



SHRI MATA VAISHNO DEVI SHRINE BOARD, KATRA

TENDER DOCUMENT FOR

Supply, Implementation, Testing and commissioning of Web Based Asset Management System Software along with Physical Verification, barcoding, incorporation of existing assets in proposed Asset Management Software and integration with existing Oracle Fusion ERP.

e-NIT No.: CO/SYS/2024/1001

Date: 28-02-2025

Due On: 15-03-2025

**Address: Office of the Chief Executive Officer, Shri Mata
Vaishno Devi Shrine Board, Katra (J&K) -182301**


Website: www.maavaishnodevi.org

Email: admin@maavaishnodevi.net | jtceos@maavaishnodevi.net

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Section –1 Notice Inviting Tender

	<p style="text-align: center;">OFFICE OF THE CHIEF EXECUTIVE OFFICER SHRI MATA VAISHNO DEVI SHRINE BOARD Central Office, Jammu Road, Katra (J&K) – 182301</p> <p style="text-align: center;">NOTICE INVITING TENDER (For publishing in the Website)</p>	
Tender NO.	e-NIT No. CO/SYS/2024/1001, Dated: 28.02.2025	
Tender Forms Available at Website	www.jktenders.gov.in	
Date and Time of Issue/Publishing	01-03-2025	1200Hours
Document Download/Sale Start Date & Time	01-03-2025	0100Hours
Pre-Bid Meeting	08-03-2025	1130Hours Conference Hall Spiritual Growth Centre Katra, Reasi, J&K
Bid Submission Start Date & Time	01-03-2025	1500Hours
Bids Submission Last Date & Time	15-03-2025	1500Hours
Date and Time of opening of Technical bid	17-03-2025	0200Hours
Place of opening of Technical bid	Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (J&K)-182301	
Date of opening of Financial bid	Shall be intimated later	

- 1.1. On behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, Katra, e tenders through the e-procurement portal (www.jktenders.gov.in) for Supply, Implementation, Testing and commissioning of Web Based Asset Management System Software along with Physical Verification, barcoding and incorporation of existing assets in proposed Asset Management Software along with allied activity of Physical Verification, barcoding, incorporation of existing assets in proposed Asset Management Software and integration with existing Oracle Fusion ERP.
- 1.2. Name of the Work: Supply, Implementation, Testing and commissioning of Web Based Asset Management System Software along with Physical Verification, barcoding, incorporation of existing assets in proposed Asset Management Software and integration with existing Oracle Fusion ERP.
- 1.3. The e-NIT consisting of Qualifying Information, Eligibility Criteria, Specifications, set of Terms & Conditions of Contract and other details can be viewed/downloaded from the official website of Shri Mata Vaishno Devi Shrine Board www.maavaishnodevi.org and the bidders shall submit their bids only through e-procurement platform at www.jktenders.gov.in.
- 1.4. **Tender Fee of Rs.500/-** (Rupees Five Hundred Only) shall be deposited in the official account of Shri Mata Vaishno Devi Shrine Board, Branch J&K Bank Katra, Account No. 0235040500001804, IFSC – JAKA0KATTRA. Bid received without Tender fee will not be accepted. Details to be mentioned in Annexure-B.
- 1.5. The e-tender document should be accompanied by an **Earnest Money Deposit (EMD)** in the form of **CDR/FDR** amounting to Rs. **60,000/- (Rupees Sixty Thousand Only)** with a **validity period of 06 months** from any Nationalized / Scheduled Bank, duly pledged in favour of **FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra**. The Earnest Money of the unsuccessful bidder will be returned within 30 days after the award of contract to the successful bidder. The EMD of successful bidder shall be converted to Performance Bank Guarantee. Details to be mentioned in Annexure-B.
- 1.6. **Performance bank Guarantee (PBG):** The Successful Bidder shall have to deposit an amount of **3,00,000/- (Rupees Three Lakhs Only)** as Performance Bank Guarantee in the form of Bank Guarantee pledged to **FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra** for providing the above-mentioned services which shall be **released after 06 months** following the completion of contract period subject to the successful accomplishment of the contract. In case the contract is further extended, the performance security deposit shall have to be accordingly renewed by the Contractor for the bid extended period which shall be released after 06 months following the completion of extension period. The performance guarantee shall be forfeited if the contractor prematurely withdraws or if the services are terminated for being unsatisfactory.
- 1.7. The bidder shall mention UTR No. and CDR/FDR detail in the prescribed Technical Bid Form given in **Annexure-B** of this e-NIT. The CDR/FDR in original shall be

submitted before the closing time of submission of e-NIT. The complete bidding process will be done online on the e-Tender portal www.jktenders.gov.in only. The tenders should be submitted strictly in accordance with the provisions of the detailed e-NIT. **No Tender will be accepted in physical form.** Bids received without EMD & Tender fee of the requisite amount shall be out-rightly rejected.

- 1.8. **Contract Agreement:** Within **30 days** after the issuance of Letter of Intent / Award, the Contractor shall have to enter into a formal Contract Agreement incorporating all the terms and conditions as embodied in the Bid Documents or modified subsequently in writing and those contained in the Letter of Intent / Award, with the Owner. The following documents shall be deemed to form and be read and construed as part of the Contract Agreement:
- i) The e-NIT and the Addendums / Amendments / Clarifications issued thereof.
 - ii) Financial Bid Document.
 - iii) Letter of Award (LOA).
 - iv) Conditions of Contract.
 - v) Contract price.
 - vi) Priced Bill of Quantities as accepted.
 - vii) Specifications.
 - viii) Drawings.
 - ix) Other additional documents as exchanged in correspondence on the subject

Section- 2: Instruction to Bidders regarding the e-Tendering process:

- 2.1 To participate in the bidding process, bidders must get (DSC) a “**Digital Signature Certificate**” as per Information Technology Act-2000. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any of the approved vendors. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not procure new Digital Signature Certificate.
- 2.2 Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached to the bid.
- 2.3 The Shrine Board will not be responsible for delay in the online submission of bids for whatever reasons from the bidder side.
- 2.4 The amount of the tender fee and EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
- 2.5 Bidders are advised to use the “**My Documents**” area in their user on <http://jktenders.gov.in>, an e-tendering portal to store important documents like Balance sheets, GST Registration Certificate, Tax Clearance Certificate, IT certificates, manufacturer’s authorization and other related documents etc., and attach these certificates as non-Statutory documents while submitting their bids.
- 2.6 **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 a similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved as it is in the tender document.**
- 2.7 Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White in PDF format.
- 2.8 The guidelines for submission of bids online can be downloaded from the website <http://www.jktenders.gov.in>.
- 2.9 The bidder should fully **acquaint himself with site conditions** and other factors that may influence their tender preparation.
- 2.10 **Language of Bids:** The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Department, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly certified English translation in which case, for purpose of interpretation of the bid, the English translation shall govern.

Sd/-

Joint Chief Executive Officer
SMVD Shrine Board, Katra

No.: CO/SYS/2024/1001

Date: 28.02.2025

Copy to the:

- 1) Chief Executive Officer, SMVDSB, Katra for kind information.
- 2) FA/Chief Accounts Officer, SMVDSB, Katra for kind information.
- 3) Dy.Manager(IT), SMVDSB, for its uploading on the official website of SMVDSB.
- 4) Jr. Asstt. (Purchase), SMVDSB, Katra for its uploading on the JK tendering portal.
- 5) Concerned file / Master file.

Section-3: General Definitions & Interpretation

- 3.1. In the contract (as herein under defined) unless it is otherwise repugnant to the text, the definition of the following words and expressions shall have the meaning hereunder assigned except otherwise specified:
- 3.2. **“Site”** means the lands and other places on, under, in, or through which the works are to be executed or carried out and any other lands or places provided by the Board for the purpose of the works together with such other places as may be specifically defined in the contract as forming part of the site.
- 3.3. The expression **“Work” or “Works”** mean the works to be executed in accordance with the contract or parts thereof as the case may be and **shall include all additional, altered or substituted works** as required for the completion of the contract.
- 3.4. **“Design”** means the designs referred to in the document and any modification of such designs approved in writing by the Board and such other designs as may from time to time be furnished or approved in writing by the Board.
- 3.5. **“Drawing”** means the working drawings referred to in the document and any modification of such drawings approved in writing by the board and such other drawings as may from time to time be furnished or approved in writing by the Board
- 3.6. **“Bill of Quantities”** means the schedule of quantities or items, materials & rates, summaries etc. as finally accepted.
- 3.7. **“Specification”** means the specifications of the product/item as per the approved standard specification where so required or as mentioned in the contract.
- 3.8. **“Contract”** means this Agreement and all documents which form a part thereof and/or annexed thereto and all amendments thereto made in accordance with the provisions hereof based on Expression of Interest (EOI), e-NIT, addendum, clarification products/item documents including the Financial Bid Document, General conditions of the contract, specifications, designs & drawings, priced schedule & priced Bill of quantities and schedule of rates and acceptance thereof, read in conjunction and complementary to one and other.
- 3.9. **“Contract Price”** or **“Contract Value”** or **“Contract Sum”** means the sum set out hereto as the total value of the contract and shall be subject to additions and/or deductions and rebated in accordance with the provision herein contained.
- 3.10. **“Owner”** means Shri Mata Vaishno Devi Shrine Board, Katra Jammu (J&K) through the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra (J&K).
- 3.11. **“Engineer”** means Engineer-In charge or his authorized Representative or such other team as nominated by the competent authority.

- 3.12. **“Contractor”** means who is awarded a contract to perform the work in accordance with the contract and includes the Contractor’s personnel, representatives, successors and permitted assigns. The expression of words in the Bid Document i.e., **“Successful Bidder”**, **“System Integrator”**, and **“Executing Agency”** shall have the same meaning as the “Contractor”.
- 3.13. **“Materials”** means the materials, apparatus, equipment, fittings, fixtures, and other things for incorporation in the works.
- 3.14. **“Approved”** means approved in writing; “approval” means approval in writing.
- 3.15. **“Month”** means a calendar month.
- 3.16. **“Week”** means seven consecutive calendar days.
- 3.17. **“Day”** means a calendar day beginning and ending at midnight.
- 3.18. **“Equipment”** Hardware items provided by the Bidder as described in the Financial Bid Document.
- 3.19. **“Licensed Software”** All Software described in the e-NIT, including all related updates, changes or revisions provided under the Financial Bid Document.
- 3.20. **“Letter of Intent / Letter of Award”** A work order or other written agreement or contract, entered between the successful Bidder and the Client (hereinafter called “LOI” / “LOA”).
- 3.21. **“Software”** means Machine-readable data and/or source code, including executable programs and firmware (permanent software programmed into a read-only memory) and user documentation in written or electronic object code form. "Software" may include Licensed and Unlicensed Software.
- 3.22. **“MEAB”** means Most Economical Advantageous Bid.
- 3.23. An **Original Equipment Manufacturer (OEM)** means a company that designs or formulates a product and contracts a manufacturer (typically, a contract manufacturer or CM) to manufacture the product (typically called an OEM product), which the OEM then either brands as its own or incorporates into its own branded product.

Section 4: Checklist

4.1 Technical Bid: Following documents are required to be submitted mandatorily in the Technical Bid. In case of failure to submit the documents as mentioned here, the bid would be summarily rejected. Bidders are advised to read the instructions carefully in the relevant section before submitting the documents. If the submitted documents are found to be at deviation from the documents asked for in the Tender Document than the bid will be summarily rejected without any correspondence with the bidder.

4.2 Bidders are advised to prepare the bid and mark the page numbers in the bid and mentioned the same in the checklist below.

S.N	Technical Bid Documents	Submitted (Yes/ No)	Page Numbers	Remarks
1	Cost of Tender Document (As per Clause 1.4 of Section 1).			
2	Earnest Money Deposit (As per Clause 1.5).			
3	Technical Bid Performa (Annexure B).			
4	Tender Document signed and stamped on each page as a mark of acceptance.			
5	Bidder details for attending Bid opening (Annexure E).			
6	Experience Certificates as per Section6.1			
7	Undertaking from Bidder that there is no deviation from the specification mentioned in Annexure D (Deviation(s) if any may be clearly mentioned in the Undertaking).			
8	Data Sheets for offered Solution.			
9	Any other document (s) as required in the bid elsewhere. (Please mention details)			

Section 5: About e-NIT

5.1. Introduction:

Shri Mata Vaishno Devi Shrine Board (SMVDSB) was established under the Jammu and Kashmir Shri Mata Vaishno Devi Shrine Act, 1988. The primary objective, as defined by the Act, is to ensure the effective management, administration, and governance of the Shri Mata Vaishno Devi Shrine and its endowments, including associated lands and buildings. The Act also assigns SMVDSB the responsibility of undertaking developmental activities in and around the Shrine area to benefit pilgrims.

Since assuming management of the Shrine, SMVDSB has prioritized sustainable, pilgrim-centric development, which has transformed the Shrine's infrastructure and facilities. With the blessings of the deity, the pilgrimage route has undergone significant improvements in both quality and quantity, despite the challenges posed by the hilly terrain. Enhanced facilities include well-maintained tracks, hygienic toilets, protective shelter sheds, catering units, cloakrooms, blanket stores, accommodation, water supply, landscaping, and medical facilities.

This commitment to pilgrims has resulted in a dramatic increase in the number of visitors. From 13.96 lakh pilgrims in 1986, the annual footfall crossed one crore in 2011 and 2012, underscoring the Board's continuous efforts to provide world-class amenities.

5.2. Project Background:

To foster transparency and efficiency in its operations, SMVDSB implemented Oracle Fusion ERP. This initiative introduced Finance modules (General Ledger, Accounts Payable, Accounts Receivable, Cash Management, Fixed Assets) and Supply Chain Management modules (Purchase Order and Inventory) to digitize back-end processes. Previously, operations were managed through standalone applications, and assets were manually tracked using Excel files. Critical Fixed Assets activities such as asset creation, transfer tracking, depreciation calculation, retirements, disposals, and preparing the Fixed Assets Register (FAR) were all performed manually, which posed challenges in accuracy and tracking.

With the ERP system, SMVDSB aims to digitize the entire asset lifecycle, including asset receiving, invoice booking, creation, and maintenance. However, the existing FAR in Excel lacks vital tracking details, such as asset location, tag numbers, ownership, and condition.

5.3. Purpose of e-NIT:

This e-NIT aims to solicit proposals/bids from qualified Bidders for the design, generation, and installation of barcodes using an asset management application. The solution should enable comprehensive asset tracking throughout its lifecycle and integrate seamlessly with the existing Oracle Fusion ERP, as per the requirements of the Shrine Board. The primary objective is to enhance asset management and tracking, improve operational efficiency, strengthen asset security, and optimize utilization. Additionally, barcoding will facilitate asset movement monitoring and help mitigate risks associated with tampering or theft. Bidders are advised to thoroughly review all clauses of this e-NIT before submitting their bids/tenders.

5.4. Scope of Work:

SMVDSB intends to implement web-based asset management software to ensure that all the assets of SMVDSB spread across the various establishments of SMVDSB are physically verified and reconciled in the most cost-effective manner as possible. To achieve the objective, SMVDSB plans for using Barcode/QR Code Tags readable by a hand-held Barcode Scanner/ Mobile App. The system needs to be designed in consultation with user department, mainly Stores, Purchase and Accounts.

The approach is to implement a system that also seamlessly integrates with the existing Oracle Fusion ERP. The implementation of 'Asset Management System' will be done as below:

- i) Design, Develop and Implementation of Web based Asset Management System and Mobile App: Registration and Tagging of assets in the Asset Management application.
- ii) The Mobile App is required for scanning/verification of Barcode/QR Code Tags pasted on Assets.
- iii) To identify all existing assets and its reconciliation with Fixed Assets Register, paste Barcode/QR Code Tags on items and list them in central database with bar code and create base database of all existing assets.
- iv) Integration with Oracle Fusion ERP. The proposed application should have an interface with Oracle Fusion ERP Application Inventory and Fixed Assets module where data from ERP can be automatically updated in the Asset Management application and vice-versa.
- v) Existing assets will be bar coded by one-time manual process by Bidder.
- vi) These items will be mapped to user department with their current locations such as Major location, Division, Sub location, Major Categories, Minor categories, capitalization year and Unique Serial number.
- vii) Bidder will identify the location/ place of each asset for a particular department against each Asset number and provide a Barcode/QR Code Tag for each asset.
- viii) Map the Barcode/QR Code Tag for each asset against the Asset number generated from the Asset Management System.
- ix) Print the Barcode/QR Code Tags for each asset and affix the same on the Assets in their respective locations.
- x) The Barcode/QR Code Tags must have protective material that holds the pieces together and shields them from environmental conditions and heat resistant.
- xi) The tagged assets should be tracked across locations during physical verification and during Asset movement between departments or change of ownership from one department to another.
- xii) The configuration of Barcode/QR Code Tags shall be carried out in such a way that any reader/ scanner available in the market should be able to detect encoded details of these Barcode tags.
- xiii) Data migration, data testing, data mining & data integrity is the responsibility of the Bidder.
- xiv) Tentative list of categories of items to be barcoded is given in **Annexure-A**.
- xv) An interface is required to update Asset Master data periodically from ERP without any manual intervention.
- xvi) The system should also be capable of tagging any new assets that are created. These new assets should also be assigned unique identifiers and the Barcode/QR Code should be generated by the Asset Management System.

- xvii) The proposed solution should have the option to generate audit trails and detailed auditing reports. The system should give a full audit trail of all changes and activities.
- xviii) Successful bidder to provide 01 year warranty and support to SMVDSB **including hands on training to SMVDSB employees on usage of the application.**The scope of work envisages that the Bidder shall undertake to train the staff nominated by the Board in different aspects of functioning & operation of Asset Management System.
- xix) The warranty period of 01 year shall start after the successful commissioning of the Asset Management System.

5.5. Scope of Comprehensive Maintenance

- i) Successful bidder to provide 03 years comprehensive maintenance to SMVDSB for the designed web based Asset Management System and Mobile Application.
- ii) The comprehensive maintenance period will start immediately after commencement of warranty period of 01 year.
- iii) Any new modifications, deletions in API, forms and reports for web based Asset Management System and Mobile App shall be under the scope of bidder.
- iv) No extra cost will be paid for any new changes and even for new API, new forms & new reports if required in the future.
- v) Comprehensive maintenance period can be further extended to a period of 2 years subject to satisfactory performance

5.6. Data Sheet

S.No.	Particulars	Detail
1.	Method of selection	The Bidder shall be selected based on: a) Qualifying the technical eligibility. b) Lowest rate offered in Financial Bid.
2.	Tender Fee	Rs. 500 (non-refundable)
3.	Earnest Money Deposit (EMD)	Refundable amount of INR 60,000/- (Sixty Thousand Only) (through FDR/CDR only) valid for a period of 06 months pledged to FA/Chief Accounts officer, SMVDSB, Katra.
4.	Performance Bank Guarantee	Refundable amount of INR 3,00,000/- (Three Lakhs Only) to be submitted by the successful bidder with a validity period including Defect Liability Period and Operation and Maintenance period.
5.	Tender Validity Period	120 days from the Proposal due date
6.	Tender Currency	INR
7.	Consortium	No
8.	Project Completion	60 days for complete setup and roll out of the system from the date of issuance of LoA.
9.	Monitoring	A team of officials of the SMVDSB with executing agency will monitor and audit the project and its functioning during the entire contract period.
10.	Presentation	As explained in clause 5.13
11.	Contact person	Joint. CEO (S) -9419903050 FA/CAO -9419210444 Asstt. Manager IT - 9086055620
12.	Email id	jtceos@maavaishnodevi.org admin@maavaishnodevi.net

5.7. Project Duration: The work shall commence with effect from the date of acceptance of work order and shall be completed within 60 days from date of acceptance. In case, the work is delayed beyond the period as above (i.e. of 60 days), no additional payment over the agreed fees would be paid for the balance cost of work. Undue delay shall attract penalty charges as at **clause 5.8.**

Activity	Duration (in Days)
Design and Implementation of Asset Management System	30 days
Bar coding of all assets and Entry of all assets in Asset Management System	To be completed by 50th day
Integrating Asset Management System with Oracle Fusion ERP	To be completed by 55th day
User Acceptance Testing (UAT) and Fine Tuning	3 days
User Training	2 days
Maintenance	On-going as per the contract

5.8. Penalty: In case of failure of the successful Tenderer to complete the work within **60 days** or **non-execution of agreement** with Shrine Board within 30 days after the issuance of Letter of Intent / Award as stipulated period as per Clause No. 1.8 of this e-NIT, the penalty shall be imposed upon delay as per the following order

- i) For 1 to 10 days of delay LD should be @ 1% of value of the contract
- ii) For 11 to 20 days of delay LD should be @ 2% of value of the contract
- iii) For 21 to 30 days of delay LD should be @ 3% of value of the contract
- iv) For 31 to 45 days of delay LD should be @ 5% of value of the contract.
- v) Beyond 45 days of delay Security deposit will be forfeited and department would be free to award remaining work to other agency at the cost of vendor.

5.9. Technical Clarifications:

Bidders desiring any technical clarification may contact IT Section, Office of the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board Katra Jammu and Kashmir 182301 between 10:00 Hours to 17:00 Hours on any working day up to five days before the bid closing date. Clarifications can also be sought through e-mail id **admin@maavaishnodevi.net** . However, the tender submission and tender closing dates will remain the same.

5.10. Responses to pre-bid queries and issue of corrigendum:

- a) At any time prior to the last date for receipt of bids, SMVDSB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the e-NIT Document by a Corrigendum/Addendum.
- b) The Shrine Board will try to provide timely responses to all queries. However, SMVDSB makes no warranty as to the completeness or accuracy of any response, nor does SMVDSB undertake to answer all the queries that have been submitted by the Bidders.
- c) **Shrine Board reserves the right to modify the terms & conditions of e-NIT** in view of any practical modalities which may emerge during or after the pre-bid meeting and the same shall be notified through a Corrigendum or Addendum and the said documents shall automatically become the part of the e-NIT.
- d) Information regarding the changes in the terms & conditions in the e-NIT shall be uploaded in the form of Corrigendum/Addendum on the Shrine Board's official website

i.e. www.maavaishnodevi.org and J&K Tendering Portal i.e. www.jktenders.gov.in. The Board shall not be responsible for any claims by the Tenderer with regard to ignorance of any notifications published by the SMVDSB in the e-procurement platform.

- e) The Board shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained.
- f) In order to provide prospective Bidders reasonable time for taking the corrigendum/addendum into account, the SMVDSB may, at its discretion, extend the last date for the receipt of Proposals.

5.11. Format and Signing of Bid:

- a) The Bidder shall prepare one electronic copy of each of the technical e-Bid and Financial e-Bid separately.
- b) The e-Bid document shall be digitally signed, at the time of uploading, by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be indicated by a scanned copy of the written power-of-attorney accompanying the e-Bid. All the pages/ documents of the e-Bid that are to be uploaded shall be digitally signed by the person authorized to sign the e-Bid.

5.12. Deviations and Exclusions:

1. Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the e-NIT. The Bidder shall submit a **No Deviation Certificate** as per the **Annexure- D** mentioned in this e-NIT.
2. The bids with deviation(s) are liable for rejection.

5.13. Schedule of the Presentation:

The bidders selected after the Technical Evaluation will be invited for presentation. The Date, Time and location of the presentation will be shared with the selected bidders 48 Hours prior the scheduled Date of presentation.

5.14. Right to Accept Any Proposal and To Reject Any or All Proposal(s):

The SMVDSB reserves the right to accept or reject any proposal, to annul the tendering process / Public procurement process and reject all proposals at any time prior to the award of the contract, without stating any reason thereof without owing any liability.

5.15. Contacting the Tenderer:

Any effort by a Bidder influencing the Tenderer, bid evaluation, bid comparison, or contract award through any means or decisions may result in the rejection of the bid outrightly.

Section 6: General Terms & Conditions

6.1. Prequalification Documents:

- a. The Bidding Firms should have completed IT based Asset Management projects having a cumulative value of Rs. 50 Lakh during the last three financial years.

Copies of experience certificates of the equivalent document in support of satisfactory Completion of Asset management from clients shall be provided. An authorized signatory should sign the experience certificate.

- b. The Bidder should have an average annual turnover of at least INR 5.00 Crore for the last three financial years in the field of IT/ITES based Asset Management. The Bidder should have a positive net worth in each of the last three financial years. Statutory certificates from the Auditor/CA are to be enclosed.

6.2. Bid Submission Documents:

Technical bid contains the documents, which would enable the bidder to qualify for the technical stage of the bid such as Pre-Qualification documents, Technical Compliance, Data Sheets, Un Priced BOQ etc. **No Financial/ prices are to be quoted in technical bid. If the financial price is quoted in Technical then the bid would be summarily rejected as non-responsive.**

Bidders are advised to read the instructions carefully in the relevant section before submitting the documents. If the submitted documents are found to be a deviation from the documents asked for in the Tender Document, then the bid will be summarily rejected without any correspondence with the bidder.

- a. Cost of Tender Document (As per Clause 1.4).
- b. EMD as desired in the tender. (As per Clause 1.5).
- c. Technical Bid Performa (Annexure B).
- d. Tender Document signed and stamped on each page as a mark of acceptance
- e. Letter for Authorization for attending Bid opening.
- f. Undertaking from Bidder that there is no deviation from the specification mentioned (Annexure D)
- g. Data Sheets for offered Solution.
- h. Prequalification documents. (As per Clause 6.1)
- i. The Bidder should submit a certificate of registration under the Companies Act 1956/2013 as amended.
- j. The Bidder should **not have been debarred/black-listed by any Central/State Government Agency**. An **undertaking** by the bidder in this regard is to be submitted.

6.2 Technical Evaluation Criteria: -

- a) Only those Bidders who qualify for the eligibility criteria will be evaluated for the technical evaluation. Bidders who do not qualify for the Pre-qualification criteria, their technical bids and financial bids will not be evaluated.
- b) The Service Provider should submit the following documents as documentary proof:
 - **In case of Completed Projects:** Copy of work order/contract and completion certificate.

- **In case of Ongoing Projects:** Copy of work order/contract.
 - **In case of Partial completion:** Certificate work from client / CA of the Bidder.
- c) Technical Evaluation shall be based on the following parameters and associated Weightage:

S.No	Description	Criteria	Max Points
1.	Average Annual Turnover for the last three Financial Years	>20 Crore	10
		10 - 20Crore	7
		5 - 10Crore	4
2.	Cumulative Contract Value of IT based Asset Management Projects (Completely executed) during last three financial years.	>02 Crore	10
		01 Crore – 02 Crore	7
		50 Lakh - 01 Crore	4
3.	Experience of Service Provider in IT based Asset Management in number of years.	> 10 years	10
		06 - 10 years	7
		03 - 06 years	4
4	Profile Presentation (Methodology, plan & understanding, Timeline, Prestigious Awards etc.). Proof of Concept: Ability to demonstrate the key features and functionality.		20
Maximum Total Score			50

For qualifying in the technical bid, the bidder must score a **minimum of 35 points out of 50** as mentioned in the above point matrix table failing which the financial bid shall not be opened and the submitted bid shall be rejected.

However, it shall be at the sole discretion of the Chief Executive Officer, SMVDSB to lower the cut-off limit suitably in-order to have healthy & sufficient competition in the financial bid.

Financial bids of the technically qualified bidders shall be opened and the L-1 bidder shall be considered for the allotment of the contract. In case of a tie in the financial bid, the bidder scoring more in the technical bid evaluation shall be considered for the allotment of the contract.

6.4. Procedure of submission of e Tender

Bidders are invited to submit their Bids in two parts viz. Technical Bid as per **Annexure-B** and Financial Bid as per **Section 7** along with supporting documents, application fee, EMD etc. The bidders are required to submit their tenders under two bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

A. Cover-I (Technical Bid):

(This cover shall contain):-

- i) Annexure-B form duly filled in along with relevant documentary proofs.
- ii) Scanned copies of EMD in shape of CDR / FDR pledged to Chief Accounts Officer, SMVDSB for Rs.60,000/- (Sixty Thousand Only)
- iii) Tender Fee of Rs.500/- in the official account of Shri Mata Vaishno Devi Shrine Board Branch J&K Bank Katra, Account No. 0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code JAK0KATTRA – 0 stands Zero). The bidder shall mention UTR No. in the prescribed Technical Bid Form at Annexure-B.
- iv) Declaration Certificate as enclosed at Annexure – C
- v) No Deviation certificate as enclosed at Annexure-D
- vi) Bidder's details as per Annexure – E.

Scanned Copies of all the Technical Bid documents have to be uploaded online.

B. Cover-II (Financial Bids):

- i. The Tenderer shall submit the Price bid strictly as per BOQ through an onlinee-procurement/tender platform only i.e.www.jktenders.gov.in. The price bid table is available at **Section 7**of this e-tender which is indicative and just for the understanding of the bidder.
- ii. The bidder shall not submit the BOQ as mentioned in Section-7 of this e-tender with the Technical Bid.
- iii. Financial / Price bid shall be opened for only those Tenderer who have qualified the Technical Bid.
- iv. The price bid should be absolute and unconditional.
- v. Conditional bids shall be out rightly rejected.
- vi. Price bids not conforming to BOQ or having any flawsshall be rejected.
- vii. The price should be inclusive of any duties, freight, levies charges (inclusive of GST)or any other charges likely to be imposed by the Centre/ State Government or any other statutory authority etc. Any variation in the tax component by the Government will be borne by the Shrine Board.
- viii. The price bid shall remain valid for a period of **03 months** from the last date of receipt of bids.

No Bid shall be accepted in physical form. The bidders shall submit original instruments in the office of the Chief Executive Officer, SMVDSB, Katra by or before 05.07.2024i.e. cost of tender document deposited in Shrine Board Account, Earnest Money Deposit and other relevant documents, before the closing time of submission of this e-NIT.

6.5. Award of Contract:

- i) Letter of Award (LoA) shall be issued to the (L-1) selected Bidder.
- ii) The selected bidder will sign the contract after fulfilling all the formalities/pre-conditions mentioned in the Letter of Award, within **30 days** of issuance of the Letter of Award.
- iii) The selected bidder shall commence the assignment on receipt of the LoA and as per the schedule given to him.

6.6. Forfeiture of EMD/Performance Bank Guarantee:

Earnest Money Deposit / Performance Bank Guarantee amount in full or part may be forfeited, including interest, if any, on grounds of the following:

- i) Any terms and condition of the contract is breached.
- ii) The Bidder fails to make complete supply & installation satisfactorily.
- iii) If the Bidder breaches any provision of code of integrity, prescribed for Bidders, specified in the Bidding document.
- iv) If the Successful Tender does not execute the agreement with the Shrine Board with in the stipulated time period.

6.7 Failure to Agree with the Terms and Conditions of the e-NIT:

Failure of the successful Bidder to agree with the and Terms & Conditions of the e-NIT and Draft Legal Agreement shall constitute sufficient grounds for the annulment of the award, in which event the Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

6.8 **Sub-contracting:**

Sub-contracting shall be allowed only with prior written approval of SMVDSB, Katra. However, even if the work is sub-contracted, the sole responsibility of the work shall lie with the bidder. The bidder shall be held responsible for any delay/error/non-compliance etc. of its sub-contracted vendor. The details of the sub-contracting agreements (if any) between both the parties would be required to be submitted to the Shrine Board.

6.9 **Terms of payments: -**

- i. Payment of 40% of the tender price will be released after successful implementation of web based Asset Management System and Mobile App which includes mapping of Assets in the Asset management system, tagging of assets and physical asset verification. The payment shall be made after successful scrutiny by the authorized officials.
- ii. Payment of 20% of the tender price to be released after integration with Oracle Fusion ERP.
- iii. Payment of the balance 20% of the tender price will be subjected to adjustment of any overpayment and completion of work in all respect i.e., Commissioning, testing, handing over and successful operation for a period of one month by staff of the Shrine Board trained by the vendor. Any shortcomings found during this period will be removed by the vendor at his own expense.
- iv. Payment of 10% after the completion of Warranty Period of 01 Year.
- v. The payment will be made on a quarterly basis every year after satisfactory completion of the jobs for subsequent years for Comprehensive Maintenance for 03 years. For any deficiency found in the service, up to 05% penalty on the cost of yearly maintenance charges should be imposed on the successful bidder/contractor.

6.10 **Force Majeure:**

In no event shall either Party have any liability for failure to comply with this Agreement, if such failure results directly from the occurrence of any contingency beyond the reasonable control of the Party, including, without limitation, strike or other labour disturbance, riot, major power failure, war, natural calamities including but not limited to floods, earthquakes, fire, volcanic eruptions, epidemics, National Emergency, interference by any government or governmental agency, embargo, seizure, or enactment or abolition of any law, statute, ordinance, rule, or regulation (each a " Force Majeure Event"). In the event either Party is unable to perform any of its obligations under this Agreement because of a Force Majeure Event, the Party who has been so affected shall as soon as may be, after coming to know of the Force Majeure Event, inform the other Party and shall take reasonable steps to resume performance as soon as may be after the cessation of the Force Majeure Event. If the period of non-performance due to a Force Majeure Event exceeds thirty (30) days, the Party whose ability to perform has been so affected may, by giving written notice, terminate this Agreement.

6.11 **Arbitration:**

Any dispute or difference whatsoever arising between the parties out of or relating to the execution, interpretation, application, meaning, scope, operation or effect of the contract or the validity or the breach thereof, shall be first tried for amicable settlement through consultation/discussion between the parties. Any unsettled disputes whatsoever arising

between the parties thereof relating to the work shall be resolved as per the provisions of Arbitration and Conciliation Act 1996.

6.12 Jurisdiction:

All legal disputes arise in connection with the Contract shall be subject to the jurisdiction of Courts at Jammu / Katra / Reasi (J&K, India).

Section 7- Financial Bid

S.no	Description	Quantity	Rate	GST (In Rs.)	Amount (In Rs.)
Supply, Implementation, Testing and commissioning of Web Based Asset Management System Software along with Physical Verification, barcoding, incorporation of existing assets in proposed Asset Management Software and integration with existing Oracle Fusion ERP.					
1	Barcode/QR Code printing & tagging for Assets with protective material. All assets shall be scanned and this scanned data shall be reconciled with available Asset data. Barcode/QR code Sticker / Tag Description: Adhesive Type : Self-adhesive Compatible Printer : Laser/Thermal Shape : Rectangle Laminated : No Finish : Matte Dimensions: Width : 48 mm Height : 24 mm Thickness : 157 GSM Water Resistance: Waterproof	70000			
2	Mobile App for Scanning/Verification of Barcode/QR Code	1			
3	Supply & installation of compatible printer. (3-Year warranty)	4			
4	Design, develop, implement, and supply customized software solutions for Assets Management as per SMVDSB requirements and Training to SMVDSB Employees. (1-Year warranty)	1			
5	Comprehensive Maintenance / Support Subscription Cost for (Per annum) for a period of 3 Years (Including new modifications, deletions, in forms, and reports. No extra cost will be paid for any changes and even for new forms & new reports if required in the future.)	3			
6	Hosting server / Cloud Charges with SSL & other charges (per annum) for the complete application as per the scope of work for a period of 04 years.	4			
Grand Total (1+6)					



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

Annexure-A

Types of Assets to be Barcoded

Chairs	Water Dispensers
Tables	Projectors
Cupboards/Filing Cabinets	Laptops/Desktop
Printers	TVs
Biometric Machine	Display Board (LED/Panel)
CPUs	Smart Board
Monitors	Speakers
Scanners	CCTV NVR/DVR
Mobile/IP Phones	Fans/Coolers
EPABX	AC Unit
UPS	Beds
Inverters	AV Equipment (Camera, Webex Console, etc.)
Generators	Water Pumps
Routers	Water Purifiers
Network Switches	Catering Equipment (Fixed Assets only)
Any other item as decided by the institute	

(The above list is only indicative and not exhaustive)

Item attributes to be captured in Barcoding of items

Major Location	Division
Sublocation	Major Category
Minor Category	Capitalization Year
Unique Serial Number	Any Other remarks

Note: Approximate quantity of items to be barcoded is 70000. There can be an increase/decrease of 20% of the final count, it may vary on actual number of items.



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Annexure-B

Technical Bid Performa

Name of the Tenderer: _____

Detail of Tender Fee:

a) UTR No. _____ date _____ Amount _____

Detail of EMD:

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

Date: _____, Bank _____, Branch _____

To,

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

Sir,

I hereby submit tender for the work namely “Supply, Implementation, Testing and commissioning of Web Based Asset Management System Software along with Physical Verification, barcoding, incorporation of existing assets in proposed Asset Management Software and integration with existing Oracle Fusion ERP.” along with the particulars given below:-

S. No	Particulars	Documents enclosed at
1	Name of the Firm	
2	Registered Address	
3	Email id:	
4	Mobile Number of Contact person/ Authorized Representative of the Tenderer:	
5	Year of establishment and constitution of firm	
6	Name of the Proprietor/Partner/ Directors of the tendering company.	

7	Company Registration Document	
8	GST Registration	
9	PAN Registration	
11	Document/Work Order certifying that the Bidder is in operation in the Asset Management domain in last 5 years as on date of bid submission.	
12	ITR and Profit and Loss Statement for the last three Financial Years.	
13	Turnover Certificate by the CA for the last three Financial Years	
14	Networth certificate by the CA for the last three Financial Years certifying that Bidder is not suffered any financial loss for more than one year during the last three (03) years ending on the 31st March of the previous year and Networth is not negative on 31st March and also not eroded by more than 30% (thirty percent) in the last three years, ending on 31st March.	
16	Attested Legal Affidavit for declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted / banned / debarred by any State Govt./Central Govt./PSU in India or abroad for any reason on the date of bid submission.	
17	Detail of manpower with the Company.	
18	CMMI Level 3 or above, ISO 9001, ISO 27001 and ISO 20000	

Copies of documentary proof may be furnished where ever required. Additional pages may be used, if needed.

Name of the Tenderer: _____

Seal & Signature: _____

Place:

Date:



OFFICE OF THE CHIEF EXECUTIVE OFFICER

SHRI MATA VAISHNO DEVI SHRINE BOARD

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

E-mail: itprojects@maavaishnodevi.net

Annexure-C

(ON THE LETTER HEAD OF THE FIRM)

DECLARATION

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

Seal and Signature of the bidder

Shrine Board's e-NIT No.

Date:

Place:

Date:



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Annexure-D

(ON THE LETTER HEAD OF THE FIRM)

NO DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions mentioned in the e-NIT. We hereby undertake and confirm that we have understood the work mentioned in the subject of this e-NIT and shall provide hardware, software, manpower and other allied resources for the execution of intended work to SMVDSB during the Contract Period.

Seal and Signature of the bidder

Shrine Board's e-NIT No.

Date:

Place:

Date:



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Annexure-E

(ON THE LETTER HEAD OF THE FIRM)

BIDDER'S DETAIL

1. Name of the Supplier / Party / Firm
2. Name of the Authorized Representative
3. Mailing Address:
4. Phone/Landline No
5. Mobile No.
6. Fax No.
7. E-mail Address
8. Website Address (if any)
9. Bank details for payment through NEFT / RTGS
10. Name of the Bank:
 - a. Branch Account No
 - b. IFSC Code MICR No

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

Seal and Signature of the bidder

Shrine Board's e-NIT No.

Date:

Place: