



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

Central Office, Jammu Road, Katra (J&K) – 182301  
Fax: +91- 1991-232120 Tel.: +91-1991-232075  
E-mail: jtceos@maavaishnodevi.net

**Notice Inviting e-Tender**  
**e-NIT No. 20 of 2024 Dated: 27.12.2024**

For and on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, e-tenders are invited through Chief Executive Officer, SMVDSB from reputed and registered firms for providing Security Services, having sufficient professional experience, sound professional track record and a good client profile for providing security services to various establishments of Shrine Board at Jammu, Katra (in and around) and track enroute Bhawan, Bhairon, SMVDNSH & SMVDCoN for a period of **two (02) years:-**

S. No.	Description of item	Tender Fee (non refundable)	CDR/FDR
1.	Providing of Security Services to various establishments of SMVDSB at Jammu, Katra (in and around) and track enroute Bhawan, SMVDNSH, & SMVDCoN	Rs. 1500/-	Rs. 14.00 lacs

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

Date of Publishing of e.NIT	28.12.2024 at 03:00PM
Download Start Date	28.12.2024 from 04:00PM onwards
Pre Bid Meeting date, time and place	06.01.2025 at 11:00AM, SGC, Katra
Bid Submission Start Date	08.01.2025 from 10:00AM onwards
Bid submission End Date (Online)	16.01.2025 upto 03:00PM
Date of Opening of Technical Bid (Online)	17.01.2025 at 03:00PM
Date of Opening of Financial Bid (Online)	Shall be intimated to the technically qualified bidders.

The Bids shall be deposited in Electronic Format on the e-tender portal and should be submitted strictly in accordance with the provisions of the detailed e.NIT. Complete bidding process will be done online on e-tender portal <http://jktenders.gov.in>. However, the Bid document is also available on the official website of SMVDSB i.e. [www.maavaishnodevi.org](http://www.maavaishnodevi.org) for reference purpose only.

Non Refundable Tender Fee of Rs. 1500/- (Rupees One Thousand 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. The bidder shall mention UTR No. in the prescribed Technical Bid Form at Schedule-'A' and shall also upload the scanned copy of the same along with other prescribed documents without which the tender/offer shall be rejected outrightly.

The Earnest Money Deposit amounting to Rs. 14.00 lacs (Rupees Fourteen Lakh) shall be in the shape of CDR/FDR/TDR drawn from any Nationalized / scheduled Bank duly pledged to FA/CAO, SMVDSB payable at Katra. The bidder shall mention CDR/FDR/TDR detail in the prescribed Technical Bid Form at Schedule-'A' and shall also upload the scanned copy of the same along with other prescribed documents without which the tender/offer shall be rejected outrightly.

The detail / confirmation of Tender Fee and EMD shall be mentioned on the letter head of the firm and the same shall be sent on the E-mail [jtceos@maavaishnodevi.net](mailto:jtceos@maavaishnodevi.net) before the opening of the Technical Bid.

No Proposal shall be submitted to SMVDSB in physical form unless and until the same is uploaded on the e-tendering website. The Hardcopies of the Bid documents (**except the Financial Bid**) shall be deposited via Registered Post or Speed Post or Courier or By Hand in the office of Chief Executive Officer, Shri Mata Devi Shrine Board, Central Office, Jammu Road, Katra – 182301 before the opening of the technical bid i.e. **17.01.2025 upto 03:00PM** without which the offer submitted by the firm shall not be considered. SMVDSB is not responsible for any postal delay whatsoever.

  
(Satish Kumar Sharma), JKAS  
Joint Chief Executive Officer  
SMVD Shrine Board, Katra

No: CO/HRD/11-O/Part-VIII/ 103

Dated: 27/12/2024

**Instruction to bidders regarding e-tendering process:-**

1. **Pre-Bid Conference:** A pre-bid conference will be held on **06.01.2025 at 11:00AM** at **Conference Hall, Spiritual Growth Centre, SMVDSB, Katra**. Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting. The bidders can also attend the pre-bid conference in VC mode for which a meeting link shall be shared with such interested bidders who inform about their interest of joining the VC atleast 48 hours in advance. Late request for VC link may not be accepted.
2. The interested bidder can download the NIT/bidding document from the website [www.jktenders.gov.in](http://www.jktenders.gov.in) and [www.maavaishnodevi.org](http://www.maavaishnodevi.org)
3. 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.
4. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
5. The Technical Bids shall be opened online.
6. Financial Bids of bidders shall be opened online only those who qualified the eligibility criteria of the technical bids and the same be communicated separately.
7. 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.
8. Bids will be opened online as per time schedule mentioned in the NIT.
9. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
10. Shrine Board will not be responsible for delay in online submission of bids whatsoever reasons may be.
11. All the required information for bid must be filled and submitted online.
12. Bidders should get ready with the scanned copies of cost of documents & EMD as specified in the tender documents.
13. 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.
14. 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.
15. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
16. The tenderer should carefully study the document and prepare his/her tender with consideration of all provisions of the document. He/ She should fully acquaint himself/herself with site conditions and all other factors which may influence preparation of his/her tender.
17. SMVDSB is not responsible for any delay in uploading the tender due to technical reasons or otherwise.

  
(Satish Kumar Sharma), JKAS  
Joint Chief Executive Officer  
SMVD Shrine Board, Katra



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**Notice Inviting e-Tender**  
**e-NIT No. 20 of 2024 Dated: 27.12.2024**


**Subject:** Notice inviting e-tender for Providing Security Services to various establishments of Shrine Board at Jammu, Katra (in and around), SMVDCoN, SMVDNSH, Tarakote Track, and track enroute Bhawan for a period of **two (02) years**.

**1. REQUIREMENT:**

Offers are invited through e-tendering mode from reputed and registered firms providing Security Services, having sufficient professional experience, sound professional track record and a good client profile for providing security cover to various establishments of Shrine Board at Jammu, Katra (in and around), SMVDNSH, SMVDCoN and track enroute Bhawan for a period of **two (02) years**.

**2. TENDER SCHEDULE:**

Date of Publishing of e.NIT	28.12.2024 at 03:00PM
Download Start Date	28.12.2024 from 04:00PM onwards
Pre Bid Meeting date, time and place	06.01.2025 at 11:00AM, SGC, Katra
Bid Submission Start Date	08.01.2025 from 10:00AM onwards
Bid submission End Date (Online)	16.01.2025 upto 03:00PM
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Date of Opening of Financial Bid (Online)	Shall be intimated to the technically qualified bidders.

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- In case of holiday, the bids will be opened on the next working day. Further the price bids of only those tenderers shall be opened who qualify for the same after scrutiny of the documents in technical bid which shall be notified separately.
  - The e-NIT document is also available on SMVDSB website [www.maavaishnodevi.net](http://www.maavaishnodevi.net) for reference only.
  - Shrine Board will not be responsible for any delay in online submission of the bid due to any reason (Technical or otherwise).
  - Bidders must ensure to upload scanned copies of all necessary documents i.e., PAN, GSTIN, Tender Fee, EMD (CDR/FDR), Registration, Authorized Distributor / Dealer Certificate, Income Tax Returns and other relevant document mentioned in the e-NIT.
  - Hardcopies of the uploaded documents alongwith detail of Tender Fee and EMD (in original - in case of CDR/FDR), shall be deposited in the office of Chief Executive Officer, SMVDSB, Central Office, Katra – 182301 before the opening of the technical bid without which the offer submitted by the firm shall not be considered.

### **3. PROCEDURE FOR SUBMISSION OF TENDER:**

Bidders are invited to submit their Bids for “e-Notice Inviting Tender (e-NIT) for Providing Security Services to various establishments of Shrine Board ”in two parts viz. Technical Bid and Financial Bid (refers to BoQ Online only) as per enclosed proforma along with supporting documents, application fee, EMD etc. The Tenderers are required to submit their tenders under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

#### **A. Technical Bid**

- i) Scanned copy of the Tender Fee amounting to Rs. 1500/- pledged to FA/Chief Accounts Officer, SMVDSB, Katra or the same shall be deposited 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)** without which the offer shall be rejected out rightly The bidder shall have to mention UTR No. in the prescribed Technical Bid Form at **Schedule – ‘A’**.
- ii) **Scanned copy of the EMD amounting to Rs. 14,00,000/- (Rupees Fourteen Lakhs Only) in the shape of CDR/FDR/TDR** pledged to FA/Chief Accounts Officer, SMVDSB, Katra. The same may also be deposited in the official account of SMVDSB (mentioned above) and the UTR No. shall be mentioned in the Technical Bid Form at **Schedule – ‘A’**. (Without which the offer shall be rejected out rightly).
- iii) Self-attested copy of GST Registration Certificate & PAN.
- iv) The firms must have the license /permissions of Private Security Agencies (Regulations) Act, 2015. The copy of the same must be attached with the technical bid.
- v) The firm should have a minimum operational experience in similar environment like Government Offices, Universities, Industrial Sector, Hotels of repute etc. for a period of at least five (05) years. This must be duly supported with documentary proof.
- vi) The firm should submit Client Satisfactory Certificates from at least 03 different firms with a minimum deployment of fifty (50) Security Personnel with each firm during the last 03 years.
- vii) The firm should have relevant ISO certification for quality security services.
- viii) The Annual turnover of the tenderer for the last three years shall not be less than **Rs.10.00 Crore** (cumulative).
- ix) The firm should be registered with Central Govt. Labour Department/J&K Government Labour Department. Documentation proof to be attached.
- x) The firm should be capable of conducting regular Security Audits. The firm should submit at least three (03) Security Audit Reports conducted during the last 03 years.
- xi) The net worth of the bidder should be positive. The net worth shall be duly certified by the Chartered Accountant.
- xii) Copies of income tax return, balance sheet, profit and loss account for the last three financial years must be uploaded/ enclosed.
- xiii) The firm should submit the earnest money in shape of CDR/ FDR/ TDR amounting to Rs. 14,00,000/- along with the Technical Bid.
- xiv) Document containing Instructions, terms and conditions for Security Services duly signed on each leaf by the tenderer shall be uploaded/ attached as a token of acceptance of bidder to all the conditions of the e-tender.


xv) List of manpower currently provided to various firms.

**B. Financial Bid:**

- i) Price bid shall be essentially as per BOQ & has to be submitted online.
- ii) The price bid shall be opened in respect of only such bidders who qualify in the technical bid.
- iii) Rates are required to be quoted strictly as per prescribed BOQ/item of works.
- iv) The price bid should be absolute and unconditional.
- v) Conditional bids shall be rejected outrightly.


**4. GENERAL TERMS AND CONDITIONS:**

- i) The firm shall also provide detail about the following alongwith documentary evidence wherever required:
  - a) Certificate of registration of Security Agency under J&K Government Pvt. Security Regulation Act only.
  - b) List of qualified and professional manpower already available with the tenderer in all categories viz. Security Supervisors, Armed Security Guards and Un-Armed Security Guards their professional academic / professional qualifications and experience in the field. (Name of each person and their qualification to be clearly mentioned in the list to be enclosed).
  - c) A document relating to the training facilities available with the firm and documentary evidence of trainings imparted in the recent past to the personnel working for the firm.
  - d) Specify separately, the approximate manpower (supervisors, armed / un-armed security guards) that the firm is capable of providing to the various establishments of Shrine Board within a notice of 10 days positively.
- ii) Manpower Required: While the selected firm shall be obligated to increase / decrease the strength of personnel within 03 days as per the requirement of Shrine Board from time to time during the period of the contract, the initial indicative minimum strength of Supervisors & Guards (Armed / Un-armed / Civil) shall be as under:



Name of the Unit	Strength of Security Personnel			
	Armed Guards	Un- Armed Guards		Security Supervisors
		Ex-Servicemen	Civil Guards	
Vaishnavi Dham, Jammu	3	-	3	1 No.
Saraswati Dham, Jammu	3	-	3	
Kalika Dham, Jammu	3	-	3	
Chaitanya Ashram, Jammu	3	-	-	
YRC-1, Katra	-	5	5	1 No.
YRC-2, Katra	-	-	2	
Shrine Board Yatra Parchi Railway Station, Katra	-	6	-	
Staff Colony, Nomain, Katra	6	-	2	1 No.
Niharika, Katra & Sidhidatri	3	5	5	

Spiritual Growth Centre, Katra	-	3	3	
Trikuta Bhawan, Katra	3	3	-	
Sports Complex, Katra	3	6	3	
Aashirwad Complex	3	3	-	
Durga Dental Clinic, Katra	-	2	-	
Central Office	-	2	-	
Helipad Parking Area	-	2	3	
Banganga Complex	-	9	2	
Tarakote Marg	-	8	6	
Tarakote Langar	-	5	-	
Aastha Bhawan	3	-	-	
Composite Site, Kundarorian	3	-	-	
SKC Colony, Balini	1	2	-	
Passenger Ropeway Bhawan	-	10	-	1 No.
Passenger Ropeway LTP Bhawan	-	7	-	
Manokamna Bhawan	-	12	-	
Siar Dabri	3	3		
Chetak Bhawan	-	1	-	
Scrapyard	2	-	-	-
NES Banganga	2	1	-	-
SMVD Narayana	-	3		-
SMVD College of Nursing, Kakryal	-	-	12 (6+6)	-
Sanjichhat	-	1	-	-
Gurukul	-	3	-	-
Langar Sanjichhat	-	2	-	-
E&R, Katra	-	2	-	-
Adhkuwari	-	-	14	-
Kunia Nursery	3	-	-	-
Archery Hostel	-	-	3	-
Executive Hut	3	-	-	-
<b>Sub Total</b>	<b>50</b>	<b>106</b>	<b>69</b>	<b>4</b>
<b>Leave reserve (@ 20%)</b>	<b>10</b>	<b>21</b>	<b>14</b>	<b>1</b>
<b>G. Total</b>	<b>60</b>	<b>127</b>	<b>83</b>	<b>5</b>

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- iii) Above mentioned table reflects the exact number of security personnel required by the Board presently at its different locations. The leave reserves shall be strictly within the scope of concerned bidder.
- iv) The Firm shall also provide female security personnel as and when required by the Shrine Board.
- v) The Firm shall also provide requisite number of manpower on temporary basis as and when required by the Shrine Board.
- vi) Successful firm shall be obligated to provide the services of well trained ex-servicemen (retired from Army / Navy / Air force) or persons who have retired from Central Para Military Forces (CRPF, BSF, ITBP, CISF etc.) only **having**

medical certificate of shape 1 and their age shall not exceed 55 years. In case of Civil Guard, the person should be Matriculate with at least one-month training on Security and should have good physique i.e. height not less than 165 cms and chest size should be at-least 77 cms and their age should be between 21 to 40 years. The civil security guard shall be deployed to assist Ex- Servicemen security guard.

**5. Scope of work: -**

- (i) The security personnel deployed by the firm shall be responsible for meeting the security needs and to carry out physical checks at the designated place of deployment.
- (ii) The assigned establishments shall be required to be guarded well on 24X7 basis during the entire period of contract.
- (iii) The selected agency shall be responsible to manage rotation of staff deployed, matters pertaining to leave, arranging leave substitutes so as to ensure the availability of approved strength of guards at all the establishments at all points of time.
- (iv) The selected agency shall have to conduct quarterly security audit of all establishments of the Shrine Board.
- (v) The place of deployment of security personnel within the establishment and the timing of shifts shall be decided by the concerned unit head of the Shrine Board.
- (vi) The security guards deployed shall work under the control of security supervisor for Katra / Jammu as the case may be, who in turn shall report to the concerned unit head of the Shrine Board.
- (vii) The security supervisor shall be responsible for daily deployment, uniform turn-out and discipline of the guards.
- (viii) The firm shall conduct regular trainings of its personnel's regarding crowd management, fire control and safety, disaster preparedness measures and other concerned trainings. The reports of these trainings along with photographs shall be shared with the Office of concerned Head of SMVDSB.
- (ix) In case of absence of any of the security personnel provided by the firm from the designated work place, besides the wages for the day, an amount of Rs. 500/- per incident shall be deducted out of the amount due to the firm. The repetition of offence may attract higher penalty at the sole discretion of Shrine Board.

**6. Evaluation of bids:**

- (i) The Tendering authority shall evaluate in detail the technical bids mentioned as per schedule 'A' of this tender.
- (ii) In case of non-submission of requisite documents as per the technical parameters Schedule "A" (Technical Bid), the bidder shall be marked as unqualified and financial bid of such tenderers shall not be opened.
- (iii) The financial bids of such bidders shall only be opened, who qualify in the technical stage.

**7. Allotment:**

- (i) For qualifying in the Technical bid, the bidder shall have to score




minimum 30 points out of 50 as mentioned in the Schedule A (Technical Bid). Any bidder failing to obtain the minimum qualifying score, the technical bid shall not be admitted for financial bid opening process.

- (ii) Financial bids of technically qualified firms shall only be opened and the bidder emerging L-1 shall be considered for the allotment of contract.
- (iii) In case of a tie in the Schedule – B (Financial bid), the bidder scoring more points in the Technical bid evaluation process shall be considered for allotment of contract.
- (iv) In case of tie in the Technical points as well as Financial Bid, L-1 shall be finalized by draw of lots in presence of tendering authority.
- (v) No firm is allowed to quote Service Charges as 'NIL" or "0.00". Any offer with NIL/0.00 Service Charges shall be considered as unresponsive / rejected.
- (vi) Minimum Services Charges shall not be less than Rupee 1/- (Rs. 1/-)".

#### **8. Duration of the agreement:**

- (i) The duration of the agreement for providing the security services shall be Two years from the contract date mentioned in the LOA to be issued on the conclusion of e-NIT.
- (ii) Period for deployment of ordered manpower: The selected firm shall be responsible for deploying the full strength of security personnel as may be initially ordered, within 15 days of issuance of letter of acceptance by the Shrine Board. Subsequently, the additional manpower demanded, if any, shall be required to be provided within 03 days of the request. In case, the selected firm fails to comply with this condition, the FRD/TDR/EMD of the firm shall be forfeited without any communication with the firm and the firm shall be debarred from participating in any security tender issued by the Shrine Board for a period of next five (05) years.

#### **9. Termination of Agreement:**

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- i) The Shrine Board shall be at liberty to terminate the agreement at any time during its validity by serving one month's notice, without assigning any reason thereof. The successful bidder may terminate the agreement by serving three months' advance notice or by making payment of an amount equal to one month's contract amount.
  - ii) The security personnel provided by the successful bidder must be well trained for security job. The firm shall undertake refresher course from time to time to upgrade the skills of personnel deployed by it and shall furnish a quarterly report in this regard to the office of Joint Chief Executive Officer.
  - iii) The manpower engaged by the firm shall have to abide by the administrative and disciplinary norms as laid down by the Shrine Board. The firm shall be required to engage only well trained, disciplined and presentable manpower to carry out the job assigned to it.

**10. Wages / Remunerations:**

- i) An indicative table of minimum wages/ ERPF/EDLI/GST etc. which is enforced currently is given below for reference:

S. No.	Particulars	Minimum wages per day (in Rs.)			
		Un-skilled Civil Guard	Semi-skilled Unarmed Guard (Ex-servicemen)	Skilled Armed Guard (Ex-servicemen)	Administrative/ Supervisor (Ex-servicemen)
1.	Workers' Daily wage rates	311.00	400.00	483.00	449
2.	Employers' EPF contribution- @ 12% of S. No (1)	37.32	48.00	57.96	53.88
3.	Employers' ESI contribution @ 3.25% of S. No. (1)	10.10	13.00	15.69	14.59
4.	Admn. Charges @ 0.5%	1.5	2.00	2.41	2.24
5.	EDLI @ 0.5% of S. No. (1)	1.5	2.00	2.41	2.24
6.	<b>Total</b>	361.42	465.00	561.47	521.95
7.	<b>Round off</b>	362	465	562	522

Any change in the laws indicated in the table above shall be accommodated accordingly by the successful bidder without affecting the Administration/ Service charges quoted by the bidder in the financial bid.

- ii) There shall be no other liability on the part of Shrine Board and all obligations in respect to meeting requirements of Labour Laws, the charges for leave arrangements, expenditure on uniforms, insurance, EPF/PF/CPF/ESI/EDLI etc. shall be the sole liability of the firm. Any amount of claim / compensation on that account, as may be payable, shall be the liability of the firm solely and Shrine Board shall in no way be responsible for any act of omission or commission of the firm with regard to the violation of labour laws or any other law for the time being in force.
- iii) The Firm shall deduct 12% of the basic wage of its employees and shall contribute an amount mentioned in serial no: 02 of Clause-10 Sub Clause (i) towards employer's contribution to be deposited towards Provident Fund/EDLI. The SMVDSB shall not be liable for any past liability or otherwise and no claim shall be made for the same by the Firm to the SMVDSB in this regard. In addition to above, the Firm shall be under an obligation to produce receipt of EPF/PF/CPF/ESI/EDLI deposit of all the workers provided by firm along with monthly bills submitted by it to SMVDSB.
- iv) The Firm shall fully comply with all applicable laws, rules and regulation relating to EPF/PF/CPF/ESI/EDLI Act, minimum wages Act, Contract Labour Act, Workmen's Compensation Act and such other Acts or Laws, Regulations passed by Central, State and Local Govt. Agency or Authority from time to time. Nobody below 18 years of age

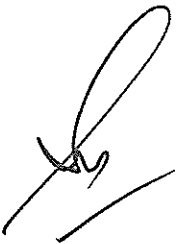


**and above 55 years shall be deployed by the firm for any operation/activities.**

- v) The SMVDSB reserves the right to direct the Security Firm to remove any person deployed by the Firm without assigning any reason/notice.
- vi) In case of any dereliction of duty, gross neglect, any theft and unintended or intended damage caused by the Firm or its security personnel or otherwise, any harm done to the SMVDSB, its properties, its designated officials or other employees, the Firm shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty of such amount as the Chief Executive Officer/ Addl. Chief Executive Officer, SMVDSB may deem fit.
- vii) The successful firm shall be solely liable for any costs, charges or expenses arising out of any claims or legal proceedings in connection with or relating to its operations / activities under this agreement. The successful firm shall be liable to indemnify and keep indemnified the SMVD Shrine Board against any damages, compensation, costs, charges or expenses arising out of any claims or proceedings relating to its operations / activities.
- viii) The successful firm shall submit its bills for payment on monthly basis directly to the Accounts Section, SMVDSB alongwith the attendance statement duly verified by the concerned unit head by or before 10<sup>th</sup> of every succeeded month.
- ix) The successful firm shall deposit the pay/salary of the Security personnel in their bank account and submit the bank statements every month to the Accounts Section, SMVDSB. No cash disbursement shall be allowed in any case.
- x) It shall be obligatory for the selected firm to produce character / antecedent verification from Police department in respect of the personnel deployed by the firm, within 45 days of deployment. Further, if the firm intends to replace/change its security personnel, the information and character antecedent of the new personnel, to be deployed, has to be furnished by the firm, to this office, well in advance. In case, the firm fails to comply with this requirement, the wages paid in respect of such persons, whose character / antecedents are not verified, shall be deducted from the amount due towards the selected firm. In addition, the penalty as mentioned at Clause-10 (sub-clause xii) may also be imposed by the Shrine Board Authorities.
- xi) The firm shall ensure that its employees / workforce maintain the sanctity of Shrine and shall not indulge in any activity which is prejudicial to the interest of the Holy Shrine. Staff of the firm shall not indulge in smoking or consumption of liquor / alcohol or consumption of any non- vegetarian food articles. They shall maintain proper decorum and discipline and shall maintain highest standards of 'Etiquette and Manners' while talking / interacting to yatries and Shrine Board's Staff. They shall also refrain from any other activity which might hurt the sentiments of pilgrims.

- xii) The successful firm shall be obligated to ensure top quality turnout of personnel deployed. The Shrine Board shall carryout surprise checks / inspections in this regard and any slackness / indiscipline / misbehavior / poor turnout / non-obedience of instructions of the concerned unit head shall attract a penalty; at the sole discretion of Shrine Board Authorities for an amount of upto Rs. **1000/-** per incident. The Shrine Board is at liberty to impose penalty to the successful bidder on following disobediences & the same shall be deducted from the monthly bill:

S. No	Particulars	Amount (in Rs.)
1	Non-wearing of uniform by the Staff.	200/- per employee per violation
2	Non-wearing of I-Card by the Staff.	200/- per employee per violation
3	Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards or consumption of liquor / alcohol or eating of non-vegetarian food within or around the premises.	1000/- per complaint
4	Misbehave with the pilgrims/ Shrine Board staff	1000/- per complaint.
5	Non-submission of character / antecedent verification from Police department after 60 days of LoA.	200/- per person per month
6	Non- submission of medical fitness certificate of engaged manpower after 60 days of LoA.	500/- per person on half yearly basis
7	Shortage of Manpower (if noticed in any Unit)	1000/- per short person per day
8	Deployment of un-skilled in place of semi-skilled/ skilled or semi-skilled in place of skilled manpower.	1000/- per deviant person per day
9	In addition to above, if any other negligence or issue reported	1000/- per person per day



- xiii) The firm shall have to deposit an amount of Rs.**14,00,000/- (Rupees Fourteen Lakh Only)** as security deposit in the form of CDR/FDR/TDR pledged to FA / Chief Accounts Officer, S.M.V.D. Shrine Board, Katra for providing security services which shall be released after the completion of contract period subject to successful accomplishment of the contract. The security deposit shall be forfeited if the contractor prematurely withdraws or if the services are terminated for being unsatisfactory.
- xiv) The successful firm shall make alternate arrangements in case their employees go on strike, if no such arrangements are made by the approved firm within three days, Shrine Board reserves the right to engage such manpower at the risk and cost of the firm in addition, the security deposit shall be forfeited and also debarred for the future participation in such Shrine Board's contract for a period of three years.


- xv) An amount @ 5% of total tendered value shall be deposited by the Firm as additional security deposit within 15 days from the date of issuance of letter of Award. In case of failure to deposit the requisite amount within the prescribed period, the tender allotted shall be cancelled and the EMD (CDR/FDR/TDR) shall be forfeited.
- xvi) Shrine Board shall not provide any accommodation to the security personnel. The accommodation for the security personnel shall have to be arranged by the firm.
- xvii) The firm must quote one rate for all the locations of SMVDSB viz; Jammu/Katra (in and around)/SMVDNSH, SMVDCoN, Passenger Ropeway Bhawan/Bhairon/Siar Dabri, Tarakote Langer/Marg in the price bid i.e; BOQ (Schedule B)
- xviii) Shrine Board reserves the right to allot contract in respect of different location (s) to different firms based on the availability of suitable manpower, reputation of the firm, past experience of the Shrine Board with different firms etc. The decision in this regard of the Shrine Board shall be final.
- xix) All disputes and differences between the parties hereto including the interpretation of the terms and conditions herein, any other stipulation of the tender notice or any deed executed hereafter shall be referred to the sole arbitration of the person to be nominated and appointed by the **Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board**, whose decision shall be final and binding upon the parties to this agreement. The place of arbitration shall be at Jammu. The provision of Arbitration and Conciliation Act, 1996 shall apply. Courts at Jammu / Katra / Reasi only shall have the jurisdiction to entertain any legal proceeding arising out of this agreement.

#### 11. **Force Majeure**

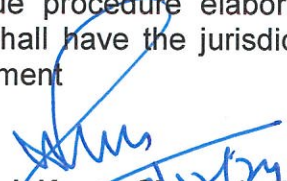
If during the duration of the contract or there is any outbreak of war/ force majeure, which whether financially or otherwise affects the execution of the contract; the bidder, unless contract is terminated under provision of this clause, shall make his/her efforts to complete the contract. However, after the outbreak of such war, Shri Mata Vaishno Devi Shrine Board shall be entitled to terminate the contract at any time by giving notice in writing. Force Majeure is hereby defined as a clause which is beyond the control of SMVDSB/ bidder and which consequently affects the performance of the contract.

#### 12. **Other Terms and Conditions:**

- i) The tenderer shall not be entitled to revoke or withdraw their tenders or vary or modify after its submission.
- ii) The tenders shall be opened on the same day or any other subsequent day convenient to the undersigned in presence of such tenderers who may choose to be present at the time of opening.

- iii) These terms and conditions will form an integral part of the Rate approval order with the successful tenderer(s), which the tenderer shall have to enter into with the SMVDSB.
- iv) The tenderers furnishing the CDR for an amount less than the stipulated amount mentioned in the Tender quoting the exemption as Small Scale Industries or any other reason shall not be entertained and the tender shall be out-rightly rejected.
- v) Conditional, illegible, ambiguous tender(s) received after the stipulated date and time shall be out rightly rejected.
- vi) After the issuance of letter of award, if the successful firm refuses to comply with the terms and conditions of the e-NIT / contract/ agreement on account of any reason, the same firm/firms shall be debarred from further dealing with the Board for a continuous period of 03 years and the stipulated EMD (CDR/FDR/TDRs) of the firm shall be confiscated.
- vii) **SIGNING OF TENDER DOCUMENT:** Each page of the tender (Technical bid) which is to be submitted in physical form tenderer / authorized signatory of the company / firm conforming the acceptance of the Terms and Conditions as laid down in the e-NIT document.
- viii) Shrine Board also reserves the right to re-invite the tender at its sole discretion.
- ix) The Shrine Board reserve the right to negotiate the quoted rates, terms and conditions with the lowest tenderer or any of the other tenderers on quality basis to ascertain the suitability of the acceptable offer.
- x) **RIGHT RESERVED BY SMVDSB:** CEO/Addl. CEO reserves the right to accept/reject or cancel any tender or all tenders in full or part thereof without assigning any reason. In case of any dispute arising out of the Contract/ agreement, Chief Executive Officer, SMVDSB, Katra shall be the Arbitrator and his decision shall be final and binding upon both, the supplier as well as the Shrine Board.
-  xi) All the workers must be issued Identity Cards by the successful Firm bearing photograph. A list of such workers engaged by the Firm along with their addresses (permanent & temporary), Aadhar Card, qualifications and the photographs must also be submitted to office of Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Central Office, Katra for fulfilling the security requirements.
- xii) In case of dispute arising between the parties to this agreement and all matters connected therewith, both parties will make every effort to resolve it amicably by direct informal negotiations. If, even after thirty days from the commencement of informal negotiations, the parties have not been able to resolve the dispute amicably, then such dispute and difference shall be resolved by arbitration as per the Arbitration and Conciliation Act, 1996.

- xiii) Either party may request other of its intention that the 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.
- xiv) 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 that Honourable High Court at Jammu, under the Arbitration & Conciliation Act 1996, for the appointment of sole Arbitration with seat /venue at Jammu for the resolution of disputes between the parties.
- xv) However, on failure of resolution of disputes, due procedure elaborated above, the courts at Jammu/Katra/ Reasi alone, shall have the jurisdiction with respect to subject matter of this contract/ agreement

  
(Satish Kumar Sharma), JKAS  
Joint Chief Executive Officer  
SMVD Shrine Board, Katra



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

**Schedule "A" (Technical Bid)**

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

Name of the Firm: M/s \_\_\_\_\_

Tender Fee UTR Details \_\_\_\_\_

EMD UTR Details: \_\_\_\_\_

S. No.	Particulars	Marks	Maximum Marks	Marks Obtained
1.	<b>Years of Experience in the required field</b>			
	Upto 5 yrs	05	10	
	More than 5 yrs. upto 7 yrs.	07		
	More than 7 yrs upto 10 yrs.	10		
2.	<b>Strength of the firm at any point of time during the last three financial years (No. of security personnels)</b>			
	Upto 500	05	10	
	501 to 1000	07		
	More than 1000	10		
3.	<b>Cumulative Turnover of last three financial years</b>			
	10 cr to 20 cr	05	10	
	20 cr to 50 cr	07		
	More than 50 cr	10		
4.	<b>Positive Net worth of the Bidder (in Rs.)</b>			
	Upto 1 cr.	05	10	
	1 cr. upto 2 cr.	07		
	More than 2 cr.	10		
5.	<b>Security Service Contract / Contracts valuing more than Rs. 1 crore per annum executed / under execution over the last 03 financial years</b>			
	upto 2 contracts	02	05	
	3-5 contracts	03		
	> 5 contracts	05		
6.	<b>Having PSARA License</b>	05	05	
<b>Maximum Marks</b>			<b>50</b>	

(Copies of documentary proof may be furnished where-ever required)

Additional pages may be used, if needed.

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

Name: \_\_\_\_\_

Address \_\_\_\_\_

Mobile No. \_\_\_\_\_

E. mail \_\_\_\_\_





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

**Schedule "B" (Financial Bid)**

**Subject:** e-NIT for Providing of Security Services to various establishments of SMVDSB at Jammu, Katra (in and around) and track enroute Bhawan, SMVDNSH, & SMVDCoN, Tarakote langer/Marg/ Bhawan/Bhairon.

Name of the Tenderer: \_\_\_\_\_

Detail of Tender Fee: \_\_\_\_\_

Detail of EMD: \_\_\_\_\_

Sl. No.	Item Description	Minimum Wage per person per day	Service Charge over and above the minimum wage (per person per day)	GST @18% Amount in Rs. P	TOTAL AMOUNT excluding taxes in Rs. P	TOTAL AMOUNT including taxes Rs. P
		Rate in Rs. P	In Figures To be entered by the Bidder in Rs. P			
1	<b>Contractor's service charge over and above the minimum wage (per person per day)</b>					
1.01	Un-skilled Civil Guard	362.00				
1.02	Semi-skilled Unarmed Guard (Ex-servicemen)	465.00				
1.03	Skilled Armed Guard (Ex-servicemen)	562.00				
1.04	Administrative/ Supervisor (Ex-servicemen)	522.00				

- Rates are to be quoted in accordance with the latest Minimum wages act issued by the Govt. for un-skilled, semi-skilled, skilled and highly skilled daily wages workers indicated at **Clause-10** of the e-NIT.

**Signature with stamp of bidder**

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

Subject:- Affirmation

Sir,  
We, M/s \_\_\_\_\_, having office at \_\_\_\_\_,  
hereby submit our tender for providing security services at various establishments of  
Shri Mata Vaishno Devi Shrine Board.

We affirm that we have read and fully understood the nature of job and the terms  
& conditions relating to this tender and agree to abide by the same.

In case of selection of our firm for providing security services to the Shrine Board,  
we will execute an agreement with the Shrine Board within the period as may be  
prescribed by the Board and that we shall also be bound by all such terms and  
conditions laid therein, which might be subsequently incorporated in the agreement to  
be signed by us.

If we contravene any of the conditions of the agreement, we shall not have any  
objection to the forfeiture of our CDR & the extinguishing of our right to continue the  
assignment entrusted to our firm.

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



Signature \_\_\_\_\_  
Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Date \_\_\_\_\_

**(ON THE LETTER HEAD OF THE FIRM)**

**DECLARATION**

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

**Seal and Signature of the bidder**

Place:  
Date:

A handwritten signature in black ink, consisting of a large, stylized letter 'S' with a loop at the top and a tail that curves back to the left.

**(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.

**Seal and Signature of the bidder**

Place:  
Date:

A handwritten signature in black ink, consisting of a large, stylized initial 'S' followed by a few cursive letters.

**(ON THE LETTER HEAD OF THE FIRM)**

**BIDDER'S DETAIL**

Name of the Supplier / Party / Firm		
Name of the Authorized Representative		
Mailing Address:		
Phone/Landline No		
Mobile No.		
Fax No.		
E-mail Address		
Website Address (if any)		
Bank details for payment through NEFT / RTGS	Name of the Bank:	
	Branch	
	Account No	
	IFSC Code	
	MICR No	

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

**Seal and Signature of the bidder**

Place:  
Date:



### Important Instructions to the Tenderer(s):-

- a) The information other than those in the tender should be provided as a separate document and should refer to the specific sections being addressed.
- b) When standard vendor data sheet disagrees with bid, clarifications should accompany necessarily.
- c) In absence of data sheet provided by the tenderer(s), the decision of the technical committee shall be final and binding on the tenderer(s).
- d) Representation, if any, related to technical bid(s) shall have to be made within 15 days from the date of opening of technical bids and thereafter no representation whatsoever shall be considered.
- e) If at any stage, any dispute arises between the tenderer(s) and **SMVDSB**, the terms and conditions of the NIT shall prevail over the offer of the tenderer. Further the tenderer submitting his tender would be deemed to have considered and accepted all the terms and conditions. No enquiries (verbal or written) shall be entertained in respect of acceptance or rejection of the tender.
- f) If during the processing of the NIT or during the currency of the contract, the offered item(s) are upgraded or a new variant/model is introduced then the participating tenderer(s) shall be bound to supply the upgraded/improved version if asked by SMVDSB free of cost.
- g) The tenderer(s) should quote against the column indicated in the BOQ for each item(s).

