



# **SHRI MATA VAISHNO DEVI SHRINE BAORD, KATRA**

## **TENDER DOCUMENT FOR**

**Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis along-with tracking of Service Providers, management of CCTV surveillance / Main Switching Centre & Wireless network with 95% uptime, provision of safety gear and Robust MIS system for monitoring of the project.**

**NIT NO.: CO/RFID/TGS/09/221 DATED: 12-09-24**

**Due on: 27-09-2024**

**Address: Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (J&K)-182301**

**Website: [www.maavaishnodevi.org](http://www.maavaishnodevi.org)**

**Email: [operations@maavaishnodevi.net](mailto:operations@maavaishnodevi.net)**



**OFFICE OF THE CHIEF EXECUTIVE OFFICER  
SHRI MATA VAISHNO DEVI SHRINE BOARD**  
Central Office, Jammu Road, Katra (J&K) – 182301  
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**Notice Inviting e-Tender**  
**e-NIT No.: CO/RFID/TGS/09/221, DATED: 12-09-2024**

E-Tenders on the prescribed format are invited on behalf of the Chairman, Shri Mata Vaishno Devi Shrine Board, Katra from reputed Firms / Companies dealing / having expertise in RFID based Registration, Tracking through technology driven mechanism, Laying of Network infrastructure and establishment of CCTV surveillance system.

**Name of the Work:**

Selection of a Firm/Company for:

- Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/ Luggage Trolley services to the pilgrims on round the clock basis.
- Tracking of Service Providers at all prepaid counters established on the track enroute Bhawan.
- Management of CCTV surveillance system, Main Switching Centre at SGC & Wireless network with 95% uptime.
- Provision of safety gear to the pilgrims hiring ponies.
- Robust MIS system for monitoring of the project.

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 viewed / downloaded from the official website of Shri Mata Vaishno Devi Shrine Board [www.maavaishnodevi.org](http://www.maavaishnodevi.org) and the bidders shall submit their bids only through e-procurement platform at [www.jktenders.gov.in](http://www.jktenders.gov.in).

**Schedule of Events of e-tender:**

Publishing Date	<b>13.09.2024 at 02.00 PM</b>
Download Start Date	<b>13.09.2024 at 02.30 PM</b>
Bid Submission Start Date	<b>13.09.2024 at 03.00 PM</b>
Document Download / Sale End Date	<b>27.09.2024 at 12.00 PM</b>
Bid submission End Date (Online)	<b>27.09.2024 at 02.00 PM</b>
Date of Opening of Technical Bid (Online)	<b>28.09.2024 at 11.00 AM (In the Office of Jt. Chief Executive Officer, SMVDSB, Katra)</b>

The e-tender should be accompanied with:

- Earnest Money Deposit (EMD) in the form of CDR/FDR/TDR/BG amounting to **Rs. 45.00 Lakhs (Rupees Forty Five Lakhs Only)** from any Nationalized / Scheduled Bank, duly pledged in favour of FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra or the amount can be deposited in the Shrine Board's Account No. **0235040500001804, IFSC – JAKA0KATTRA (in IFSC Code JAK0KATTRA – 0 stands Zero)**.

- b) Tenderers/Bidders who have previously submitted their Tender/Bid in response to the Shrine Board's e-NIT No.: CO/RFID/TGS/09/48 dated 06.06.2024 are not required to submit a new EMD for this e-NIT process. Their existing EMD of 45.00 Lacs shall be considered valid for this tender.
- c) Tender Fee of **Rs. 1,000/- (Rupees One Thousand 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. and EMD detail in the prescribed Technical Bid Form given at **Annexure-‘A’** of this e-NIT.
- d) The CDR/FDR/TDR/BG in original shall be submitted before the closing time of submission of e-NIT. Complete bidding process will be done online on e-Tender portal [www.jktenders.gov.in](http://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 requisite amount shall be out-rightly rejected.

**Instruction to Bidders regarding e-Tendering process:**

1. The interested bidder can download the e-NIT / bidding document from the website [www.jktenders.gov.in](http://www.jktenders.gov.in) & [www.maavaishnodevi.org](http://www.maavaishnodevi.org).
2. To participate in bidding process, bidders have to get (DSC) “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.
3. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
4. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
5. Bids will be opened online as per the schedule of event mentioned in the e-NIT.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The Shrine Board will not be responsible for delay in online submission of bids for whatever reasons from the bidder side.
8. All the required information for bid must be filled and submitted online.
9. Before submitting the bid, the bidder should keep ready the scanned copies of the details showing deposit of tender fee and EMD document, as specified in the tender.
10. The amount of tender fee and EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
11. Bidders are advised to use “My Documents” area in their user on <http://jktenders.gov.in>, e-tendering portal to store important documents like Balance sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, Manufactures authorization and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.

12. 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 as it is in the tender document.
13. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White in PDF format.
14. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
15. The Bidder(s) should carefully study the document and prepare the 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.
16. 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 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/-**  
**Jt. Chief Executive Officer (S)**  
**SMVD Shrine Board, Katra**

**No.: CO/RFID/TGS/09/221**  
**Date: 12.09.2024**



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

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- Subject:** Selection of a Firm/Company for:
- a) Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis.
  - b) Tracking of Service Providers at all prepaid counters established on the track enroute Bhawan.
  - c) Management of CCTV surveillance system, Main Switching Centre at SGC & Wireless network with 95% uptime.
  - d) Provision of safety gear to the pilgrims hiring ponies.
  - e) Robust MIS system for monitoring of the project.

**1. Introduction:**

- a) Katra or Katra-Vaishno Devi, as it is popularly known, is a small town in Reasi district of Jammu and Kashmir situated in the foothills of the Trikuta Mountains, where the holy shrine of Vaishno Devi is located. The base camp at Katra is located approximately 42 km from the city of Jammu and geographical coordinates are 32.98°N latitude and 74.95°E longitude. The town is situated at an altitude of 2600 feet.
- b) Katra serves as the base camp for pilgrims embarking on the journey to Vaishno Devi. Over the years, the number of pilgrims visiting the shrine has witnessed a significant increase, from 1.4 million in 1986 to over 10 million in 2011. To reach the Vaishno Devi Mandir (temple), pilgrims undertake a trek of 14 km. Additionally, there is a separate 1.5 km trek from the temple to Baba Bhaironnath Ji. In total, there is a 29.5 km operational track length in the Shrine area, with horses primarily plying in a 15 km track length, while Pithus and Palkies operate in all areas.
- c) The Shri Mata Vaishno Devi Shrine Board was established through the Jammu and Kashmir Shri Mata Vaishno Devi Shrine Act, 1988. The primary objective of constituting the Shrine Board, as outlined in the Act, is to ensure the better management, administration, and governance of the Shri Mata Vaishno Devi Shrine and its associated endowments, including land, buildings, and appurtenances. Additionally, the Shrine Board is entrusted with the responsibility of undertaking various developmental activities in the shrine area and its surroundings for the benefit of pilgrims.

**2. How to reach at Mata Vaishno Devi Ji Bhawan:**

- a) The final destination of the pilgrimage to Mata Vaishno Devi Ji is the Bhawan, situated at an altitude of 5200 ft. above sea level. Various modes of transportation operate to facilitate pilgrims' ascent, including Horse/Mule, Palki, and Battery Car (excluding Helicopter service, which transports pilgrims to Sanjichhat, a couple of kilometers from the Holy Shrine). Additionally, pilgrims often opt to pay their obeisance at Bhairon Ghati, located at an even higher altitude of approximately 6600 ft., necessitating a steep climb. Given

these factors, Katra effectively functions as the base camp for the Yatra of Mata Vaishno Devi Ji. The trek from Katra to Bhawan covers approximately 13-14 km, ascending to an altitude of 5200 ft. Furthermore, an additional climb of 1400 ft. to reach Bhairon Ghati can be physically demanding, particularly for pilgrims not accustomed to such exertion. Many devotees, including those with breathing difficulties, ailments, elderly individuals, or those with physical challenges, rely on the services of ponies and palanquins to complete the pilgrimage.

- b) Katra has the ample number of Ponywallas earning a source of income with their ponies via tourist visiting the area throughout the year. The Ponies/Ponywallas, Pithus and Palkiwallas are registered with Society for the Prevention of Cruelty to Animals (SPCA) Katra Unit Reasi and carry an identity card/token number. The rates of all services are fixed by the District Administration Reasi. Information about these rates is available on various sign boards and at the Assistance Centers at Katra, Banganga and other places. Their management and regularization in Shrine area has to be done by the Shrine Board.

3. **Number of registered Pony/Pithu/Palkimen in Katra town:**

Details of Ponies / Pithus and Palkiwallas registered with SPCA:

S. No.	Particular	Nos. (Approx.)
1.	Ponies along-with Ponywallas	3900
2.	Pithus	4200
3.	Palkiwallas	3200

4. **Distance within each station along the track operational for ponies:**

- a) Banganga to Adhkuwari : 6.00 KM
- b) Adhkuwari to Sanjichhat: 4.50 KM
- c) Sanjichhat to Bhawan : 1.50 KM
- d) Bhawan to Bhairon : 1.50 KM
- e) Bhairon to Sanjichhat : 1.75 KM
- f) Tarakote to Adhkuwari : 7.40 KM
- g) Banganga to Tarakote : 1.25 KM

5. **Yatra Statistic:**

Ever since the inception of Shrine Board in 1986, the Holy Shrine of Mata Vaishno Devi has witnessed an ever-increasing number of devotees. The Yatra that stood at 13.96 Lakhs in the year 1986, increased to 104.95 lakhs (10.4 Million) in the year 2012 and has crossed the figure of 90 Lakh successively, in the last two calendar years, 2022 & 2023.

6. **Pony stands are currently functioning at the following locations:**

- a) Chetak Bhawan, Banganga
- b) Pony Stand, Adhkuwari
- c) Pony Stand, Bhawan

- d) Pony Stand Sanjichhat
- e) Pony Stand Bhairon Ji.

7. **Background of the Project:**

The Shri Mata Vaishno Devi Shrine Board is committed to improving the pilgrimage experience for devotees visiting the Vaishno Devi Shrine. This shrine is a major religious site in India, attracting visitors from all over the country. To make the pilgrimage journey more comfortable and convenient, the Board has introduced an automated system on a digital platform. This system allows pilgrims to easily arrange for Pony, Pithu, and Palki services.

a) **Pony Services:**

Ponies are often used by pilgrims to travel up the steep paths leading to the shrine, providing a comfortable ride, especially for those who might find walking difficult.

b) **Pithu Services:**

Pithus are porters who carry the belongings of pilgrims, ensuring they can walk without the burden of their luggage.

c) **Palki Services:**

Palkis are palanquins carried by bearers, used by those who cannot walk or ride ponies, offering a more comfortable and assisted way to reach the shrine.

The automated prepaid system streamlines the process of booking these services, reducing the hassle and wait times for pilgrims. This digital system plays a crucial role in addressing the issue of overcharging by the service providers. By standardizing rates and offering a transparent booking process, the system protects pilgrims from being overcharged, ensuring fair and consistent pricing. By leveraging digital technology, the Board aims to provide a more efficient and user-friendly way for devotees to enhance their pilgrimage experience. Key benefits of the automated prepaid system include:

a) **Efficiency:**

The system allows for quick and easy booking, reducing wait times and making the entire process more efficient.

b) **Transparency:**

Standardized rates and clear information help prevent overcharging and ensure that pilgrims pay fair prices.

c) **Convenience:**

Pilgrims can book services at any time, enhancing their overall experience and convenience.

d) **Monitoring:**

The system includes features for tracking service providers, managing CCTV surveillance, and providing safety gear, contributing to the safety and security of pilgrims.

e) **Management:**

A robust Management Information System (MIS) is in place for effective project monitoring and management.

Since 2018, a comprehensive project for running computerized online prepaid counters to provide Pony/Pithu/Palki services in a hassle free way to the pilgrims

round the clock along with tracking of service providers, managing CCTV surveillance & Main Switching Centre, provisioning of safety gears, and implementing a robust MIS system for project monitoring, has been operational in the Shrine area. This project is being operated through a private firm selected on a Build, Operate, and Transfer (BOT) model. The existing contract agreement of five years of the project stands completed, the ownership of entire installed hardware and software for the operation of project is transferred to the Shrine Board.

Infrastructure already in place to operate the project:

- a) Main Switching Centre at SGC.
- b) Prepaid counter at different location on the track enroute to Bhawan:
  1. Banganga.
  2. Currently at Charan Paduka and to be shifted at Tarakote YRC.
  3. Jalpaan
  4. Adhkuwari (02 counters)
  5. Satya View Point
  6. Bhawan (02 counters)
  7. Sanjichhat
  8. Bhairon Ji
- c) Wireless Network connectivity.
- d) Computer Systems / Printers / Switches / Wireless connectivity / UPS- Batteries and other peripherals at all prepaid counters.
- e) Data Servers with Rack at MSC.
- f) Inventory of safety gears.
- g) RFID based ID card to all Service Providers.
- h) Insertable / external RFID chips for mules.
- i) RFID towers/Readers.
- j) CCTV System (IP-Static-PTZ cameras, NVDs, HDDs etc.)
- k) Registration and Booking Portal/Software.
- l) SIP Phones
- m) ID Card Printer
- n) LEDs at MSC and all prepaid counters.
- o) Verification Kiosks at all prepaid counters.
- p) Furniture / fixture items at MSC and at all prepaid counters.
- q) Handheld Readers.
- r) Infrastructure installed in the offices at the Central office, Shrine Board for real time monitoring of the project through Senior Officers of the Shrine Board.

**Requirement in the e-NIT:**

Since, the existing contract on BOT model is expired and to ensure the uninterrupted provision of Pony/Pithu/Palki/Luggage Trolley services for the benefit of pilgrims, the Shrine Board intends to award a contract for the operation of computerized online prepaid counters for Pony/Pithu/Palki/Luggage Trolley services for a period of three years, with the possibility of extension for an additional two years based on the firm's satisfactory performance and approval from the Competent Authority of the Shrine Board.



In the new contract for the ibid project, the primary responsibility of the successful bidder will be to supply and manage the necessary manpower to ensure the project's continuous, round-the-clock operation. This involves not only staffing the project with skilled personnel but also ensuring that they are adequately trained to run the project and address any issues that arise during operation.

The infrastructure required for the project, encompassing both hardware and software components, is already installed and fully operational. This includes all technological systems and equipment essential for running the project. The bidder's role will focus on maintaining smooth operations, providing services to the pilgrims, technical support, and addressing any operational challenges, all while leveraging the existing infrastructure that is already in place.

**Key elements of the new contract:**

a) Manpower Provision:

- The successful bidder will be tasked with supplying the requisite personnel (Data Operators, Resident Engineers, Supervisors, Project Manager etc.) to ensure round-the-clock operation of the prepaid management project.
- This involves ensuring that the project is staffed adequately to cover all shifts, including nights, weekends, and holidays, to maintain continuous operations.

b) Existing Infrastructure:

- The infrastructure necessary for the project, encompassing both hardware and software, is already in place and functional.
- A detailed Bill of Quantities (BOQ) listing the entire existing infrastructure (Hardware & Software) will be provided to the successful bidder along with the Letter of Award (LoA).

c) Site Visit Recommendation:

- Bidders are strongly advised to conduct a thorough site visit at all prepaid counters on the track, Network tower locations, MSC at SGC and Central Office before submitting their bids.
- This visit will allow bidders to assess the existing infrastructure and operational environment, which will aid in preparing accurate and competitive bids.

In the event of any future requirements arising regarding the hardware and software due to technological obsolescence or any other reasons, the Successful Bidder will be responsible for fulfilling these requirements at no additional cost to the Shrine Board. Moreover, the Successful Bidder is also obligated to bear all costs associated with maintaining a sufficient inventory of spare computer peripherals, stationery, and consumable items necessary for the daily operations of the project.

This comprehensive responsibility ensures that the project can operate continuously and efficiently, thereby upholding the high standards of service delivery for pilgrims visiting the Shrine. By assuming these obligations, the

Successful Tenderer guarantees that the infrastructure supporting the project remains current and fully functional without imposing any extra financial burden on the Shrine Board, ensuring a seamless and high-quality experience for all visitors. **At the end of the contract agreement, all hardware and software associated with the project will remain the exclusive property of the Shrine Board. This means that regardless of the duration or scope of the contract, the Shrine Board retains full ownership rights over all technological assets, including both physical equipment and software systems, utilized throughout the project's lifecycle.**

The successful bidder will have access to these resources solely for the duration of the contract and will be responsible for their use, maintenance, and management during this period. However, once the contract ends, all hardware and software must be returned to the Shrine Board in their original condition, barring any normal wear and tear. The transfer of ownership underscores the Shrine Board's commitment to retaining control over the project's technological infrastructure and ensuring that these assets remain within their purview for future use or redevelopment.

8. **Responsibility / Scope of the Successful Bidder for which no cost shall be paid by the Shrine Board:**

The Successful Bidder shall deploy its manpower round the clock for the execution / implementation of the followings:

- a) Deployment of Manpower/ Resident Engineers/ Operators and any other staff required for the operation & maintenance of the said project round the clock shall be provided by the Successful Bidder during the entire contract period for which no cost shall be paid by the SMVDSB.
- b) Engagement of one person as Project Manager who will be responsible for supervision of day to day activities and will coordinate with the Operation Section of SMVDSB for regulation of prepaid counters & other services and submission of MIS / Reports on daily basis.
- c) Operation of computerized integrated system round the clock for pre-paid billing management for pilgrims utilizing Pony / Pithu / Palki / RFID based luggage trolley services and management of day to day operations of all pre-paid counters established at different locations on the track enroute to Bhawan.
- d) Each prepaid / registration counter has to be online by connecting them to Main Switching Centre (MSC). List of prepaid counter is defined in the Clause No. 07 of this e-NIT. The number of prepaid counter can be increased at any time, depending upon requirement and the Yatra flow. In this case, the structure to set up the additional counter shall be provided by the Shrine Board and the hardware & software required to run the project shall be borne by the Successful Bidder at his own cost.

- e) For the services provided by the Successful Bidder to the Shrine Board and pilgrims under the scope of this project will be charged on a fixed user fee basis for the entire duration of the contract agreement. No adjustments or increases to the user fee will be permitted throughout the contract period.
- f) For timely Updation of the booking software (if required) and its management throughout the contract period.
- g) To maintain the entire hardware (computer peripherals, Furniture & Fixture, AC, Fan, Cooler, Lights and other allied items) & software already in place and its repairing / Updation / replacement (if required) throughout the contract period. In case, any additional item (hardware & software) is required during the currency of the contract, the same shall be borne by the Successful Bidder at his own cost. After the end of the contract all the items (hardware & software) shall be handed over to the Shrine Board.
- h) Additional supply, installation and commissioning of the Hardware, Software and Network Equipments (if required) during the currency of the contract shall have to borne by the Successful Bidder for which no cost shall be paid by the SMVDSB.
- i) To maintain entire networking infrastructure and other allied material installed in the project throughout the contract period.
- j) To oversee the operation of all prepaid counters and MSC, as well as the registration of new service providers, subject to approval by the SPCA or Shrine Board. Additionally, a robust network must be established to ensure stable last-mile connectivity between the MSC and all prepaid counters.
- k) RFID tracking of Ponies (Mules) / Pithus / Palkies / Luggage Trolleys at all prepaid counters on the track enroute to Bhawan for monitoring in the main control room (MSC) at SGC Katra with proper end-to-end MIS reporting on real time basis. The RFID tagging of mules must be integrated with external tag and ear-tagging already undertaken by SPCA Katra so as to enable tracking of every pony plying on the track through its unique ear-tag number or RFID on real time basis, at any of the prepaid counter and MSC.
- l) To keep and maintain sufficient number of safety gears like helmet, knee & elbow guard as per sample approved by Shrine Board. In case additional stock is required, the same has to be procured and maintained by the Firm. These safety gears shall be made readily available to the pony mounted pilgrims through operators. Further, cleaning / washing and sterilization of the equipments / prepaid counters / MSC and safety gears on a regular basis shall be ensured.
- m) To ensure sufficient Power backup at all Prepaid Counters, MSC, Network installation etc. so that the work in any of the prepaid counter/MSC does not hamper for which no cost shall be paid by the SMVDSB.

- n) Setting up of a grievance redressal system for resolving the complaints of pilgrims regarding misbehavior, overcharging etc. A dedicated person shall be deployed to look after the day to day operations of the grievance redressal system with immediate disposal of the complaints. The number of grievance cell shall be displayed prominently at all prepaid counters for the convenience of the pilgrims. The Successfully Bidder shall maintain a digital record of all complaints/grievances of the pilgrims and provide the same to the Shrine Board on monthly basis through email.
- o) System generated weekly performance report must be submitted every Monday to Shrine Board which shall include the date, time, nature of fault if any, restoration time etc. to evaluate the 'uptime' of the system. Besides the system be so designed to generate other reports on regular basis as desired by the Board from time to time.
- p) As a part of automation, system/software should assist the pilgrim for seeking services of Pony/Palanquins/Pithu/Luggage Trolley in seamless and hassle free way.
- q) Robust MIS of Pony/Pithu/Palkies/Luggage Trolley on monthly basis or as desired by the Shrine Board.
- r) A robust RF based network utilized for operation of pre-paid system, tracking of Service Providers working on Shri Mata Vaishno Devi track, CCTV surveillance, to communicate the MSC as a Primary Switching Centre with the entire Pre-paid and verification centre on the track is already established. **The Successful Bidder shall use the established network to provide the requisite services and shall also ensure that the network must have an uptime of more-than 95% and the same shall be reviewed by the Shrine Board on bi-annual basis and if the uptime continuously remains less than 95% than Shrine Board will reserve the right to invoke the termination clause of the e-NIT.**
- s) In case of system restoration period, it is essential to maintain uninterrupted prepaid management operations. To ensure this, the Successful Bidder must always keep in place a parallel wireless network facility, allowing prepaid management to continue operations for accurate record-keeping and seamless continuation of operations.
- t) Manage the operations of MAIN SWITCHING CENTRE (MSC) at SGC which is acting as a main control centre for report generation, database management, maintenance, real time mule tracking, hot line Session Initiation Protocol (SIP) communication, grievances/ Complaint management, monitoring of transactions etc. with respect to this pre-paid billing. The RF based wireless network has connected all the prepaid counters with the MSC. The servers placed at MSC must generate all the requisite detailed reports online as required and demanded by SMVDSB. The PTZ & IP based

Cameras installed at all the prepaid counters and on the track shall be accessed with full privilege rights at MSC / or at any other location as desired by the Shrine Board to monitor important activities / CCTV surveillance of prepaid counters.

- u) All necessary licenses required to run the ibid project shall have to be obtained by the Successful Bidder and no fee of any sort will be paid by the SMVDSB.
- v) Maintaining the integrity/transparency of data with periodic backups during the entire contract period to avert data loss due to any eventuality. Data not to be shared with anyone or with any agency or use for any other purposes without prior permission of the Chief Executive Officer, SMVDSB, Katra. In case transparency of the data is compromised or data is manipulated, leaked, theft or found shared, the contract shall be liable to be terminated immediately without any notice.
- w) To furnish an EMD of ₹ 45 Lakh to the Shrine Board along-with the Technical Bid document and the same shall be released only after the receipt of required Performance Guarantee as per the **Clause No. 21** of this e-NIT. The Performance Guarantee shall be released after six months from the date of completion of the contract by the selected bidder with the following conditions:-
  1. The Successful Bidder has successfully completed the contract.
  2. Handed over the entire hardware, software & database in original to the Shrine Board.
- x) Managing digital displays at all prepaid counters for displaying the booking transaction data to the Pilgrim for the purpose of verification.
- y) Managing verification kiosks for the purpose of verifying the Service Providers.
- z) Provision of a dashboard in the software and providing of login id to all concerned officers of the Shrine Board to accesses the project data viz. registration of service, tracking, transaction etc. on real time basis anytime from anywhere. The Successful Bidder shall implement the modifications in the software as & when desired or directed by the Shrine Board during the term of the contract without any cost to the Shrine Board.
- aa) All the equipments, customized software, with source code, communication equipments and OEM shall remain the property of the SMVDSB. Successful Bidder has to clearly indicate the end-of-life period for each and every item additionally installed in the project.
- bb) To ensure real time reporting of all data generated by IP Cameras and RFID units through MSC that shall be linked to Shrine Board's OFC for ease of monitoring on internal network.

- cc) Management of main NVR installed at MSC which will store the recording of all prepaid counters.
- dd) The successful bidder shall ensure the backup of 15 days Video Recording data from the IP Cameras of all prepaid counters. Further, saving of Pilgrims data / Transaction data / Service Providers registration data during the entire period of contract.
- ee) SIP phone management shall be implemented at all prepaid counters, with a SIP Server installed at the MSC. This setup facilitates communication between prepaid counters and the MSC.
- ff) Provide sufficient number of handheld readers to the Shrine Board for checking of Service Providers and also for restricting the entry / movement of unregistered / blocked Service Provider & Ponies on the track of Shrine Board.
- gg) The roaming of the undesired and unregistered mule on the track shall be identified by means of alarm system and the same information shall be given to the concerned Area/Unit Head of Enforcement Inspector (Names of which along-with mobile numbers shall be provided to the Successful Bidder by Shrine Board) to penalize them with a fine. For undesired parking, the concerned pony operator shall not be given business for next 72 hours.
- hh) To install biometric devices at each and every pre-paid counter for the login and log out for the service providers and staff of the Successful Bidder.
- ii) To contact PDD Department for getting electric connection at all prepaid counters (wherever required) and electricity charges incurred with respect to running of pre-paid counters and any other allied facility shall be borne by the Successful Bidder.
- jj) The Successful Bidder shall integrate the designed software with the additional facilities like mobile App services (on the similar patterns of OLA and UBER) for both IOS and Android Platform users. The user/yatri can check the availability of Pony/Pithu/Palki/Luggage Trolley on the mobile and can make advance reservation from anywhere on their mobile. The mobile app in this regards shall be designed and developed and linked with the main software module by the Successful Bidder, for which no extra cost shall be paid to the by the SMVDSB.
- kk) **Service of RFID based luggage trolley to the pilgrims:**
  - (i) The Successful Bidder shall provide RFID-based Luggage Trolley service at prepaid counters in Banganga, Adhkuwari, Bhawan, and Tarakote YRC to enhance luggage management convenience for pilgrims.

- (ii) Initially, a total of 600 RFID-based Luggage Trolleys shall be procured and distributed, 200 at Banganga, 200 at Bhawan, 150 at Adhkuwari, and 50 at Tarakote, so as to ensure that an adequate number of trolleys are available at each location, thereby facilitating the convenience of pilgrims using the services. However, in case the demand for luggage trolleys increases over time, the successful bidder will be responsible for supplying the additional trolleys at their own expense.
- (iii) Each trolley must be equipped with RFID tags for real-time tracking via the existing monitoring portal.
- (iv) The design, model, and strength of the trolleys must be approved by the Shrine Board's Competent Authority before procurement.
- (v) The service charge established for Pony, Pithu, and Palki services will also be applicable to the hiring of RFID-based Luggage Trolleys.
- (vi) The Successful Bidder may levy a refundable security deposit of Rs. 500/- per trolley, as an insurance against damages, which may be reviewed by the Board from time to time.
- (vii) The Successful Bidder is responsible for the complete management, including storage, distribution, collection, and maintenance, while the Shrine Board will provide the necessary space and infrastructure for storage.

II) **Integration of services:**

- (i) The services of Pony, Pithu, Palki, and RFID-based Luggage Trolley at all prepaid counters enroute Bhawan shall be made available to the pilgrims only through the RFID Yatra Card issued to them upon yatra registration.
- (ii) The Successful Bidder shall be responsible for procuring and installing all necessary hardware and software at his own expense to seamlessly integrate the services of Pony, Pithu, Palki, and RFID-based Luggage Trolley with the RFID-based Yatra Access Card system.
- (iii) The Successful Bidder must ensure that each pilgrim is assigned to the hired service and can be tracked along-with the Pony Operator / Pithu / Palkiwalla / Trolley enroute to Bhawan.

- mm) The successful bidder shall ensure that the services of Pony, Pithu, Palki, and Luggage Trolleys are readily available to pilgrims at all times. Under no circumstances should pilgrims be required to directly approach individual service providers to avail these services. It will be the responsibility of the bidder to establish an efficient system where the availability of such services is seamless and accessible, ensuring a hassle-free experience for pilgrims throughout their journey.

9. **Project activities:**

Targeted Audience	Pilgrims visiting Shri Mata Vaishno Devi Shrine
Project Takeover	15 days from the issuance of LoA
Monitoring	The Operations Wing of the SMVDSB with executing agency will monitor the project and its functioning.
Audit	To ensure that the project remains relevant and reasonable in legal, financial and economical terms, an evaluation Committee could be framed.
Sustainability	The project should be sustainable in nature and will provide the services for next 03 years in a hassle free way.
EMD	Rs. 45.00 Lakhs (rupees Forty Five Lakhs Only) in the form of CDR/FDR/TDR/BG pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board.
Method of selection	Technical bid and Financial bid evaluation.
Tender Fee	Rs. 1000/- (Rupees One Thousand Only)
Tender Validity Period	120 days from Proposal Due Date
Tender Language	English
Tender Currency	INR
Consortium to be allowed	No
Ownership of the assets	During and end of the contract period, the ownership of entire infrastructure (Hardware & Software) shall remain with the Shrine Board. The additional hardware & software (if any) installed by the Successful Bidder during the contract period shall also possess to the Shrine Board after the completion of the contract period.

10. **Responsibility / Scope of the Shrine Board:**

The contribution of the Shrine Board shall be limited to the providing the following:

- a) Only the Hardware & Software and other allied items currently in use in the project.
- b) Built structure for operation of prepaid counters on the track enroute to Bhawan, space for storing Luggage Trolleys and erecting network towers.
- c) Room for setting up MSC at SGC with furniture and electricity.
- d) Office space for storing consumables, spares, systems, stationery etc.



- e) Provision of accommodation for the employees/ workers of the Successful Bidder, on payment basis, on the track.

11. **Procedure for submission of e-tender:**

Bidders are invited to submit their Bids for “**e-Notice Inviting Tender (e-NIT) for Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis along-with tracking of Service Providers, managing CCTV surveillance system / wireless network with 95% uptime & Main Switching Centre, provision of safety gear and Robust MIS system for monitoring of the project**” in two parts viz. Technical Bid (**Annexure-‘A’**) and Financial Bid (**refers to BOQ Online only**) as per enclosed Performa (**Annexure-‘B’**) along with supporting documents, application fee, EMD etc. The Tenderer are required to submit their tenders under 2 bids system with Cover-I (Technical Bid) and Cover-II (Price Bid).

**A. Cover-I (Technical Bid):**

**(This cover shall contain):-**

- (i) **Annexure-‘A’** form duly filled in along with relevant documentary proofs.
- (ii) Scanned copies of EMD in shape of CDR / FDR / TDR / BG pledged to FA/Chief Accounts Officer, SMVDSB or NEFT / RTGS transaction for **Rs. 45,00,000/-**. The bidder shall mention detail in the prescribed Technical Bid Form at **Annexure-‘A’**.
- (iii) Tender Fee of Rs.1,000/- 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-‘A’**.
- (iv) Bidder should be a registered Firm, Company or LLP registered under companies Registration Act 1956/2013 or LLP Act 2008 and must have minimum 03 years of existence in India as on bid submission date (copy of valid registration document to be submitted as on date along the bid).

**B. Experience / Past Performance:**

- (i) The Bidder should have regularly for atleast last two years ending 31st March of the previous financial year has provided services of RFID / Smart Card / Digital Card based Registration, Tracking of Cards, implementation of required registration/booking software and laying of network infrastructure in a Govt., Semi-Govt., PSUs, Corporate and Autonomous Bodies / Organizations (Documentary evidence to be attached, along with Proof of Concept).
- (ii) The Bidder must have atleast 80 technical persons on its roll for at least last 06 months (Attach their CVs and Salary slips & Bank Statement in support of their salary release).
- (iii) The Bidder should have its own Proprietary Designed & Developed Software for inspection/prepaid services and should not depend on

any Third Party Company for Software. (An undertaking affirming this should be submitted on the bidder letterhead).

- (iv) The Companies/ Registered Agencies/ Firms should have a minimum experience of 03 years of executing the IT projects.
- (v) The Company/ Registered Agencies/ Firms should have relevant ISO Certifications for implementing IT based projects.

**Note:**

- i. **Any discrepancies in the documents specified in Clause No. 11 (A) and (B) will lead to the rejection of the bid. This includes errors, omissions, or inconsistencies in the required documentation, which will disqualify the bid from further consideration.**
- ii. **During the technical evaluation process, the designated committee can ask for the additional documents for clarification from the Tenderer/Bidder, subject to approval from the Competent Authority of the Shrine Board.**
- iii. **The Chief Executive Officer SMVDSB shall be at sole discretion to relax any of the clauses of this e-NIT, as deemed necessary to ensure healthy and adequate competition in the financial bidding process.**

**C. Capability, Equipment & Manufacturing Facilities:**

The Bidder must have an annual capacity to manufacture or supply or provide services atleast 60% of the estimated quantity (self-certificate to be attached).

**D. Financial Standing under all conditions:**

- (i) The average annual financial turnover of the "The Bidder" during the last three years, ending 31st March of the previous year should be atleast **Rs. 3.50 Crore per year**, as per the annual audited balance sheet and profit & loss account of the relevant period duly authenticated by a Chartered Accountant. Copies of the ITRs for the last three (03) years to be attached. **(The turnover of the sister concern firms / subsidiaries shall not be considered by Shrine Board).**
- (ii) Bidder (Manufacturer / Authorized supplier) should not have suffered any financial loss for more than one year during the last three (03) years ending on the 31<sup>st</sup> March of the previous year.
- (iii) The Net Worth of the Bidder (Manufacturer / Authorized supplier) should not be negative for the last 02 years, ending on 31st March.

**E.** Self-attested copy of GST Registration Certificate & PAN.

**F.** Tender Document duly signed and stamped conforming the acceptance of terms and Conditions of the e-NIT.

**G.** Declaration Certificate as enclosed at **Annexure – C**.

**H.** No Deviation certificate as enclosed at **Annexure – D**.

**I.** Bidder's details as per **Annexure – E**.

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

**J. Financial Bid:**

- a) The Tenderer shall submit the Price bid strictly as per BOQ through online e-procurement/tender platform only i.e. [www.jktenders.gov.in](http://www.jktenders.gov.in). The price bid table is available at **Annexure-‘B’** of this e-tender which is indicative and just for the understanding of the bidder.
  - b) **The bidder shall not submit the filled in Annexure-‘B’ of this e-tender with the Technical Bid.**
  - c) Financial / Price bid shall be opened for only those Tenderer who have qualified the Technical Bid.
  - d) The price bid should be absolute and unconditional.
  - e) Conditional bids shall be out rightly rejected.
  - f) Price bids not conforming to BOQ or having any flaw shall be rejected.
  - g) The price should be inclusive of any duties, freight, levies charges, GST as application of prepaid services 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.
- h) The price bid shall remain valid for a period of 04 months from the last date of receipt of bids. **Under price bid, the Tenderer shall quote the ‘User Fee’ per issuance of Service provider slip to the pilgrims with compliance to all responsibilities/conditions as mentioned in the Clause No. 08 of this e-NIT** which mainly includes Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis, Tracking of Service Providers, Managing CCTV surveillance & Main Switching Centre, Provision of safety gear, Managing wireless network with uptime of 95% and Robust MIS system for monitoring of the project. The Tenderer quoting the lowest price per ‘User Fee’ shall be selected for the award of work.
- i) **The acceptance / rejection of e-tender at any stage would be the sole discretion of Chief Executive Officer of Shri Mata Vaishno Devi Shrine Board.**
- j) The Successful Bidder will be required to enter into an agreement with the Shrine Board within a period of 15 days from the date of award of the contract.

**No Bid shall be accepted in physical form. The successful bidder shall submit original instruments i.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 at Dispatch Section, Central Office, Shri Mata Vaishno Devi Shrine Board, Katra Vaishno Devi.**

12. **Selection Criteria:**

All bidders shall submit documentary proof in support of meeting eligibility criteria. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirements of Tender Fee/ Bid Processing Fee/ eligibility for responsiveness of the proposal. Only responsive bids shall be further taken up for evaluation. Evaluation of the technical Bid will start first and at this stage the financial bid (proposal) will remain unopened. The Financial bids of all technically eligible & qualified bidders shall be opened for selection of Successful Bidder.

13. **Service / Contract Period:**

The Selected Bidder shall depute its trained personnel at prepaid counters, Network installations & MSC round the clock to manage the prepaid management system for a period of 03 years. The contract could be further extendable for a period of next two years depending upon the satisfactory performance of the Firm during the executed contract period and approval by the Competent Authority of the Shrine Board. The Successful Bidder shall not be allowed to sublet this contract to any Agency/Firm/Third Party and failure to comply will invite termination of the Contract Agreement.

14. **Bidder's site visit:**

Bidders are required to conduct a thorough visit and examination of the existing infrastructure including its current state and lifespan covering hardware, software, prepaid counters, Central Office, MSC, and wireless network locations, to gather all necessary information for preparing their bids. This site visit must be carried out at the bidder's own expense, risk, and responsibility. It is crucial to note that any lack of familiarity with the site, site conditions, or working environment will not be accepted as a valid reason for any shortcomings in the bid. However, the Shri Mata Vaishno Devi Shrine Board (SMVDSB) will facilitate these visits as much as possible upon receiving written requests from prospective bidders, assisting them in accessing the necessary areas and information.

15. **Late Bids:**

No bidding is admissible in the e-Procurement platform after the bids closing date.

16. **Bid Validity:**

The offer shall remain valid for a period of at least 120 days from the date of opening of technical bids.

17. **Other parameters which shall reject a bid:**

- a) The bidder fails to submit the Original instrument of Earnest Money Deposit (EMD) / Receipt of Tender Fee amount within the stipulated time frame.
- b) The bidder does not meet the pre-qualification/technical criteria and/or non submission of specified documents.
- c) Deviations from the terms mentioned in the document affects in any way the scope, quality and performance.
- d) Conflict of interest between the bidder and the Shri Mata Vaishno Devi Shrine Board (SMVDSB) is detected at any stage.

18. **Agreement:**

The selected Tenderer shall be required to execute an agreement for strict compliance of the terms and conditions of the contract, within a period of Fifteen (15) days after the issuance of LoA (***please refer Clause No. 19 below incase of delay in non-execution of agreement***). The Selected Bidder shall bear all the legal expenses, which shall be incurred on the execution of the agreement.

19. **Penalty:**

In case of failure of the successful Bidder to take up the work as defined in the subject of this e-NIT and execute the agreement with the Shrine Board within given time frame, the following penalty shall be imposed upon delay i.e. (i) Upto 15 days @ Rs. 20,000/- per day, (ii) From 16 days upto 22 days @ Rs. 40,000/- per day, (iii) From 23 days upto 30 days @ Rs. 60,000/- per day, (iv) Beyond 30 days, the work order shall be deemed to have been cancelled automatically. In case of cancellation of work, the EMD of the successful Bidder shall be forfeited in favour of SMVDSB, Katra e-NIT and the work shall be allotted to the firm quoting L-2 price.

20. **Performance Guarantee:**

- a) The successful Bidder shall furnish Performance Guarantee equivalent to 5% (Five percent) of the total value of the Contract, in the form of CDR/FDR/TDR/BG from any Nationalized / Scheduled Bank pledged to the Chief Accounts Officer, SMVDSB, Katra within a period of 15 Days from the issuance of Letter of Award. Failure to do so within the stipulated period shall make the contract liable for cancellation together with forfeiture of the Performance Guarantee.
- b) The validity of Performance Guarantee shall be for the period of contract agreement i.e. 03 years. The security deposit shall be released within a period of 06 months after the satisfactory completion of the Contract.
- c) In case the contract is further extended, the Performance Guarantee deposit shall have to be accordingly renewed by the Contractor. The Performance Guarantee shall be forfeited if the contractor prematurely withdraws or if the services are terminated for being unsatisfactory.

21. **Earnest Money Deposit (EMD):**

- a) The Earnest Money Deposit is to be deposited in original prior to the last date of opening of technical bid.
- b) Offers received without Earnest Money Deposit will be out rightly rejected.
- c) For the successful bidder, the EMD shall be released only after receipt of required Performance Guarantee in the form of CDR/FDR/BG (Security Deposit).
- d) For the unsuccessful Tenderer, the EMD will be refunded without interest only after the successful Tenderer has accepted the work order and the acknowledgement of the same has been received by SMVDSB.

22. **General terms & conditions:**

- A. The Selected Bidder shall not in any case change or alter the allotted space. However, upon specific request to the Chief Executive Officer of the Board, such request for addition or alteration of the space would be examined on merits. The Shrine Board shall have absolute right in rejecting the case, if not, found genuine.
- B. The Selected Bidder shall be under absolute obligation to upkeep the allotted space in good condition and cannot be allowed to damage the property directly or indirectly in any manner whatsoever. In case successful Bidder shall have to compensate the SMVDSB, the loss, as determined by the Competent Authority of SMVDSB.
- C. The successful Bidder shall not in any manner authorize / permit the use of the space/accommodation to any other person / concern / authority for any other purpose.
- D. The successful Bidder shall ensure that its officials do not use any eatables / products / articles, which are prohibited by any law, custom or is capable of hurting the religious faith of the pilgrims or any other person.
- E. That the Shrine Board Officers can inspect the MSC and prepaid counters from time to time for maintaining the discipline and sanctity of the place.
- F. The successful Bidder shall furnish the details of its employees / official viz. permanent address, character certificate, police verification reports, etc after allotment of the work.
- G. The successful Bidder ensure safety of hardware and software and for that purpose have comprehensive insurance of stocks at their own cost.
- H. SMVDSB shall be at liberty to impose monetary penalty to the selected firm on account of complaints received from pilgrims/ officers of SMVDSB, the type of complaint and penalty amount shall be as under:

<b>S. No.</b>	<b>Type of complaint</b>	<b>Amount (in Rs.)</b>
1.	For non wearing of Uniform or I-Card.	2000/- per employee per occasion
2.	Complaint of misbehavior of the employees of the company with pilgrims / officer / officials of SMVDSB.	5000/- per complaint
3.	Complaint about the overcharging money from the pilgrims	10,000/- per complaint

4.	Complaint about the Smoking of cigarettes or use of any tobacco products or pan chewing or playing of cards within or around the premises or consumption of alcohol	5000/- per complaint
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- I. The successful bidder shall provide uniform to all its workers deployed for the intended operation as per below mentioned detail:

S. No.	Season	Uniform
1.	Summer	Shirt Full Sleeves of light grey color with company logo on front side. Trouser black color.
2.	Winter	Full sleeves sweater of grey color with company logo on front side.
The successful bidder shall provide a windcheater of grey colour with Company's logo on front to each and every employee who shall use the same in case of rainy weather.		

- J. The successful bidder shall ensure that all employees / workforce deployed at prepaid counter and MSC shall wear ID Card during the duty hours and shall be keep the same visible all the time.
- K. The successful Bidder shall ensure that none of its employee or any other person in its behalf is allowed to or to indulge into any such action which is found to be detrimental to the Society and Facilities of the shrine. This further includes any activities of anti-social and an anti-national nature or impinges upon religious sentiments. Any violation thereof would render consequential action against the Selected Bidder, in such terms as Shrine Board may deem just and proper.
- L. There shall be no other liability on the part of Shrine Board and all obligations in respect to meeting requirements of Labour Laws, leave arrangements, expenditure on uniforms, insurance, EPF/PF/CPF etc. shall be the sole liability of the Tenderer. Any amount of claim / compensation on that account, as may be payable, shall be the liability of the firm solely and SMVDSB 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 in force.
- M. The successful Bidder shall fully comply with all applicable laws, rules and regulation relating to EPF/PF/CPF 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.
- N. The successful Bidder shall abide by all laws of the land including Minimum Wages Act, Labour Laws, Companies Act, tax deduction liabilities, welfare measure of its workers and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus

shall be the exclusive responsibility of the Firm and it shall not involve the SMVDSB in any way whatsoever.

- O. There shall be no liability on the part of SMVDSB and all obligations in respect of Sale tax, Service tax, income tax and any other tax as applicable shall be the sole liability of the Tenderer.

**P. Termination of the Contract:**

The contract shall be liable to be terminated any time subject to either one month advance notice from Shrine Board or six months advance notice from successful Tenderer side. **There shall be no refund of the Security Deposit/Bank Guarantee, if the contract is terminated within the contract period by the Tenderer.**

- Q. The inventory of all hardware & software in the project shall be submitted location wise by the successful bidder and the same shall be verified by an Officer(s) of the Shrine Board. The hardware & software mentioned in the inventory submitted by the successful bidder should remain the same throughout the Contract period and in case additional hardware & software is added, the same should also be reflected in the inventory.

- R. SMVDSB shall not be responsible for any payment due by the selected bidder to his sub contractors / tenders / employees engaged by him or any other agencies. All such matter has to be settled by the successful bidder.

**T. Confirmation of Order:**

The Selected Bidder shall acknowledge the receipt of work awarded (LoA) within 3 days in writing or through email and shall there by confirm his acceptance of work order in entirety without exceptions.

**U. Statutory Provisions:**

1. The Selected Bidder shall hold SMVDSB harmless and indemnified from and against all claims, charges and costs for which the company may be held liable under the Workmen's compensation Act 1923.
2. Employees Liability Act 1930 and amendments thereof and expenses which the company may be made to bear by them in respect of personnel injuries to the servants and employees of the company, arising out or occasion through the acts of commissions/omissions whether due to negligence or not of the successful bidder or his agents or his employees in carrying out the job. The Successful bidder will ensure compliance of all Statutory / Legal provisions including payment of retrenchment compensation of its employees employed within the Company's premises.
3. The Selected Bidder shall follow the provisions of Employees Provident Funds and Miscellaneous provisions Act, 1952 and employees State Insurance Act, 1948, by obtaining license under these acts. The contractor will be solely responsible for complying with all the provisions of the act will indemnify the company against any claim made under these acts either by



the worker or by the Govt. Authority. No extra compensation / payment will be made to the bidder for these compliances.

V. Bidders should carefully study all the terms & conditions of this e-tender document before submitting their offer. No alterations will be allowed after the tender is opened.

W. The Successful Bidder shall not issue any press statement or hold press conference during the contract period to give its opinion regarding: (i) Shri Mata Vaishno Devi Yatra; (ii) Prepaid Management System; or (iii) Shri Mata Vaishno Devi Shrine Board.

**X. Force – Majeure:**

If at any time, during the continuance of this contract, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the contractor), fire, floods, natural calamities or any act of GOD (here in after referred to as EVENT), provided notice of happenings of any such EVENT is given by the affected party to the other, within 21 Calendar days from the date of occurrence thereof, Neither party shall, by reason of such event, be entitled to terminate the this contract, nor shall either party have any such claims for damages against the other, in respect of such non-performance or delay in performance provided the contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist. The decision of the Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may, at his option terminate the contract.

**Y. Arbitration:**

1. Any dispute or difference what so ever arising between the parties relating to the work shall be submitted for arbitration to an arbitrator to be nominated by Chief Executive Officer, Shri Mata Vaishno Devi Shrine Board, Katra. The venue of the Arbitration shall be at Jammu. The provision of J&K Arbitration and Conciliation Act 1997 shall apply. The decision of the arbitrator shall be final and binding on the both parties. Courts at Jammu/Katra/ Reasi only entertain any legal proceeding arising out of the award.
2. The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

3. The venue of the arbitration proceeding shall be the office of CEO SMVDSB or such other place as the arbitrator may decide.
4. Upon any and every reference as aforesaid, the assessment of costs and incidental expenses in the proceedings for the award shall be at the discretion of the Arbitrator.

**Z. Restoration of the system:**

1. All the major faults in the system shall be restored by the Successful Bidder with a time frame of maximum 04 hours. If the time taken for the restoration of the system will exceed than the prescribed period i.e. 4 hours, a penalty of Rs. 2,000/- per hour shall be imposed and if the vendor take more than 24 hours of time to restore the system then Rs. 5,000/- per hour shall be charged with effect from 24 hours of reporting of fault. The penalty amount shall be deducted from earnest money deposited by the vendor.
2. During the system restoration period, it is essential to maintain uninterrupted prepaid management operations. To ensure this, the Successful Bidder must always keep in place a parallel wireless network facility, allowing prepaid management to continue operations for accurate record-keeping and seamless continuation of operations.

**AA. The acceptance / rejection of any tender / bid at any stage would be the sole discretion of the Competent Authority.**

**BB. Escalation:**

No escalation in the user-fee (market or statutory) shall be allowed during the period of this contract.

**CC. Data Security:**

- (i) The Successful Bidder is required to ensure the comprehensive security of all data, including video recordings from all cameras, throughout the entire duration of the contract. This obligation includes safeguarding the integrity, confidentiality, and availability of the data, preventing unauthorized access, and ensuring that the data is stored securely.
- (ii) The video recordings and any other data must be made accessible to the Shri Mata Vaishno Devi Shrine Board (SMVDSB) whenever requested, ensuring transparency and accountability.
- (iii) The Successful Bidder holds the primary responsibility for data security, making it imperative that they implement robust security measures, including encryption, secure storage solutions, and regular backups. Failure to secure the data adequately could lead to serious breaches of contract and legal consequences, emphasizing the critical nature of this responsibility.

**DD. Contact Person:**

Joint Chief Executive Officer (S).

Deputy Manager (Operations).

Central Office, Shri Mata Vaishno Devi Shrine Board, Katra (J&K)-182301,

Email: [operations@maavaishnodevi.net](mailto:operations@maavaishnodevi.net), [jceos@maavaishnodevi.net](mailto:jceos@maavaishnodevi.net)

**EE. Jurisdiction of courts:**

All disputes, differences arising under and out of in connection with the contract if arisen shall be subject to the jurisdiction of courts at Katra/ Reasi/ Jammu (J&K), India.

**Sd/-**

**Jt. Chief Executive Officer (S)  
SMVD Shrine Board**

**No.: CO/RFID/TGS/09/221**

**Date: 12.09.2024**



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

**Pre-qualification / Technical bid:**

**Annexure-‘A’**

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

**Detail of Tender Fee:**

a) UTR No. \_\_\_\_\_ date \_\_\_\_\_ Amount \_\_\_\_\_

**Detail of EMD:**

a) CDR/FDR/TDR/BG/UTR 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 “Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis along-with tracking of Service Providers, managing CCTV surveillance & Main Switching Centre, provision of safety gear and Robust MIS system for monitoring of the project.” along with the particulars given below:-

S. No	Particulars	Documents enclosed at
1	Name of the Firm / Company	
2	Registered Address	
3	Nature of business	
4	Phone No(s) and Email id	
5	Date and Year of registration / establishment and constitution of Firm/Company	
6	Company's location of Head Office, Regional Office and Branch Office.	
7	Name, designation, E-mail, Address and direct contact number of the Authorized Representative of the Tenderer.	
8	Please specify, whether you are submitting your tender as a proprietor of the firm or as partner of the firm or as Director of the company.	
9	Name of the Proprietor/Partner/ Directors of the tendering firm/company.	

10	Past experience of providing Services in the same field as specified in the Clause No. 11 of the e-NIT. Along with the performance certificates (Please enclose testimonials / documentary evidence) as per the requirement in this tender.	
11	Literature/Leaflets on company profile	
12	Copies of requisite Certificates	
13	ISO Certifications	
14	List of qualified and professional manpower already available with the Tenderer in all categories-Managerial, Supervisory and Workers on the ground to handle such jobs, their professional qualifications and experience in the field.  (Name of each professional and his qualification to be clearly mentioned in the list to be enclosed).	
15	List of (a) Electronic/electrical gadgets and other equipments available with the Tenderer.  (b) Back up support on engineering and system's support to ensure hassle free service.	
16	ITR statement/ Income Tax Assessment Order for last three financial years.	
17	Networth of the Firm / Company during the last three years	
18	Latest technology and methods employed for executing Access Control / management System projects.	
19	a) PAN (proof to be enclosed)  b) GST registration	

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, Katra**

**UN – PRICE BID**

**Annexure-‘B’**

S. No.	Particulars	Amount (in Rs.)	GST as applicable (in Rs.)	User Fee with GST (in Rs.)
1.	<p>Service charge for hiring of Pony/Pithu/Palki/Luggage Trolley (per User) inclusive of all taxes including GST.</p> <p>The Service charge includes compliance to all the responsibilities/scope/conditions as mentioned in the Clause No. 08 of this e-NIT, which mainly includes the followings:</p> <ul style="list-style-type: none"><li>a) Operation of computerized online prepaid counters for providing Pony/Pithu/Palki/Luggage Trolley services to the pilgrims on round the clock basis.</li><li>b) Tracking of Service Providers.</li><li>c) Managing CCTV surveillance &amp; Main Switching Centre.</li><li>d) Provision of safety gear.</li><li>e) Managing wireless network with uptime of 95%.</li><li>f) Robust MIS system for monitoring of the project.</li></ul>			

**Note:**

The Tenderer shall submit the Price Bid strictly as per BOQ through online e-procurement platform only i.e. [www.jktenders.gov.in](http://www.jktenders.gov.in). The price bid table above is indicative and just for the understanding of the bidder and shall not be submitted with Technical bid.



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

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**Annexure-‘C’**

**(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**

**Shrine Board’s e-NIT No.**

**Date:**

**Place:**

**Date:**



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

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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 manpower and resource 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:**





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

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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:**

**Date:**