ delete any of the items, without assigning any reason whatsoever.

16. INDEMNITY

The successful bidder / licensee shall solely be liable for any costs, charges or expenses arising out of any claims or proceedings and also any award of or compensation or any damages arising in connection or relating to the operations/ activities of the part of the Licensee to be carried under the arrangements. The successful bidder /licensee undertakes to indemnify and keep indemnified the Licensor against any damages, compensation costs, charges or expenses arising out of any claims or proceedings relating to its operations/ activities.

17. FORCE MAJEURE

If during the currency of Agreement/ License Deed, there is any outbreak of war, fire, major floods, earthquake, riots (other than among the licensee's employees) and similar other causes which whether financially or otherwise affects the execution of the Agreement / License Deed; the licensee unless Agreement/ License Deed is terminated under provision of this clause shall make his / her best efforts to complete

the Agreement. However, after the outbreak of such war, Shri Mata Vaishno Devi Shrine Board shall be entitled to terminate the Agreement / License Deed at anytime by giving notice in writing. Force Majeure is hereby defined as a clause which is beyond the control of SMVDSB/ Licensee and which consequently affects the performance of the Agreement/ License Deed.

18. TERMINATION/ REVOCATION OF AGREEMENT DEED

- i. The Licensor shall have the right to terminate the license by giving one month prior notice in writing. In the event of termination / revocation of this deed, the Licensor shall be under no obligation to give any reason for his decision to put to an end the license granted. In the event of termination / revocation of the Agreement / License Deed, the Licensee agrees it shall have no claim of any nature/ kind against the Licensor.
- ii. The Licensee may surrender the licensed premises to the Licensor during the subsistence of license period by serving three months notice to the Licensor communicating his intention to surrender the premises. The Licensee will, however, be liable to pay license fee for the period of notice even if he surrenders the premises before the expiry of 3 months. On receipt of notice / intimation from the Licensee of his intention to surrender the premises before the expiry of license as stated above, it shall be lawful for the Licensor to re-auction / allot the licensed premises to some other person/ persons upon such surrender.

19. FAILURE AND TERMINATION

If the performance of the bidder is not satisfactory, the Shrine Board may cancel the awarded contract, and subsequently, arrange another service provider out of H-2 / H-3 firms. Shri Mata Vaishno Devi Shrine Board shall not be responsible for any loss, damages, etc .suffered by the service provider as a result of such termination of contract.

20. PENALTY

- i. The licensor will be at liberty to treat the following reasons as violation of agreement/ license deed attracting monetary **penalty of Rs.10,000/-** (Rupees Ten Thousand only) as per violation on the basis of complaint received from the pilgrim(s) and verified to be genuine by joint inspection by an officer to be authorized by Chief Executive Officer / Addl. Chief Executive Officer or its representative. In case of recurrence of such verified complain, an additional penalty of Rs.10,000/- shall be imposed. If it is repeated for the third time, the license shall be revoked without any further notice:
 - a. Non-maintenance of hygiene & cleanliness in and around the allotted space.
 - b. Complaint about quality and quantity or violation of legal Metrology Rules, 2011.
 - c. Complaint about the misbehaviour of the employees of the licensee.
 - d. For non-wearing of proper uniform by the employees of the licensee.
 - e. Non-maintenance of personal hygiene by the employees of the licensee.
 - f. Non-availability of displayed items on the rate list not displayed or not legible.
 - g. Complaint with regard to over-charging.
 - h. Deliberate/ Non-issuance of invoice to customer.
 - i. Improper disposal of waste generated from the licensed space.

- j. Violation of any terms & conditions mentioned in the e-NIT / agreement deed.
 - k. Premises closed for more than four hours in a day.
- ii. The Licensee shall sell only those items which are mentioned in the e-NIT. The interpretation regarding nature and scope of items specified in the e-NIT shall vest only with the Licensor. If the Licensee found selling other items which are not mentioned in the e-NIT, all such items shall be confiscated. The confiscated items shall not be returned to the successful bidder/ licensee and shall be put to open auction. In addition, penalty of Rs.15000/- shall be levied on the spot to the licensee. If the licensee repeat such act, the penalty amount shall be Rs.25,000/- and similarly Rs.40,000/- for third time. If such an act is repeated fourth time, the license/ agreement deed shall be cancelled and license fee deposited shall be forfeited. In addition, the licensee shall be de-barred from participating in any of the Shrine Board tendering process for a period of 03 years.
- iii. The licensee shall ensure sale of fresh items and no stale or out-dated / expired item shall be allowed to be sold and, if found, the same shall be destroyed on spot and a **penalty of Rs.10,000/-** shall be imposed.

21. ARBITRATION CLAUSE

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.
- 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 Jammu, Katra / Reasi alone, shall have the Jurisdiction with respect to subject matter of this e-tender.

Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer,
SMVD Shrine Board, Katra

No: CO/Cat/417/576
Dated: 07 . 08 . 2026



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

Annexure - I

PRE -QUALIFICATION APPLICATION FORMAT

Kiosks (Fresh Fruits - seasonal & Fresh Fruit Beverages)

S.No.	Particulars	Attached at Page No.
1	Name of the Individuals/ Firms / Agencies / Organizations / Company :	
2	Copies of original documents defining the constitution or legal status, place of registration and principal place of business alongwith Address, telephone number/ contact/ Mobile No). :	
3	Detail of Tender Fee :	
4	Detail of EMD :	
5	Financial turnover Certificate, year-wise, for the last two Financial Years upto 2024-25, duly certified by the Chartered Accountant :	
6	Net-Worth Certificate for the last two FY upto 2024-25 duly certified by the Chartered Accountant. :	
7	Reports on the financial standing of the bidder such as profit and loss statement, balance sheet for the last two Financial Years upto 2024-25 , duly certified by Chartered Accountant and supported with ITRs of the last two Financial Years. :	
8	Copy of PAN Card and GST registration certificate. :	
9	Copy of latest GST returns :	
10	Signed and Stamped Tender Document :	
11	Past experience in the field, if any (Please enclose testimonials / documentary evidence) :	

Signature of Tenderer_____

Address_____

No: CO/Cat/417/576
Dated: 07 . 08 . 2026



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

Annexure - II

UN-PRICE BID

To,

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

Sub: E-Tender for installation of Kiosks for the sale of Fresh Fruits (seasonal) & Fruit based Beverages to the pilgrims on "Leave and license basis" for a period of two years.

Ref. No: CO/Cat/417/576 Dated: 07 . 08 . 2026

Dear Sir,

I, _____ representative / proprietor of M/s _____ hereby submit the offer for providing Catering Services at any or all clusters having different locations as per the BOQ.

Detail of Tender Fee:

a) UTR/DD No. _____ date _____ Amount _____

Detail of EMD:

a) CDR/ FDR/ TDR No. _____, Amount: _____ Date: _____,

Bank _____, Branch _____

S. No.	Locations	Size	Minimum reserved bid per annum (in Rs.)	GST @ 18%	Total Bid Amount per year (inclusive of GST) (in Rs.)
<u>Cluster – I</u>					
1	RD 3/500 on Tarakote Marg	6'x8'	08 Lakh	xxxxxx	xxxxxx
2	RD 4/525 on Old track at Adhkuwari	6'x8'			
<u>Cluster – II</u>					
1	Corner of Shed / waiting area above Langar Sanjichhat at Sanjichhat	6'x8'	08 Lakh	xxxxxx	xxxxxx
2	RD 2/100 adjoining CCD kiosk on Alternate Track (Adhkuwari – Himkoti)	6'x8'			
<u>Cluster – III</u>					
1	Sanitation Store opposite Yatri Niwas, Sanjichhat	6'x8'	08 Lakh	xxxxxx	xxxxxx
2	Shed Area Near Langar on Tarakote Marg	6'x8'			

{Earnest Money Deposit (EMD) amounting to Rs. 1,00,000/- to be paid in the form of FDR/CDR along with technical bid}

I further affirm that I have read and fully understood the e-tender notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. In case, I fail to abide-by the conditions or to carry on the contract to the entire satisfaction of the Shrine Board, I shall be liable to the penalties as laid down in the terms and conditions. I further hereby declare that my firm is not blacklisted.

Yours faithfully,

Seal & Signature of the tenderer _____

Name of the representative _____

M/s _____

Contact No: _____



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

Annexure- III

Items allowed to be sold at allotted locations

S.No.	Particulars	Quantity	Price ceiling (inclusive of GST) (In Rs.)
1	Fresh Beverages extracted from fresh seasonal fruits	Medium Glass (150ml)	50/-
		Large Glass (250 ml)	70/-
2	Fresh Seasonal Fruits	Per Kg/ dozen / portion	As per current market rates

***Note – The above rates shall be inclusive of GST.**

**Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer,
SMVD Shrine Board, Katra**

**No: CO/Cat/417/576
Dated: 07 . 08 . 2026**