



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD**
Central Office, Jammu Road, Katra (J&K) – 182301

Notice inviting e-Tender

e-NIT No. CO/Don/68/144 of 2026 Dated: 03.07.2026

For and on behalf of Chairman, Shri Mata Vaishno Devi Shrine Board (SMVDSB), Katra, J&K, sealed (two-bid) e-tenders on the prescribed format are hereby invited from reputed Hospitality Groups, Hotel Chains, Tourism Companies, Travel Operators, Corporate Guest House Operators, Facility Management Companies, and other financially sound and experienced agencies for **licensing, operation, maintenance and management of 09 Nos. premium cottages (Residential) each comprising fully furnished (G+2) 02 BHK units in each floor with modern facilities & 01 Premium restaurant space with three floors which includes, Kitchen, Store and staff accommodation on annual License fee and Revenue Sharing with minimum rent per floor basis, situated near Sports Stadium, Katra, Union Territory of Jammu & Kashmir.** The outsourcing of operational management shall be made to the highest bidder (amongst eligible bidders), on 'as is where is' & 'leave and license' basis against payment of license fee.

The property is located at a prime tourist destination in close proximity to Shri Mata Vaishno Devi pilgrimage route and is ideally suited for hospitality, tourism accommodation, serviced apartments, premium guest house facilities, wellness retreats, or corporate stay operations. This infrastructure shall be made available to successful bidder, for operational management as per the terms & conditions contained in this e-NIT

Description of Buildings and Infrastructure:

The property comprises 09 Nos. independent cottages, each consisting of Residential accommodation comprising 09 Cottages (G+2) in each floor **2-BHK unit (Two Bedrooms, Hall/Living Room and Kitchen)**, fully furnished with attached bathrooms, Drawing and dining area, Modular kitchen, Modern furniture and fixtures, Adequate water and electricity supply, Parking facility, Landscaped surroundings, STP, 01 Premium restaurant space with three floors which includes, Kitchen, Store and staff accommodation and Suitable infrastructure for premium hospitality operations.

Tender Schedule:

Date of Publication of e-NIT	04.07.2026 from 3:00 PM onwards
Document Download / Sale Start Date	04.07.2026 from 3:00 PM onwards
Pre Bid Meeting in the Conference Hall of Office of the Chief Executive Officer, SMVDSB, Katra	09.07.2026 from 3:00 PM onwards
Bid Submission Start Date (online)	14.07.2026 at 11:00 AM
Last date for submission of Hardcopies of uploaded documents in the Shrine Board	24.07.2026 upto 03:00 PM

Office.	
Last date of submission of online bids	24.07.2026 upto 03:00 PM
Opening of technical bids	27.07.2026 at 03:00 PM
Date of Opening of Financial Bid	Only those bidders who are found technically qualified in the Technical Bid evaluation shall be informed accordingly for the opening of their Financial Bids.

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 or downloaded from websites: <http://jktenders.gov.in> and www.maavaishnodevi.org.

The e-tender must accompany with an Earnest Money in the form of CDR/FDR/TDR amounting to **Rs. 1.00 crore** from any Nationalized/Scheduled Bank duly pledged to the Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra and Tender Fee of **Rs. 2,500/-** either in the form of DD pledged to FA/ Chief Accounts Officer, SMVDSB, Katra or can be deposited in the official account of Shri Mata Vaishno Devi Shrine Board Branch J&K Bank Katra, **Account No. 0097010100000706, IFSC – JAKA0KATTRA**. The bidder shall mention UTR No. in the prescribed Technical Bid Form at **Annexure-‘A’**. Complete bidding process will be done online on e-Tender portal www.jktenders.gov.in & www.maavaishnodevi.org. The tenders are submitted strictly in accordance with the provisions of the detailed e-NIT.

Sd/-
(Satish Kumar Sharma), JKAS
Joint Chief Executive Officer

Detailed Terms & Conditions

1) DEFINITIONS

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them, namely:

- a. The expression **"Owner" and/or "SMVDSB and/or Department and/or Licensor"** occurring in the e-NIT shall mean **Shri Mata Vaishno Devi Shrine Board, Katra**; an institute of SMVDSB managed under SMVDSB (Shri Mata Vaishno Devi Shrine Board) or any officer authorized by the SMVDSB".
- b. The expression **"Bidder"** shall mean the Tenderer who submits the tender against this e-NIT.
- c. The expression **"Licensee / Successful Bidder and/or Licensee and/or Service Provider"** shall mean the **"Licensee"** under the License agreement to be executed with Licensor viz. SMVDSB" and shall be the Tenderer who submits the tender and who is selected at the culmination of this e-NIT process for delivery of services as per the scope defined in this e-NIT against payment of License Fee.
- d. "Work" and "Scope of work" shall mean the totality of work/services supplies, cleaning agents and other materials by expression or implication envisaged in the agreement and shall **include all materials, equipment and labour required for commencement, performance, provision or completion thereof.**
- e. **"SMVDSB"** shall mean Shri Mata Vaishno Devi Shrine Board, Katra.
- f. **Cottage** shall mean a cottage building comprising of 03 nos. of 2BHK flats with 02 rooms, Hall and Kitchen with all modern facilities near Sports Stadium, Katra located in the premises of Shri Mata Vaishno Devi Shrine Board, Katra.

2) 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 and www.maavaishnodevi.org.
2. To participate in bidding process, bidders have to get (DSC) "Digital Signature Certificate" as per information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.

- 3.** The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
- 4.** The Technical Bids shall be opened online.
- 5.** Financial Bids of only those bidders shall be opened who have qualified the technical criteria.
- 6.** The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form unless and until the same is uploaded on the e-tendering portal.
- 7.** Bids will be opened online as per time schedule mentioned in the e-NIT.
- 8.** Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- 9.** SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.
- 10.** All the required information for bid must be filled and submitted online.
- 11.** 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.
- 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 with the same as it contains.
- 13.** The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
- 14.** The tenderer should carefully study the document and prepare the bid with consideration of all provisions of the document. The bidder should fully acquaint himself / herself with site conditions and all other factors which may influence preparation of the tender.
- 15.** The firms bidding for the above e-NIT, must not be blacklisted by any government, PSU, Financial Institution, Court, regulatory authority or Shri Mata Vaishno Devi Shrine Board. To ensure compliance, the bidder is required to submit a declaration duly attested by Judicial Magistrate 1st Class / Oath Commissioner that they have not been black listed by any of the abovementioned authority, as on date of submission of the documents of e-NIT. Non submission of the affidavit will lead to rejection of the bid on technical parameters. Submission of fraudulent misleading documents, misrepresentation of information / facts or wrong / misleading affidavit at any stage will lead to blacklisting of the company / firm / individual involved for a period of 05 years alongwith forfeiture of EMD.
- 16.** The Shrine Board reserves its absolute right to reject the issued e-tender /any or all tenders / offers at any stage before execution of License Deed without assigning any reason.

3) SUBMISSION OF TENDERS:

The tenderers are required to submit their tenders under 2 bids system viz. separate Technical Bid and Financial Bid.

4) MINIMUM QUALIFICATION REQUIRED FOR BIDDING

a. The bidder company / firm should have at least 05 (Five) years of relevant experience of hospitality industry, of handling large complexes providing services to Corporate Entities / Large Business Entities; preferably entities engaged in Hospitality sector (Provide copies of Agreements evidencing the years of operation).

b. The bidders must have annual turnover in similar business, of not less than Rs. 10.00 Crore in past five financial years (viz. FY 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25) as per the audited statement of accounts or the ITR. Documentary proof in this regard shall be required to be submitted.

(In case the Financial Statements of a bidder reflect a combined turnover across various businesses, the bidder shall have to furnish a certificate from Chartered Accountant indicating the extent of turnover from Hospitality Business only.)

c. Net worth of the bidder as per latest audited annual financial results should be positive.

d. The bidder should be a Company registered under Companies Act 1956 and engaged in hospitality business

OR

A Proprietary Concern / Partnership firm / Limited Company /Corporate body legally constituted, who possess the required licenses, registrations etc. as per law.

e. The Bidder must possess valid TAN/ PAN/ GST number and must have filled Income Tax Return till FY 2024-25 (documentary proof to be attached with technical bid).

f. The company should preferably have ISO certification related to Tourism Business (Provide copy of the certificates).

g. Within last 05 (Five) years prior to last date for submission of bids, the bidder should have executed at least one contract for providing satisfactory services of hospitality/ catering and housekeeping, reception, laundry services, general maintenance & facility management service etc. for minimum continuous Two year in any reputed setup (certificate required in support).

- h.** In support of meeting the eligibility criteria as mentioned above, the bidder must submit following documents as part of technical bid:
- i. Certificate of satisfactory execution of work order / contract for similar business from the client mentioning details like Contract/ Work order number, Name of work, period of contract, completion of work, etc.
 - ii. Copies of audited accounts / ITR for past years.
 - iii. TAN/ PAN / GST number.
 - iv. Statutory compliances like EPF/CPF registration, ESI, Labour License with valid PAN/TAN,FSSAI/ any other statutory obligations as on the date in existence or revised in future, will be the whole sole responsibility of Licensee. (copy of certificate to be submitted).

8. SCOPE OF SERVICES:

The Licensee shall be responsible for the complete operation, management, maintenance and upkeep of the Cottage Complex, Kitchen/Restaurant Building and all associated infrastructure, facilities and services, ensuring standards comparable to a professionally managed hospitality establishment. The scope of services shall include, but not be limited to, the following:

8.1 Accommodation, Reception & Guest Services

This section shall cover all activities relating to operation of the accommodation facility and guest management, including:

- a) Operation and management of the nine (09) cottages comprising G+2 floors with two-room accommodation units.
- b) Operation and management of the Kitchen/Restaurant Building and all allied hospitality facilities.
- c) Reception, reservation, check-in, check-out, room allotment, guest assistance and billing through professionally trained and experienced personnel.
- d) Deployment of reception staff possessing a minimum one-year certificate/diploma in Hotel Management/Front Office Operations with at least one year's experience in a reputed hospitality establishment.
- e) Courteous handling of guests, assistance in luggage handling and prompt resolution of guest complaints.
- f) Preparation and maintenance of daily room occupancy reports and submission to the Licensor whenever required.
- g) Collection of room tariff strictly as approved by the Licensor and issuance of proper bills/receipts for every transaction.
- h) Grant of tariff concessions only on written authorization issued by the Licensor. Concessions exceeding the annual ceiling prescribed in the Licensee Agreement shall be reimbursed separately by the Licensor upon submission of verified claims.

- i) Maintenance of computerized reservation, occupancy, billing and guest records.
- j) Provision of quality lodging, laundry, guest amenities and other hospitality services ensuring maximum guest comfort and satisfaction.

8.2 Housekeeping, Catering & Facility Management

The Licensee shall ensure comprehensive housekeeping, sanitation and catering services, including:

- a) Daily cleaning, dusting, sweeping and mopping of rooms, suites, bathrooms, corridors, staircases, reception, kitchen, restaurant, dining hall, offices, verandahs, balconies and all common areas.
- b) Cleaning of furniture, fixtures, glass panes, Venetian blinds, window panes, ceiling fans, exhaust fans, lighting fixtures and other fittings as per prescribed maintenance schedules.
- c) Daily cleaning and sanitization of kitchens and dining areas in accordance with food safety standards.
- d) Change of linen and towels after every occupancy and maintenance of adequate inventory throughout the contract period.
- e) Vacuum cleaning and periodic dry-cleaning of carpets, curtains, upholstery and sofa sets.
- f) Supply of all cleaning materials, disinfectants, consumables, toiletries and guest amenities including soaps, shampoo, moisturizer, tissue rolls, liquid hand wash, room fresheners and other hospitality items.
- g) Regular pest control, mosquito control, rodent control and fumigation at no additional cost to the Licensor.
- h) Collection, segregation and environmentally safe disposal of solid waste, wet waste and recyclable waste using covered bins.
- i) Provision of hygienic, wholesome vegetarian catering services on chargeable basis in accordance with applicable Food Safety regulations and Shrine Board policies. The use of onion, garlic and alcohol shall be strictly prohibited.
- j) Procurement, storage, preparation and service of food strictly in accordance with FSSAI requirements and industry best practices.

8.3 Maintenance, Repairs, Utilities & Safety

The Licensee shall be responsible for maintaining the entire facility in good operational condition, including:

- a) Routine maintenance, repair and replacement of all furniture, fixtures, fittings, electrical appliances, plumbing installations, sanitary fittings, carpentry works, kitchen equipment and other assets handed over by the Licensor, excluding major civil works.

- b) Replacement of damaged items with equivalent or superior specifications, subject to approval wherever required.
- c) Maintenance of all landscaped areas, pathways, drainage systems and surrounding premises.
- d) Maintenance of a Repair & Maintenance Register recording all complaints, defects, rectification measures and completion status. Failure to maintain or produce the register shall constitute a service deficiency.
- e) Preventive maintenance of all equipment and installations.
- f) Compliance with fire safety requirements and maintenance of all firefighting equipment, emergency exits, alarms and other safety installations in operational condition.
- g) Payment of electricity and water charges directly to the concerned departments within prescribed timelines and submission of proof of payment before release of Security Deposit.
- h) Maintenance of overall cleanliness, sanitation and environmental hygiene throughout the premises.

8.4 Service Standards, Compliance & Contract Management

The Licensee shall ensure:

- a) Hospitality standards comparable to professionally managed hotels and guest houses.
- b) Deployment of adequate, trained, uniformed and courteous manpower in all operational areas.
- c) Continuous supervision through designated managers and maintenance of inspection records, housekeeping checklists and complaint registers.
- d) Compliance with all applicable laws relating to tourism, labour, taxation, food safety, public health, fire safety and environmental protection.
- e) Maintenance of all statutory licensees, registrations, permits and approvals required for operation of the facility.
- f) Timely submission of reports, returns and records required by the Licensor.
- g) Protection and proper upkeep of all assets entrusted by the Licensor and prevention of misuse or damage.
- h) Maintenance of the accommodation complex in a clean, safe, secure and fully functional condition throughout the Licensee Period.
- i) Achievement of high levels of guest satisfaction through prompt, courteous and professional service delivery.
- j) Performance of all incidental and ancillary hospitality services necessary for efficient operation of the facility in accordance with directions issued by the Licensor from time to time.

k) The Licensee shall ensure the maintenance of five-star hospitality standards throughout the duration of the contract, in accordance with the prescribed service quality parameters and the satisfaction of the Shrine Board."

SPECIAL CONDITION - DONOR COTTAGE ALLOTMENT SCHEME

Notwithstanding anything contained elsewhere in this tender, the successful bidder shall strictly adhere to the following condition:

DONOR SCHEME RESERVATION:

1. Shri Mata Vaishno Devi Shrine Board reserves the right to allot cottage accommodation to eligible donors under its approved Donor Scheme.
2. Each eligible donor shall be entitled to complimentary use of the allotted cottage accommodation for a period of one month in a calendar year, as per the policy of the Shrine Board.
3. The successful bidder shall honor all donor bookings/allotments communicated by the Shrine Board without claiming any compensation, reimbursement, damages, loss of revenue, or adjustment in license fee.
4. The donor allotment policy and related instructions issued by the Shrine Board from time to time shall be binding on the successful bidder.
5. The Board's decision regarding donor entitlement and allotment shall be final and binding.

5) ONE TIME OBLIGATION OF SMVDSB (LICENSOR):

Although the facilities under reference shall be handed over to the successful bidder on 'As Is Where Is' basis and the licensee shall have to accept these as provided, yet, following shall be an indicative list of one-time obligations of the Licensor:

- i) Reasonable Furnishing of rooms with required furnishing items such as pillows, mattresses, bed sheets and other linen Items etc. Any subsequent replacement / maintenance thereof shall be Licensees' responsibility.
- ii) Air conditioners, voltage stabilizers, LED's, geysers.
- iii) Curtains, blankets, Looking Glass, wall clocks, table lamps, water jugs, wall hangings, etc.
- iv) Intercom facility for room service.
- v) Electricity and water connections.
- vi) Essential Electrical fittings, tube lights (energy savers), bulbs, fans, etc., as aggregate level infrastructure.
- vii) Minimum essential repairs / renovations at the time of hand over.
- viii) Water heating, fire-fighting equipment, emergency power line etc.
- ix) The Licensee shall operate and maintain the newly constructed Sewage Treatment Plant (STP) of 30 KLD capacity based on MBBR technology,

complete in all respects and ready for operation, in strict accordance with JKPC and NGT norms and guidelines. The Licensee shall ensure uninterrupted functioning, regular maintenance, and compliance with all prescribed effluent discharge standards.

- x) Equipments like water coolers/water purifiers/geysers/ electric fly catchers/ Shoe Shine machine (Bi-Colour), Racks, Almirah, room locking arrangement, shoe/luggage rack etc.
- xi) A liaison / front desk inside the Cottages at a place suitable for the Cottages.

6) OTHER MAJOR TERMS & CONDITIONS:

- a) The Licensee has been permitted to use the premises on license basis and permission / leave / license granted hereunder in favour of the Licensee shall not create any tenancy, lease or otherwise any interest or other right in the property in favour of the Licensee nor is it the intention of the parties. The present arrangement is only a temporary permission granted in favour of the Licensee for the period mentioned hereinabove and subject to the performance / observance of the other conditions and covenants mentioned hereunder. The legal possession shall continue to be with the licensor.
- b) The SMVDSB shall also have the right to allot the premises to a bidder with the highest bid.
- c) The Licensee has to provide best quality vegetarian food in hygienic conditions to the Guests stays in Cottages.
- d) The Catering services in the restaurant will be provided on all days of the year with sufficient number of man power required to run the operation.
- e) Repair, maintenance and AMC/CMCs of installed kitchen equipments, electrical, plumbing and carpentry installations in allotted kitchen will be done by the Licensee.
- f) The Licensee will not allow or permit its employees to participate in any trade Union activities or agitation in the premises of the Licensor and the Licensor reserves the exclusive right to demand change of any employee/ worker engaged by the licensee.
- g) The service provider shall appoint fully qualified competent and skilled workers for engagement in various services to ensure that services rendered and the responsibility and obligations undertaken by them are carried out to the satisfaction of the Licensor.
- h) Service provider shall provide its employees / work man with such equipments and other paraphernalia as may be considered necessary, at his own cost.
- i) Services will be provided by presentable, neatly attired, and well-mannered qualified and trained attendant/personnel as per their functional

designation. The personnel deployed (preferred age group: 21-45 years) of certified character and antecedents must be Indian National and must display name badge and identify card signed by the agency/ Licensee and be conversant in speaking Hindi, English and local languages.

- j) Any theft or damage cost due to negligence of the bidder shall be borne by the bidder. Appropriate amount of penalty after due consideration will be imposed by the designated Licensee.
- k) The services will be provided by the Licensee round the clock on all days of the year, with sufficient number of manpower required for smooth operation.
- l) The bidder shall ensure that no tobacco, alcohol or narcotic substances are either sold or consumed in the premises let out to him under the license and the Licensee shall be wholly responsible for any violation/non-compliance and consequences thereof.
- m) Shri Mata Vaishno Devi Shrine Board shall not be responsible for any injury, accident, disability or loss of life to the Licensee or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of licensee. The licensee is advised to make adequate arrangement towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engage by him under his pay roll to minimize adverse implication of this clause.
- n) The Compliance of all Statutory regulations such as (but not limited to) Payment of Minimum Wage Act, Contract Labour (regulation and abolition) Act, The Workmen Compensation Act, Industrial Dispute Act, Employees State Insurance Act, Provident Fund & Miscellaneous Provision Act, Gratuity Act and Labour License of State and Central Government Act,/ FSSAI/ any other statutory obligations as on the date in existence or revised in future, will be the whole sole responsibility of Licensee. The Licensee shall; at all times, indemnify the Licensor against all claims accruing out of non-adherence of any Statutory Obligation on his part and shall maintain necessary books, logs, registers, verification, returns, receipts, computerized data base etc., mandatory as per the law and as per the Government rules and make it available for inspection / verification by the authorized Government functionary, as and when required.
- o) No separate accommodation shall be provided to the bidder or his employees. In case absolutely necessary and subject to availability, the request will be considered on chargeable basis.
- p) There should be no criminal case pending with the police against the Proprietor/ Firm or the company (Agency) or the employees engaged by the Licensee.
- q) The Chief Executive Officer, SMVDSB, reserves the right to withdraw/relax/interpret any of the terms and conditions mentioned

hereinbefore; in such a situation the tenderer shall be given sufficient time to take the changes into account.

- r) Notwithstanding the sub-divisions of the documents into separate sections or otherwise, every part of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the License.
- s) Each page of the Tender document should be signed and stamped by the tenderer in acceptance of the terms and conditions, laid down by the Board.
- t) Tenderer or his authorized representative (with proper authorization letter) may choose to be present at the time of opening of Technical Bid and Price Bid.
- u) Tenders incomplete in any form will be rejected outright. Conditional offers will also not be accepted, under any circumstances.
- v) No Tenderer will be allowed to withdraw after submission of the tender, otherwise the EMD submitted by the tendering Company would stand forfeited. In case, the successful tenderer declines to adhere to his offer (or refuses to acknowledge or execute the contract/agreement within 30 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- w) The Licensee shall not be allowed to sublet the work to any other person / firm.
- x) No child labour shall be engaged and human rights as per law shall be protected by the Licensee.
- y) Persons engaged by Licensee must undergo a prior character and antecedent check/police verification, and they must be medically cleared to discharge the assigned duties.
- z) Expenses on external telephone used by the successful bidder and his staff will be borne by the Licensee.
- aa) **Garden Maintenance:** It shall be the is the responsibility of the service provider to maintain gardens and other areas surrounding Construction of Cottages near sports Stadium, Katra (approximately 1,80,000 sft. area), shall also have to be maintained by the licensee at his expense, in spic and span condition.
- bb) **Type of Use:** Barring approved deviations, the Cottages in reference shall be used only for providing accommodation to the Yatries/Donors/ Guests.
Any deviation from the above protocol shall invite strict punitive action including foreclosure of the license deed, at sole discretion of the licensor. Ambiance /Nuisance causing functions shall not be allowed.

7) EXPERIENCE AND QUALIFICATION OF STAFF:

The service personnel engaged by the Licensee should be polite in behaviour, smart and physically sound. Besides, they must possess following (minimum) experience and qualification:

- a) Facility Manager: Five years of industry experience and diploma / degree in Hotel Management from a recognized institute.
- b) Cooks / Waiters / Housekeepers: Must be fully conversant with the trade and should possess certificate of training in the relevant trade, from a recognized institute.
- c) Other executives / service personnel: Experience of 3-5 years in Hotel Industry.

8) HANDING / TAKING OVER:

The fittings, fixtures, furniture's, furnishings, linen, gadgets and all other items will be properly handed over / taken over against a detailed inventory. Inventory shall be duly signed by authorized representative of SMVDSB and the Licensee. After the term of license, the items as per inventory list shall be returned by the Licensee to the Licensor. Any item not returned / returned in lesser quantity shall be charged from the licensee (except normally expected wear and tear, losses due to natural calamity or any other act of God beyond the control of either party).

- 9) EMD:** The EMD shall be refunded to the unsuccessful tenderers soon after finalization of the contract. However, it shall be refunded to the successful tenderer after the receipt of performance security.

- 10) DURATION OF THE LICENSE:** Five year, unless extended (on mutually decided terms and conditions and subject to good performance of licensee).

11) TERMS OF PAYMENT & CONDITIONS:

A. License Fee:

- a) The bidder shall pay license fee of Rs. 55.00 lakh to Shri Mata Vaishno Devi Shrine Board - SMVDSB, Katra on annual basis, in advance.
- b) The license fee shall be payable within 15 days from the date of issue of LoA / Work Order for the 1st year, and thereafter before commencement of each subsequent contract year.
- c) License fee is exclusive of GST and other statutory levies. GST as applicable shall be paid extra by the Licensee.
- d) Non-payment of license fee within stipulated time shall attract interest @18% p.a. and may lead to termination of contract without notice.
- e) License fee is non-refundable and non-adjustable under any circumstances.

B. Accommodation Rent:

- a) Each cottage has 3 floors with 2BHK flats on each floor. Total: 9 cottages x 3 = 27 Nos. of 2BHK flats.

- b) Fixed reserved rent: ₹11,000/- per 2BHK flat per day.
- c) The successful Licensee shall pay revenue share for each calendar month upto 05th of every month, in case of the holiday, next working shall be considered for the payment.
- d) The above rate is exclusive of electricity, water, housekeeping, and GST. Actual consumption charges for electricity & water shall be payable extra on meter reading basis.
- e) GST and any other statutory levies, if applicable, shall be charged extra as per Govt. norms.

12) Security Deposit (SD) / Performance Bank Guarantee (PBG):

- a) The Licensee shall submit within fifteen days of issue of LOA, a standard Bank Guarantee equivalent to 10% of the License Fee in favour of SMVDSB. The Performance Bank Guarantee (PBG) shall be valid for the entire period of License.
- b) Besides, the Licensee shall also have to deposit Security Deposit amounting to **Rs.1.00 crore /- (Rupees One Crore only)** in the shape of CDR/ FDR pledged in favour of "FA/ Chief Accounts Officer, SMVDSB, Katra" within fifteen days of issue of LOA. The security deposit shall be forfeited in case the Licensee, fails to discharge its duties / commitments or whose contract is terminated pre-maturely; save for valid reasons.
In case the licensee fails to deposit the SD/PBG within the prescribed period, his EMD shall stand forfeited.

13) FAILURE AND TERMINATION:

If the performance of Licensee is found 'not satisfactory', the licensor may cancel the LOA/license agreement and make alternative arrangements at his risk and cost. Shri Mata Vaishno Devi Shrine Board shall not be responsible for any loss, damages, etc. suffered by the service provider as a result of such termination of License / LOA.

14) DAMAGES AND LOSSES:

All the furniture and fixtures at site stands at the risk and sole responsibility of the Licensee who shall deliver in proper condition at time of annual stock taking to be done by SMVDSB. Any shortfall shall be immediately made good by the bidder by replacement. If the same is not replaced within one month of stock taking, the SMVDSB shall replace the same and the amount shall be recovered from the security deposits of the Licensee. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, the SMVDSB will replenish the same.

- 15) PENALTY:** In the event of deficiency in rendering services (further expounded below), the Licensor may impose following penalties on the Licensee, after due consideration of facts:

S. No.	Type of Service Deficiency	Penalty Amount			
		1 st Incident	2 nd Incident	3 rd Incident	4 th Incident
i)	Non maintenance of cleanliness or	2,000/-	5,000/-	10,000/-	The

S. No.	Type of Service Deficiency	Penalty Amount			
		1 st Incident	2 nd Incident	3 rd Incident	4 th Incident
	littering around the complexes				License shall be forfeited
ii)	Noncompliance of laundry requirements				
iii)	Non-compliance of environment friendly disposal				
iv)	Non wearing of uniform/ untidy uniform by the employee of the Licensee				
v)	Non maintenance of personal hygiene by licensee or his staff while inside the licensed premises				
vi)	Causing of un-necessary Noise Pollution by employees of Licensee				
vii)	Verified complaint about quality and quantity of items sold.				
viii)	Verified instance of overcharging.				
ix)	Complaints about rude /unusual /unprofessionally behavior				
x)	Complaints about use of drugs / alcohol / eve teasing by any of the staff members	The License shall be forfeited on receipt of first complaint itself in this regard (after the satisfaction of competent authority as to the veracity of such complaint).			
xi)	Complaint of any other type	As per the orders of competent authority from case to case			

16) Preference

Preference shall be accorded to entities having a proven track record of successfully managing hospitality and/or accommodation facilities for a minimum period of five years. Licensee shall submit documentary evidence in support of their relevant experience, organizational credentials, and financial capability. In addition, the Firm who are already running big chains at Katra be preferred over the other Firms.

- 17) The Shri Mata Vaishno Devi Shrine Board shall have the right to accommodate its guests/donors in the cottage premises, which shall be intimated to the successful firm at least 03 (three) days in advance. Such accommodation, including food, shall be provided on a complimentary basis by the successful firm.
- 18) Upon completion of the Two-Bid System comprising Technical Bid and Financial Bid evaluation, the Letter of Award (LoA) shall be issued to the successful firm. Thereafter, a detailed Memorandum of Understanding (MoU) shall be finalized and executed between the parties.
- 19) The competent authority reserves the right to shortlist applicants based on technical and financial evaluation criteria.

20) LEGAL DISPUTE:

In case of any dispute, any of the parties may apply to Chief Executive Officer of Shri Mata Vaishno Devi Shrine Board for the appointment of the Arbitration. On receipt of such request, it shall be lawful for the Chief Executive Officer to appoint an Arbitrator to adjudicate upon the dispute / differences. The Arbitrator so appointed shall enter upon reference and decide the dispute in accordance with the Arbitration and conciliation Act, 1996. Place of Arbitration shall be Jammu.

The Court at Katra / Reasi/ Jammu alone shall have jurisdiction with respect to the subject matter of the contract.

21) RATES AND TAXES:

The quotes for services of housekeeping, reception, laundry services, general maintenance& facility management service etc., should be inclusive of all taxes/charges levied by the Central Govt. / State Govt., wherever applicable.

**Sd/-
(Satish Kumar Sharma), JKAS
Joint Chief Executive Officer**

Tender Document No. _____ dated: _____

DECLARATION

I, _____ Son/daughter of Shri _____,
authorized signatory of M/s. _____, having registered office at
_____, do hereby solemnly affirm and declare us under :

1. That I/we have carefully read and understood all the terms and conditions of the Tender Document No. _____ dated: _____ of Shri Mata Vaishno Devi Shrine Board for outsourcing of various services and accordingly hereby convey my acceptance of the same.
2. The information/documents furnished as a part of my bid are true and authentic to the best of my knowledge and belief.
3. I/we is/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/we shall also enter into agreement with Shri Mata Vaishno Devi Shrine Board, Katra, within the prescribed timelines, in case our tender is accepted and a LOA is issued to us.

Signature & seal of the Bidder

Date:

Full Name:

Place:

Contact Details:

Note: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with the Technical Bid document.

ANNEXURE-II

Licensing, Operation & Management of 09 Nos. Premium Cottages at Katra

(To be submitted in a separate sealed cover / Technical Bid Envelope)

1. Bidder Information

Name of the Firm/Company Concern: _____

Registered Office Address: _____

Correspondence Address: _____

Name of Authorized Signatory: _____

Designation: _____

Contact Number: _____

Email ID: _____

Date of Incorporation/Registration: _____

Nature of Organization (Firm/Company): _____

PAN No.: _____

GST No.: _____

2. Minimum Eligibility Criteria

The bidder must satisfy all the following conditions:

A. Financial Eligibility

1. The bidder shall have an average annual turnover of not less than Rs. 10 Crore (Rupees Ten Crore Only) during the last five financial years.
2. The bidder shall possess a positive net worth as on the last audited financial year.
3. Audited balance sheets and CA-certified financial statements for the last three financial years shall be submitted.

B. Experience Criteria

1. The bidder must have a minimum of 05 (Five) years' experience in operation and management of hotels, resorts, guest houses, hospitality establishments, serviced apartments, or similar accommodation facilities.
2. In case the bidder is a Franchisee/Authorized Operator, the bidder shall submit a valid authorization from the Principal Firm permitting operation and management of hospitality business under its brand.

C. Principal Firm Criteria (Applicable for Franchise/Authorized Operators)

1. The Principal Firm must have a minimum of 10 (Ten) years' experience in the hotel and hospitality industry.

2. The Principal Firm shall own, operate, manage, or franchise hotels having 4-Star or 5-Star classification/rating from the competent authority or recognized hospitality rating agency.
3. The authorization issued by the Principal Firm shall remain valid throughout the contract period.
4. Documentary evidence regarding hotel classification/rating and experience shall be furnished.

D. Statutory Compliance: The bidder shall possess all necessary registrations including:

- GST Registration.
- PAN.
- EPF Registration (where applicable).
- ESI Registration (where applicable).
- FSSAI License for restaurant operations.
- Any other statutory approvals required for hospitality operations.

3. Documents to be Attached

- i) Copy of Registration Certificate of Firm/Company/LLP/Partnership Concern
- ii) PAN Card copy
- iii) GST Registration Certificate
- iv) Experience certificates/work orders of similar assignments
- v) Audited balance sheets/financial statements for last three financial years
- vi) Income Tax Returns for last three years
- vii) CA Certificate/Audited Statement certifying minimum turnover criteria
- viii) Solvency Certificate issued by a Scheduled Bank
- ix) Undertaking regarding non-blacklisting/non-debarment
- x) Authorization letter/Power of Attorney of authorized signatory
- xi) Any other relevant supporting documents

4. Declaration by the Bidder

I/We hereby declare that all information furnished in the Technical Bid is true and correct to the best of my/our knowledge. I/We have carefully read and understood the terms and conditions of the e-NIT for Licensing, Operation & Management of 09 Nos. Premium Cottages at Katra and agree to abide by the same.

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Seal of Firm/Company

Date: _____

Place: _____

ANNEXURE-III

Licensing, Operation & Management of 09 Nos. Premium Cottages at Katra

(To be submitted in a separate sealed cover / Financial Bid Envelope)

FINANCIAL BID / PRICE BID FORMAT

Name of the Bidder/Firm/ Concern: _____

Registered Address: _____

Authorized Signatory Name & Designation: _____

Contact No.: _____ Email ID: _____

PRICE SCHEDULE

The bidder shall quote the License Fee/Revenue Share payable to the Shrine Board for licensing, operation and management of 09 Nos of. Premium Cottages (G+2) of 2 BHK at Katra.

S. No.	Particulars	Amount/Percentage Offered
1	Revenue share offered to the Shrine Board on Fixed reserved rent of Rs. 11,000/- per day per 2 BHK	_____ % of fixed reserve rent
	The 2 BHK rent shall be enhanced after a period of one year with mutual understanding of both parties	

Declaration by the Bidder

I/We have carefully examined and understood all the terms & conditions of the e-NIT document for Licensing, Operation & Management of 09 Nos. Premium Cottages at Katra.

I/We agree to undertake the operation and management of the cottages as per the terms and conditions stipulated in the e-NIT.

I/We hereby offer the above quoted financial bid and agree that the same shall remain valid for a period of _____ days from the date of opening of Financial Bid.

I/We understand that the acceptance of the bid shall be at the sole discretion of the competent authority of the Shri Mata Vaishno Devi Shrine Board.

Signature of Authorized Signatory

Name: _____
Designation: _____

Seal of Firm/Company

Date:
Place: