



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

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

E-mail: www.maavaishnodevi.org, sanitation@maavaishnodevi.net

Notice Inviting e-Tender

e-NIT No: CO/SW/180(c)/26 of 2026

Dated: 01.09.2026

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 for **Licensing, Operation, Maintenance and Management of a three storey building “Sanjeevani Bhawan”** having a coved area of 2,530 Sq. Mtr. Comprises 24 Deluxe Rooms, 6 Suite Rooms, a Restaurant cum Common Dining Hall, an Auditorium with seating capacity of 128 located inside Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH) campus at Kakryal Katra on the basis of annual license fee and revenue sharing. The outsourcing of operational management shall be made to the highest license fee bidder (amongst eligible bidders), on 'as is where is' & 'leave and license' basis against payment on annual License fee and Revenue Sharing for a period of **Five years**.

The pre-identified infrastructure of the building in reference is under the actual ownership and control of Shri Mata Vaishno Devi Shrine Board. This infrastructure shall be made available to successful bidder, for operational management as per the terms & conditions contained in this NIT w.e.f.01.10.2026.

Description of Property	Tender Fee	EMD (in Rs)	Minimum Reserve bid for License Fee per year
Sanjeevani Bhawan of SMVDIME Located at Kakryal, Katra	Rs. 2,500/-	10 lacs	10 Lacs

The complete e-NIT document, *inter-alia*, containing details about description of property, Eligibility Criteria, Scope of Work of selected Licensee, Terms & Conditions of contract and other details, can be downloaded from the Website:- www.jktenders.gov.in & www.maavaishnodevi.org.

The Tender Fees and Earnest Money Deposit amounting Rs. 2,500/- and Rs. 10 Lacs respectively, can be deposited in the shape of CDR / TDR / FDR of any Nationalized / Scheduled Bank duly pledged to the Accounts Officer, SMVDCS. While soft copy of EMD document (CDR / TDR / FDR) shall be uploaded on the tender portal, the hard original copy shall have to be deposited in the concerned along with other prescribed documents prior to the specified date of opening of Technical Bids; without which tenders shall not be considered.

Alternatively, the bidders may also transfer the required amount on account of Tender Fee and EMD in online mode (IMPS / NEFT / RTGS) in the following account of the Shrine Board:

Account No.: 50100417566279
Type of Account: SB
Banker: HDFC Bank
Branch: Katra
IFSC: HDFC0002344
Title of Account: Shri Mata Vaishno Devi Charitable Society

Publishing Date of e-NIT	02.09.2026 (04:00 PM)
Download Start Date	02.09.2026 (04:00 PM)
Pre-Bid Conference	08.09.2026 (01:00 PM)
Bid Submission Start Date	14.09.2026 at 04:00 PM onwards
Bid Submission End Date (online)	21.09.2026 at 04:00 PM
Hardcopy Submission End Date	22.09.2026 upto 05:00 PM
Date of Opening of Technical Bids (Online)	23.09.2026 (11:00 AM)

Sd/-
(Vinay Khajuria),
Asstt. Conservator of Forests,
SMVDSB, Katra

No: CO/SW/180(c)/3950-54

Dated: 01.09.2026

Copy to the: -

1. Chief Executive Officer, SMVDSB, Katra for kind information.
2. Addl. Chief Executive Officer, SMVDSB, Katra for kind information.
3. FA/Chief Accounts Officer, SMVDSB, Katra.
4. Executive Director/Chief Administrative Officer, SMVDIME, Kakrayal. Katra
5. Assistant Manager, Sanitation, SMVDSB, Katra.
6. Concerned file / Master file.



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD,
Central Office, Jammu Road, Katra, (J&K) – 182301
email: acf@maavaishnodevi.net , sanitation@maavaishnodevi.net**

**e-NIT No: CO/SW/180(c)/26 of 2026
Dated: 01.09.2026**

1. REQUIREMENT:

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 for **Licensing, Operation, Maintenance and Management of a three storey building “Sanjeevani Bhawan” having a coved area of 2530 Sq. mtr. Comprises 24 Deluxe Rooms, 6 Suite Rooms, a Restaurant cum Common Dining Hall, an Auditorium with seating capacity of 128 located inside Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH) campus at Kakryal Katra on the basis of annual license fee and revenue sharing.** The outsourcing of operational management shall be made to the highest license fee bidder (amongst eligible bidders), on 'as is where is' & 'leave and license' basis against payment on annual License fee and Revenue Sharing for a period of **Five years**.

The pre-identified infrastructure of the building in reference is under the actual ownership and control of Shri Mata Vaishno Devi Shrine Board. This infrastructure shall be made available to successful bidder, for operational management as per the terms & conditions contained in this NIT w.e.f. 01.10.2026.

2. DESCRIPTION OF BUILDINGS:

Sanjeevani Bhawan (Guest House): A three storey building having a coved area of 2530 Sq. mtr. Comprises 24 Deluxe Rooms, 6 Suite Rooms, a Restaurant- cum-Common Dining Hall, parking space, two adjoining lawns on both sides of the building, a lawn-strip opposite the building structure, a terraced landscape opposite the main gate of Sanjeevani downwards till the road outside of Hospital and extending from main gate of Hospital towards Police Check Post, Kakryal (approximately 13,000 sft. area) and a 128-seats auditorium.

3. TENDER SCHEDULE:

Publishing Date of e-NIT	02.09.2026 (04:00 PM)
Download Start Date	02.09.2026 (04:00 PM)
Pre-Bid Conference	08.09.2026 (01:00 PM)
Bid Submission Start Date	14.09.2026 at 04:00 PM onwards
Bid Submission End Date (online)	21.09.2026 at 04:00 PM
Hardcopy Submission End Date	22.09.2026 upto 05:00 PM
Date of Opening of Technical Bids (Online)	23.09.2026 (11:00 AM)

4. DEFINITIONS

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

- i. The expression "Owner" and/or "Institute and/or SMVDIME and/or Department and/or Licenser" occurring in the e-NIT shall mean Shri Mata Vaishno Dev Institute of Medical Excellency, Kakryal, Katra; an institute of SMVDSB managed under SMVDCS (Shri Mata Vaishno Devi Charitable Trust) or any officer authorized by the SMVDIME ".Unless repugnant to the context; the words Shri Mata Vaishno Devi Shrine Board or SMVDSB shall also imply "Shri Mata Vaishno Devi Institute of Medical Excellence" and that there shall be no contradiction whatsoever in this regard.
- ii. The expression "Bidder" shall mean the Tenderer who submits the tender against this e-NIT.
- iii. The expression "Contractor / Successful Bidder and/or Licensee and/or Service Provider" shall mean the "Licensee" under the License agreement to be executed with Licenser viz. SMVDIME" 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.
- iv. "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.
- v. "SMVDSB" shall mean Shri Mata Vaishno Devi Shrine Board, Katra.
- vi. "SMVDIME" shall mean Shri Mata Vaishno Dev Institute of Medical Excellency.
- vii. "SMVDCS" means Shri Mata Vaishno Devi Charitable Society.
- viii. Complexes shall mean Sanjeevani Bhawan (Guest House) located in the premises of Shri Mata Vaishno Devi Narayana Superspeciality Hospital, Kakryal (SMVDNSH), Kakryal, Katra.

5. INSTRUCTION TO BIDDERS REGARDING E-TENDERING PROCESS:

- i. The interested bidder can download the e-NIT/bidding document from the website www.jktenders.gov.in and www.maavaishnodevi.org.
- ii. To participate in bidding process, bidders have to get (DSC) "Digital Signature Certificate" as per information Technology Act-2000, to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any approved vendors.
- iii. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
- iv. The Technical Bids shall be opened online.
- v. Financial Bids of only those bidders shall be opened who have qualified the technical criteria.
- vi. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form unless and until the same is uploaded on the e-tendering portal.
- vii. Bids will be opened online as per time schedule mentioned in the e-NIT.

- viii. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
- ix. **SMVDSB will not be responsible for delay in online submission of bids whatsoever reasons may be.**
- x. All the required information for bid must be filled and submitted online.
- xi. The details of cost of documents, EMD specified in the tender documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
- xii. Bidders are advised not to make any change in BOQ (Bill of Quantities) contents or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved with the same as it contains.
- xiii. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
- xiv. The tenderer should carefully study the document and prepare the bid with consideration of all provisions of the document. The bidder should fully acquaint himself / herself with site conditions and all other factors which may influence preparation of the tender.
- xv. **The 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 above mentioned authority, as on date of submission of the documents of e-NIT. Non submission of the affidavit will lead to rejection of the bid on technical parameters. Submission of fraudulent misleading documents, misrepresentation of information / facts or wrong / misleading affidavit at any stage will lead to blacklisting of the company / firm / individual involved for a period of 05 years alongwith forfeiture of EMD.**
- xvi. The Shrine Board reserves its absolute right to reject the issued e-tender /any or all tenders / offers at any stage before execution of License Deed without assigning any reason.

6. SUBMISSION OF TENDERS: The tenderers are required to submit their tenders under 2 bids system viz. separate Technical Bid and Financial Bid.

7. MINIMUM QUALIFICATION REQUIRED FOR BIDDING :

- i. 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).
- ii. The Firm shall own, operate, manage, or franchise hotel having three star or above classification / rating category. The requisite certificate shall be enclosed by the licensee during the time of filing of the bid.
- iii. The bidders must have Average Annual Turnover in similar business, of not less than Rs. 02.00 Crore in past five financial years (viz. FY 2021- 22, 2022-23, 2023-24 2024-25 & 2025-26) 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.)

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

- vi. The Bidder must possess valid TAN/ PAN/ GST number and must have filled Income Tax Return till FY 2025-26 (documentary proof to be attached with technical bid).
- vii. The company should preferably have ISO certification related to Tourism Business (Provide copy of the certificates).
- viii. 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).
- ix. 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. PRE-BID MEETING:

A pre-bid meeting will be held on 08.09.2026 (01:00 PM), Central Office, SMVDSB, Katra. It is advised that before Pre-bid meeting, the Tenderers shall visit the site to acquaint themselves with prevailing condition and other facilities available nearby. During pre-bid meeting any queries related to tender shall be addressed. Conceptual understanding/layouts of area whichever is possible will be provided to bidders during pre-bid meeting. Shrine Board reserves the right to modify the terms & conditions of e-NIT after the pre-bid conference in view of any practical modalities which may emerge during the pre-bid meeting.

9. TENDER FEES AND EARNEST MONEY DEPOSIT:

- i. The Tender Fees and Earnest Money Deposit amounting **Rs. 2,500/- and Rs. 10 Lacs respectively**, can be deposited in the shape of CDR / TDR / FDR of any Nationalized / Scheduled Bank duly pledged to the Accounts

Officer, SMVDCS. While soft copy of EMD document (CDR / TDR / FDR) shall be uploaded on the tender portal, the hard original copy shall have to be deposited in the concerned along with other prescribed documents prior to the specified date of opening of Technical Bids; without which tenders shall not be considered.

- ii. Alternatively, the bidders may also transfer the required amount on account of Tender Fee and EMD in online mode (IMPS / NEFT / RTGS) in the following account of the Shrine Board:

Account No.: 50100417566279
Type of Account: SB
Banker: HDFC Bank
Branch: Katra
IFSC: HDFC0002344
Title of Account: Shri Mata Vaishno Devi Charitable Society

- iii. In the case of online transfer of EMD / Tender Fee amount, the following shall be compulsorily adhered to (without which tenders shall not be considered)
- iv. The transfer of Tender Fee and EMD shall be compulsorily done as separate transactions. In case a bidder makes a single transaction of the cumulative amount, his bid shall not be considered.
- v. The print-copies of screenshots of both the successful transactions shall have to be submitted in the concerned section prior to the specified date of opening of Technical Bids. In addition, the full details of the Bank Account from which the transactions have been made shall have to be written on the body of the Transaction Screenshot.
- vi. The transaction to the account specified at 'b' above shall only be accepted. The transactions made to any other account of Shrine Board shall be treated as failure to deposit the prescribed Tender Fee / EMD.

10. SCOPE OF SERVICES TO BE PROVIDED BY THE LICENSEE:

The Licensee shall be responsible for the complete operation, management, maintenance and upkeep of the Sanjeevani Bhawan, 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:

10.1 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 a three storey building "Sanjeevani Bhawan" having a coved area of 2530 Sq. Mtr. Comprises 24 Deluxe Rooms, 6 Suite Rooms, an Auditorium with seating capacity of 128 and Kitchen/Restaurant.
- 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.
- k) The Licensee shall mandatorily obtain, maintain and verify valid ID proof and complete KYC details of all guests checking-in at Sanjeevani Bhawan. Acceptable ID proofs shall be as per guidelines issued by Ministry of Home Affairs, including but not limited to Aadhaar Card, Passport, Driving License, Voter ID. Failure to maintain proper guest records or non-compliance of all applicable laws related to guest accommodation shall attract penalty and may lead to cancellation of allotment.
- l) All SOPs related to Accommodation, Reception & Guest Services in Sanjeevani must be followed on the guidelines of concerned statutory Authorities.
- m) The Licensee shall, at its own cost and expense, procure, install, customize and maintain a computerized Property Management System for Sanjeevani Bhawan prior to commencement of operations. It shall be a cloud-based / server-based integrated software covering all operational areas including but not limited to Room Reservations, Front Office, Check-in/Check-out, Housekeeping, Billing, Restaurant POS, Inventory, Accounts, and Guest KYC/Reporting. The PMS must be selected among the brands given as: RMS, Mews, Cloud beds, Shiji Group, Access Hospitality, Jonas Chorum, Clock, Planet, Web RezPro, or room master.

10.2 Housekeeping, Catering & Facility Management

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

- i. Daily cleaning, dusting, sweeping and mopping of rooms, suites, bathrooms, corridors, staircases, reception, kitchen, restaurant, dining hall, offices, verandahs, balconies and all common areas.
- ii. Cleaning of furniture, fixtures, glass panes, Venetian blinds, window panes, ceiling fans, exhaust fans, lighting fixtures and other fittings as per prescribed maintenance schedules.
- iii. Daily cleaning and sanitization of kitchens and dining areas in accordance with food safety standards.

- iv. Change of linen and towels after every occupancy and maintenance of adequate inventory throughout the contract period.
- v. Vacuum cleaning and periodic dry-cleaning of carpets, curtains, upholstery and sofa sets.
- vi. 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.
- vii. Regular pest control, mosquito control, rodent control and fumigation at no additional cost to the Licensor.
- viii. Collection, segregation and environmentally safe disposal of solid waste, wet waste and recyclable waste using covered bins as per CPCB norms.
- ix. Provision of hygienic, wholesome vegetarian catering services on chargeable basis in accordance with applicable Food Safety regulations and Shrine Board policies. The use of alcohol shall be strictly prohibited.
- x. It shall be essential requirement from Licensee to provide following catering services in an excellent manner, during specified timings on each day (timings to be reasonably decided by the Licensee and prominently displayed):
 - a) Breakfast.
 - b) Lunch.
 - c) Evening tea & snacks.
 - d) Dinner.
 - e) A-la-Carte menu.
 - f) Packed breakfast, lunch, dinner and snack against prior
 - g) orders.
 - h) Room service for above.
- xi. The Licensee shall have to provide best quality catering services to in-house guests / patient-attendants on chargeable basis, in a hygienic / ambient environment, as per the scope further expounded in **Annexure-III**. It shall be the responsibility of Licensee to recover the charges of Food & Beverages from guests and to invariably raise a bill and present the same to guest.
- xii. As & when there is a written communication / message from an authorized officer of Licensor to not to charge for food and beverages from a particular guest of importance, the licensor shall have to compulsorily do so. However, the monetary value of such food & beverage items in respect to the building outsourced (Sanjeevani Bhawan) over a period of 1 year, shall not exceed Rs. 0.25 lakh. Any amount over and above this shall be payable by office of the Executive Director / Chief Administrative Officer, SMVDIME against production of bill with supporting details.
- xiii. The service provider shall be required to install modern kitchen equipments and shall keep sufficient kitchen utensils, cutlery, & crockery so as to ensure cooked food and its service is done in a hygienic and professional manner. The Licensor may resort to quality checks at times and in case of a service deficiency, the penalty as per provisions of license agreement shall be imposed on the licensee.
- xiv. The service provider shall ensure fresh vegetables and other perishables are procured daily on need basis and shall ensure storage of both perishable and non perishable items in hygienic conditions, as per best industry norms.

- xv. The service provider has to comply with all statutory Food Safety regulations, by Laws relating to preparation, preservation and sale of food stuff, cold drinks and fresh meals as also disposal of garbage, left over's etc. The contractor shall comply with all established industry norms, statutory compliances & practices of Catering. This shall be an essential aspect of Licensee's scope of duties.
(Note: The licensee shall be required to maintain all essential records in respect of the above. Such record shall be subject to inspection by Licensor and any deviation in the context shall attract penalty as per the provisions of License agreement)
- xvi. The Licensee shall, at its own cost and expense, ensure daily collection and disposal of all garbage from the Kitchen and dinning hall. The garbage shall be disposed of only at the designated disposal points in a hygienic manner and in accordance with SMVDSB and applicable municipal guidelines.
- xvii. All SOPs related to Housekeeping, Catering & Facility Management in Sanjeevani Bhawan must be followed on the guidelines of concerned statutory Authorities.

10.3 Maintenance, Repairs, Utilities & Safety

- i. The Licensee shall be responsible for maintaining the entire facility in good operational condition, including:
- ii. 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.
- iii. Replacement of damaged items with equivalent or superior specifications, subject to approval wherever required.
- iv. Maintenance of all landscaped areas, pathways, drainage systems and surrounding premises.
- v. 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.
- vi. Preventive maintenance of all equipment and installations.
- vii. Compliance with fire safety requirements and maintenance of all fire fighting equipment, emergency exits, alarms and other safety installations in operational condition.
- viii. Maintenance of overall cleanliness, sanitation and environmental hygiene throughout the premises.
- ix. All SOPs related to safety in Sanjeevani Bhawan must be followed on the guidelines of concerned statutory Authorities.

10.4 Electricity: The Licensee shall have to obtain a separate electricity connection from the PDD on its own, and make payment to the department directly as per the electric energy consumed. At the culmination of License period, the licensee shall have to produce satisfactory documentary proof of having cleared all the bills of PDD. The Security of the Licensee shall be refunded only after fulfilling this requirement.

10.5 Water Charges: The one time infrastructure relating to water supply shall be provided by the Licensor. However, the payment of recurring charges (on pro-rata basis as per actual usage) shall lie in the scope of Licensee. Since the Concessionaire (SMVDNSH) is making payment of one gross amount towards water bill of entire Hospital complex to the PHE Department, the pro-rata payment relating to Licensee's scope shall have to be reimbursed to the Hospital. The exact modalities in this regard shall be mutually decided.

10.6 Garden Maintenance: It shall be the responsibility of the service provider to maintain gardens and other areas surrounding Sanjeevani Bhawan (two small gardens on either side of Sanjeevani restaurant and a garden strip on the opposite side all along the Sanjeevani premises). In addition, the terraced landscape opposite the main gate of Sanjeevani downwards till the road outside of Hospital and extending from main gate of Hospital towards Police Check Post, Kakryal (approximately 13,000 sft. area), shall also have to be maintained by the licensee at his expense, in spic and span condition.

10.7 Service Standards, Compliance & Contract Management :

The Licensee shall ensure:

- i. Hospitality standards comparable to professionally managed hotels and guest houses.
- ii. Deployment of adequate, trained, uniformed and courteous manpower in all operational areas.
- iii. Continuous supervision through designated managers and maintenance of inspection records, housekeeping checklists and complaint registers.
- iv. Compliance with all applicable laws relating to tourism, labour, taxation, food safety, public health, fire safety and environmental protection within the scope of work of the successful bidder.
- v. Maintenance of all statutory licensees, registrations, permits and approvals required for operation of the facility.
- vi. Timely submission of reports, returns and records required by the Licensor.
- vii. Protection and proper upkeep of all assets entrusted by the Licensor and prevention of misuse or damage.
- viii. Maintenance of the accommodation complex in a clean, safe, secure and fully functional condition throughout the Licensee Period.
- ix. Achievement of high levels of guest satisfaction through prompt, courteous and professional service delivery.
- x. 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.
- xi. 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"
- xii. All SOPs related to Service Standards, Compliance & Contract Management in Sanjeevani must be followed on the guidelines of concerned statutory Authorities.

- xiii. All the essentials relating to cleanliness as expounded in detailed scope of work (**Annexure-III**) shall be compiled by the licensee as part of discharge of his legitimate duties.

11. ONE TIME OBLIGATION OF SMVDSB (Licensor):

The outsourcing of operational management of Sanjeevani Bhawan is being done on 'As Is Where Is' basis. All existing furniture, fixtures, equipment, utensils, and other movable items lying in Sanjeevani Bhawan shall remain at site and shall be available to the Licensee for use during the License period. SMVDSB/SMVDIME shall not provide any additional items. The Licensee shall be solely responsible for the safe custody, upkeep, insurance, and proper maintenance of all items handed over.

Any upgradation, addition, or replacement of items required in rooms, suites, or other areas shall be undertaken by the Licensee at its own cost and with prior written consent of the Authority. All such additions / upgradations shall become the property of SMVDSB upon expiry/termination of the License.

12. OTHER MAJOR TERMS & CONDITIONS:

- i. 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.
- ii. The Licensee will not allow or permit his 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.
- iii. 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.
- iv. Service provider shall provide its employees / work man with such equipments and other paraphernalia as may be considered necessary, at his own cost.
- v. 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/ contractor and be conversant in speaking Hindi, English and local languages. The common uniform shall comprise of generally dark colour trousers, light colour shirt, blazers and saris (as applicable), black shoes, white/ black socks etc. and be provided by the bidder. Either the colour /design of the dress/uniform be got approved from licensor in advance or the same be changed if any issue of aesthetics arises later.

- vi. 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.
- vii. 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.
- viii. **The bidder shall ensure that no gambling, 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.**
- ix. Shri Mata Vaishno Devi Shrine Board/Shri Mata Vaishno Devi Institute of Medical Excellence 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.
- x. 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, 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.
- xi. No separate accommodation shall be provided to the bidder or his employees other than the available space on the top floor of Sanjeevani Bhawan. In case absolutely necessary and subject to availability, the request will be considered on chargeable basis.
- xii. 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.
- xiii. 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.
- xiv. The successful bidder shall be required to submit and get approved the rates for Catering Services, Laundry Services (Washing & Ironing of guest clothes) and A-la-Carte Menu from the Competent Authority, prior to the signing of the Agreement Deed.
- xv. 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.

- xvi. 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 Institute.
- xvii. 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.
- xviii. Tenders incomplete in any form will be rejected outright. Conditional offers will also not be accepted, under any circumstances.
- xix. 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.
- xx. The Licensee shall not be allowed to sublet the work to any other person / firm.
- xxi. No child labour shall be engaged and human rights as per law shall be protected by the Licensee.
- xxii. 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.
- xxiii. Expenses on external telephone used by the successful bidder and his staff will be borne by the Licensee.
- xxiv. **Compulsory AMC:** The AMC of Lifts and other equipments, machinery etc. provided in the premises shall be done by the Licensor. However, the same being an operational expense shall be debited to the Licensee.
- xxv. **Type of Use:** The complex in reference shall be used preferably for providing accommodation to the attendants of patients visiting SMVDNSH. Besides, the stay of only such guest / use of Auditorium for such events shall be allowed, which are directly related to SMVDNSH or as are specifically permitted by office of the Chief Executive Officer / Addl. Chief Executive Officer, SMVDSB / Executive Director /Chief Adm. Officer in the best interest of Licensor.
- xxvi. *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.*

13. 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:

1. **Facility Manager:** Five years of industry experience and diploma degree in Hotel Management from a recognized institute.

2. Cooks / Waiters / Housekeepers: Must be fully conversant with the trade and should possess certificate of training in the relevant trade, from a recognized institute.
3. Other Executives / Service personnel: Experience of 3-5 years in Hotel Industry.

14. 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 SMVDIME 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).

15. DURATION OF THE LICENSE:

For a period of Five years, restricted to extendable by one year maximum on sole discretion of CEO/ Addl CEO, SMVDSB.

16. TERMS OF PAYMENT:

A. License Fee: to be filled by the bidder in the BOQ.

- i. The minimum reserve License Fee for the facilities has been fixed at Rs. 10,00,000/- (Rupees Ten Lacs Only) per annum, exclusive of GST and other applicable taxes.
- ii. Bids quoting License Fee below the minimum reserve of Rs. 10,00,000/- per annum shall be summarily rejected and shall not be considered for further evaluation.
- iii. The License Fee quoted by the bidder in the BOQ shall be over and above the minimum reserve License Fee of Rs. 10,00,000/- per annum.
- iv. 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.
- v. License fee is exclusive of GST and other statutory levies. GST as applicable shall be paid extra by the Licensee.
- vi. Non-payment of license fee within stipulated time shall attract interest @18% p.a. and may lead to termination of contract without notice.
- vii. License fee is non-refundable and non-adjustable under any circumstances.

B. Revenue Sharing:

- i. The successful bidder / Licensee shall pay to SMVDSB Revenue Share @ 10% on the Gross Revenue realized from the following facilities:
 - i. 24 Deluxe Rooms of Sanjeevani Bhawan
 - ii. 06 Suite Rooms of Sanjeevani Bhawan
 - iii. 128 Seats Auditorium of Sanjeevani Bhawan
 - iv. A Restaurant at Sanjeevani Bhawan
- ii. "Gross Revenue" shall mean the total amount realized from room rent, hall booking charges, and sale of food & beverages inclusive of all taxes, levies and service charges, before any deductions or discounts.
- iii. The Revenue Share @ 10% shall be payable to SMVDSB on a monthly basis along with supporting sales reports, occupancy reports and booking registers by the 5th day of the succeeding month as per the PMS.
- iv. The Licensee shall maintain proper books of accounts and allow SMVDSB or its authorized representatives to inspect/audit the records to verify the Gross Revenue.
- v. Non-payment or under-reporting of Revenue Share shall lead to cancellation of allotment and forfeiture of Security Deposit.

17. PROPERTY MANAGEMENT SYSTEM (PMS):

The Licensee shall, at its own cost and expense, install and maintain a computerized Property Management System software for Sanjeevani Bhawan before the commencement of operations.

- i. The PMS shall cover all operational areas including Room Reservations, Front Office, Housekeeping, Billing, Restaurant POS, Inventory, and Accounts.
- ii. The Licensee shall ensure real-time integration of the PMS with SMVDSB for reporting of occupancy, revenue, royalty, and other MIS reports as required by SMVDSB.
- iii. The Licensee shall provide SMVDSB with administrative access to the PMS for monitoring and audit purposes at all times.
- iv. All data generated through the PMS shall be the property of SMVDSB. The Licensee shall take regular data backups and ensure data security as per applicable IT laws.
- v. The Licensee shall train its staff on the use of PMS and ensure 24x7 operational support. Any upgradation, AMC, or replacement of the PMS shall be done by the Licensee at its own cost.
- vi. Non-compliance to the above requirement shall render the bid liable for rejection / cancellation of allotment.

18. BANK GUARANTEE/SECURITY DEPOSIT :

- i. Bidder whose offer is accepted will have to furnish performance Bank Guarantee of an amount equal to 5% of the project cost in favour of Shri Mata Vaishno Devi Charitable Society issued by any nationalized / scheduled bank. The EMD of the Successful bidder shall be returned subsequently.
- ii. The Bank Guarantee submitted should be valid for 18 months.
- iii. Successful bidder will have to execute an agreement on a non-judicial Stamps paper of Rs. 500/- within 15 days from the date of issuance of LoA.
- iv. The expenses of completing and stamping the agreement shall be paid by the bidder.
- v. The Bank Guarantee shall be refunded within 90 days after completion of the contract as per order, or after the expiry of contract on satisfactory completion of the same whichever is later.
- vi. No interest will be paid on performance Bank Guarantee/earnest money Deposit.
- vii. In case of breach of any terms and conditions of the contract or on unsatisfactory performance, the amount of security deposit shall be liable to be forfeited by the Shrine Board.
- viii. The successful bidder shall be entirely responsible for any loss, damage etc. and shall indemnify the Shrine Board against any such claims made out other on account of injury sustained by the labourer within the Shrine Board premises and in any circumstances successful bidder shall not be entitled for any claim in that case. The successful bidder or his labourer shall not be permitted to reside in the Shrine Board premises after working hours of the unit.

19. 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 of the Licensee. 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.

20. DAMAGES AND LOSSES:

All the furniture and fixtures at site stands at the risk and sole responsibility of the contractor who shall deliver in proper condition at time of annual stock taking to be done by SMVDIME. 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 SMVDIME shall replace the same and the amount shall be recovered from the security deposits of the contractor. For losses, if any due to natural calamity or any other act of God, beyond the control of either party, the SMVDIME will replenish the same.

21. 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				
		1st incident	2nd incident	3rd incident	4 th incident	
1.	Non maintenance of cleanliness or littering around the complexes.	2000/-	5000/-	10,000/-	The License shall be forfeited	
2.	Non compliance of laundry requirements.					
3.	Non compliance of environment friendly disposal.					
4.	Non - wearing of uniform / untidy uniform by the employee of the contractor.					
5.	Causing of un-necessary Noise Pollution by employees of Licensee.					
6.	Non maintenance of personal hygiene by licensee or his staff while inside the licensed premises.					
7.	Verified complaint about quality and quantity of Food and other items.					
8.	Verified instance of overcharging.					
9.	Complaints about rude /unusual /unprofessionally behaviour.					
10.	Non maintenance of KYC record of all the guests during their stay.	10000/-	20,000/-	40,000/-		
11.	Complaints about use of drugs / alcohol /eve teasing/ gambling 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).				
12.	Complaint of any other type which includes building and Auditorium maintenance, AMC of equipment / Garden maintenance etc.	As per the orders of competent authority (CEO/Addl. CEO/ED) from case to case.				
13.	Non-functioning of PMS	Full Booking amount to be paid to SMVDSB.				

22. FORCE MAJEURE:

If during the currency of Contract, there is any out-break of war/ natural calamity or any such reason, which whether financially or otherwise affects the execution of

the Contract the firm (unless contract is terminated) under provision of this Clause shall make his / her best efforts to complete the Contract. However after outbreak of such war / natural calamity or any such reason, Shri Mata Vaishno Devi Shrine Board shall be entitled to terminate the Contract at any time by giving notice in writing. Force Majeure is hereby defined as a 'Clause' which is beyond the control of SMVDSB / Firm and which consequently affects the performance of the Contract.

23. 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 alone shall have jurisdiction with respect to the subject matter of the contract.

24. DEPRECIATION OF ASSETS:

The depreciation will be charged as per standard norms of Government.

25. VALIDITY OF FINANCIAL BID:

The Financial Bid submitted by the bidder shall remain valid for a period of **120 (One Hundred Twenty) days** from the date of opening of the Financial Bid. During this period, the bidder shall not withdraw or modify the Financial Bid, and it shall remain binding on the bidder.

26. RATES AND TAXES:

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

27. Upon completion of the two-Bid System 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.

28. The competent authority reserves the right to shortlist applicants based on technical and final evaluation criteria.

Sd/-

**(Vinay Khajuria),
Asstt. Conservator of Forests,
SMVDSB, Katra**

**No: CO/SW/180(c)/3950-54
Dated: 01.09.2026**

TECHNICAL BID FORM

1. Name of the Firm(as registered): _____
2. Regd. Office address: _____
3. Proprietor's name: _____
4. Proprietor's phone No: _____
5. Details about the firm: _____
 - a) Date from which the firm is operating: _____
 - b) PAN: _____
 - c) TAN: _____
 - d) EPF/CPF Reg. No. _____
 - e) GST No _____
 - f) Turnover and Net-worth of the firm (attach copies of audited statement of accounts/ ITRs in support):
 - I. FY 2021-22: Rs. _____
 - II. FY 2022-23: Rs. _____
 - III. FY 2023-24: Rs. _____
 - IV. FY 2024-25: Rs. _____
 - V. FY 2025-26: Rs. _____
 - g) Work Experience (no. of years). To be supported with work orders, documents, and certificates.
 - h) Whether registered with Labour Department. If yes, date of registration (with supporting document)
 - i) ESI Reg. No. (attach copy of registration certificate/letter):
 - j) Details about EMD: No. _____ date: _____(attach copy)
 - k) UTR No. & Date of Remittance of Tender Fee (Rs. _____): No. _____ Dated: _____.

Certified that above information is correct to the best of my / our information, knowledge and belief.

Place:

Date:

Name & Signature of bidder
(with seal, if any)

Note: Attach extra sheet where necessary.

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 / 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 out sourcing 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 am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender any stage besides liabilities towards prosecution under appropriate law.
4. I / we shall also enter into agreement with Shri Mata Vaishno Shrine Board, Katra, within the prescribed timelines, in case our tender is accepted and a LOA is issued to us.

Place:

Date:

Signature & seal of the firm

Full Name:

Company Seal:

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

PART-I: DETAILED SCOPE OF WORK FOR UTILIZATION OF ACCOMMODATION / AUDITORIUM1)

1. Maintenance, dusting, and cleaning on daily basis of all the rooms, suites, toilets and general areas in a spic and span manner. Regular general cleaning and mopping of Auditorium, lobbies, veranda, dining area and sweeping of surroundings of the complexes shall also be ensured.
2. Daily cleaning of kitchen, dining area, window panes of whole complexes, Venetian blinds, furniture / fixtures articles, offices and staircase.
3. Change of linen items / towels with every use / occupancy and maintaining adequate inventory of these items all along the license period.
4. For cleaning of floors, staircases and corridors etc. the use of ISI mark detergents/ phenyl (harmless, WHO certified chemicals) shall only be used.
5. Carpets, wherever provided, shall be cleaned daily by vacuum cleaner and dry cleaned on quarterly basis. Cleaning of sofa sets, covers, curtains will have to be done on a Monthly basis.
6. The Licensee shall be required to arrange; at his own expense, all consumables/ cleaning materials as may be required for the purpose. Mosquito repellents, anti mosquito spray / fumigation, rodent and pest control, fly/ultrasonic repellents etc., shall be periodically used by the license and no amount in this regard shall be payable by the Board.
7. Bathroom/toilets/ wash basins/ wall tiles etc. shall be cleaned daily and the floor should be mopped up regularly with ISI marked Phenyl. Air filters of split/ window type Air Conditioners, ceiling fans, walls, exhaust fans lamps, switches, glass panes etc., will be thoroughly cleaned on monthly basis including regular use of deodorants/ Room Spray for better results. An uninterrupted availability of liquid soap, dispensers/bath soaps, tissue rolls, toilet paper, odonil, Naphthalene balls, room fresheners, Harpic, dusters, brooms & the cleaning/sanitary material etc shall be ensured by the licensee at all point of time.
8. The quality cleaning of rooms / bath linens as per Hospitality industry norms shall be ensured by the licensee.
9. The Licensee shall ensure overall general maintenance, drainage, cleaning, garbage disposal (dry & wet garbage/ plastic & non plastic, waste disposal etc in an eco friendly manner, using protective/ closed bins).
10. A Check-list of entire cleanliness activity (area-wise) covering all the above requirements, shall be prepared by the Licensee on which a daily status shall be plotted by the Licensee's supervisor. This record shall have to be presented to the office of Chief Administrative Officer, SMVDIME, on demand.
11. Laundry facility shall be provided by the licensee to the in house guests against payment.

12. The Licensee shall maintain adequate number of manpower at all times to meet his obligations as specified in scope of work. The minimum manpower required to be deployed by the licensee.
13. All guests shall be provided a guest-welcome kit (per person per day occupancy). While any additional items may be provided but the minimum inclusion of welcome-kit shall be shampoo, soap and moisturizer. A liquid hand wash, good quality shoe shine/polish, shoe brush and pair of sleeper, be also kept as general reserve in VVIP suites and provided to the guest on demand.

PART-II: DETAILED SCOPE OF WORK FOR CATERING SERVICES

1. The licensee shall make necessary arrangements like procurement of raw materials, readymade food items and serving the prepared/purchased food items to customers, including provision of all utensils, fuel (only LPG), equipment for preparation and serving of items, transportation & arrangement for skilled manpower. The licensee has to make his own arrangement for safe storage of materials, accommodation for his staff, etc.
2. Ensuring that the procured raw materials are fit for cooking with proper washing and cleaning in a hygienic environment. The raw material and cooked food should confirm to the standards of Food Safety and Standards Act.
3. Cooking the raw stuff as per menu and meal specification using ISI/ Agmark labelled cooking materials only, wherever applicable. Standard brands or quality of ingredients should be used for preparing food items.
4. Serving the prepared food in hot & cold conditions; as the case may be, using service utensils, pre-cleaned dishes, tumblers, cups (small bowls) etc. Approved food items must remain available during the specified timings, in a well maintained and clean environment. Plastic / thermocol based material shall not be allowed to be used.
5. Thorough washing and cleaning of all the items and space used for the purpose should be done after each meal. The contractor shall maintain the premises of the Canteen & Counters in a HYGIENIC CONDITION and keep the floor, furniture, equipments, utensils, etc. in clean and neat condition so as to maintain the standards of hygiene. The required number of full time sweepers has to be engaged by the contractor at Canteen & Counters at their own cost to ensure cleanliness & hygiene inside & outside the premises.
6. The contractor has also to extend services to other employees and staff of the SMVDIME/ SMVDCS/ SMVDSB as and each when required.
7. Kitchen items and utensils will be arranged by the contractor as per the requirement at no extra cost. Refilling of gas cylinder, procurement, & installation of kitchen equipments and their repair maintenance will be done by the contractor at no extra cost.
8. Sanitation in case of outbreak of epidemic or any such special circumstance will be sole responsibility of the contractor.

9. The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers, waiters, skilled and supervisory staff.
10. Building, furniture, fixtures, equipment (viz. water coolers, water filters, electric fly catchers etc.) provided by the SMVDIME shall be maintained by the contractor in original/good condition and all of them should be returned to the SMVDIME in good condition as and when required by the SMVDIME.
- 11. The contractor shall ensure that no gambling, tobacco, alcohol or narcotic substances are either sold or consumed in the premises let out to him under the contract and the contractor would be wholly responsible for any violation/non-compliance and consequences thereof.**
12. The employees deployed by the contractor must undergo yearly medical and security clearance from appropriate authority. The documentary evidence of such clearance shall be available with the manager of the contractor stationed at SMVDIME, Katra. He is required to produce them as and when demanded by SMVDIME authorities.
13. It is also the duty of the catering service provider and their employees to keep the dining area totally clean by mopping the area regularly with ISI marked cleaning agent. The dining tables and chairs / benches will also be kept clean to avoid collection of food particles, dirt, dust and files etc.
14. The wash basins, water coolers, serving utensils and all the equipments installed in the canteen will also have to be kept clean and dust free. The institute will provided the kitchen space, dining space and furniture apart from necessary electrical equipment for Sanjeevani Bhawan such as water coolers/water purifiers/geysers etc.
15. The cooking and preparation areas including trays will have to be washed after the completion of the activities every day. The catering service provider shall ensure that there is no water logging within the premises where the dining, washing, food production areas are located in order to stop breeding of pests etc.
16. The entire activity of the catering service provider /contractor shall be limited within the area meant for dining, cooking, storing, cleaning, and food production.
17. The contractor shall ensure overall general maintenance, drainage, cleaning, garbage disposal (dry & wet garbage/ plastic & non plastic, waste disposal etc in an eco friendly manner, using protective/ closed bins).
18. The kitchens shall be kept functional throughout the year and high degree of cleanliness of the kitchen shall be maintained. The utensils, crockery, cutlery, refrigerator etc., shall be kept clean and be arranged properly. Maintenance of refrigerator, dish washers, other mechanized facilities etc., shall be done by the contractor at his own cost.
19. Food and beverage facility shall be provided to the visitor / guest I patient/ students etc. on payment basis by the contractor as per the rates approved.

Approved Tarrif for Rooms/ Auditorium

S. No.	Complex	Rate for	Tariff (in Rs.)	Fixed Revenue Sharing
1.	Sanjeevani Bhawan (Guest House)	Suite Room	2750/- per Room per day	10%
		Double Bed Room	1650/- per Room per day	10%
		Auditorium	5000/- per day	10%
		Restaurant	As per F&B bill by PMS	10%

PRESCRIBED MINIMUM MANPOWER**PART-I: FOR ACCOMMODATION MANAGEMENT**

S. No.	Name of the Complex	Minimum Manpower Required
1.	General Pool	Manager / Supervisor - 01 No. Plumber - 01 No. Electrician - 01 No. A/C Mechanic - 01 No. Audio-visual technician for auditorium - 01 No. (in total i.e. not on shift basis), Gardner-02 Nos..
2.	Sanjeevani Bhawan	Receptionist - 01 No. Housekeeping staff - 02 Nos. Attendant - 03 Nos. Sweepers - 03 Nos

PART-II: FOR CATERING SERVICES

S. No.	Name of the Complex	Minimum Manpower Required
1.	General Pool	Manager / Supervisor - 01 No. Plumber - 01 No. Electrician - 01 No.
2.	Sanjeevani Bhawan	Cashier - 01 No. Captain - 01 No. Waiters - 03 No. Chef - 01 No. Helper to Chef - 04 No. Sweeper - 01 No.

LAUNDRY CHARGES TO BE CHARGED BY THE CONTRACTOR FROM GUESTS STAYING AT SANJEEVANI BHAWAN

S. No.	Items	Rate for washing and ironing	Rate for Ironing only
1	Shirt		
2	Pant		
3	Underwear / Vest		
4	Handkerchief		
5	Socks		
6	Pajama / Lungi		
7	Kurta/ Pettycoat		
8	Night suit		
9	Gown		
10	Tie / Duppata		
11	Safari Suit		
12	Skirt		
13	Blouse cotton		
14	Blouse Silk		
15	T-Shirt		
16	Towel		
17	Sari Silk		
18	Sari cotton		
19	Child garments		
20	Salwar Kameez		
21	Suit (3 piece)		
22	Suit (2 piece)		

_____ % of the preceding column in each case.

Note: The successful bidder shall be required to submit and get approved the rates Laundry Services (Washing & Ironing of guest clothes) from the Competent Authority, prior to the signing of the Agreement Deed.

RATES FOR CATERING SERVICES**PART-I: SANJEEVANI BHAWAN**

Type of Service: Buffet

Meal	Menu	Details Rate (Rs.)
BREAKFAST 7:00 AM to 10:00 AM	Option 1: 125 ml Juice - Seasonal / Canned Fruit Juice Selection of Cereals (Cornflakes or Oatmeal with Milk, Sugar / Honey) Baked Beans / Continental Veg. Fresh Fruit - 1 Banana / Seasonal Fruit Or Veg. Cutlet / Veg. Rolls and French Fries, 4 Nos. Slices of Bread (Brown / White) Butter & Preserves of Reputed Brand (in Pouch / Sachet) Milk - 200 ml Hot / Cold Or Tea / Coffee Or Medium Sized Poori / Parantha / Bhatura / Kulcha with Aloo Tomato Bhaji / Seasonal Veg. Fresh Fruit - 1 Banana / Seasonal Fruit Milk - 200 ml Hot / Cold Or Tea / Coffee Or Masala Dosa / Upma / Uttapam / Idlies / Vadas All South Indian dishes will be served along with its accompaniments Fresh Fruit - 1 Banana / Seasonal Fruit Milk - 200 ml Hot / Cold OR Tea / Coffee.	
LUNCH 12:30 PM to 2:30 PM DINNER 8:30 PM to 10:30 PM	Plain Basmati Rice Chapati - Tawa / Tandoori Dal (Different variety in each meal), Papad, Paneer, Preparation with Gravy, Two Seasonal Vegetables, Green Salad, Plain Curd, Pickle One Sweet Dish Note: Rice, Dal, Vegetables are to be served in sufficient quantity for full diet.	

ADDITIONAL CHARGES

Particular	Rate (Rs.)
Room Service in Sanjeevani Bhawan	 extra per meal

Note: The successful bidder shall be required to submit and get approved the rates for Catering Services from the Competent Authority, prior to the signing of the Agreement Deed.

MENU: A-LA-CARTE OPTION

S. No.	Item	Portion	Rate (in Rs.)
1	Tea Ready-made	120 ML	
2	Coffee Ready-made	120 ML	
3	Juice Packed	As Packed	MRP
4	Milk Shakes	200 ML	
5	Lassi	200 ML	
6	Butter Milk	200 ML	
7	Cold Drinks	200 ML	
8	Fresh Juice Seasonal	200 ML	
9	Khasta Kachori	3 Nos	
10	Corn Cutlet	2 Nos	
11	Vegetable Cutlets	2 Nos	
12	Vegetable Roll	1 No	
13	Vegetable Samosa	2 Nos	
14	Vegetable Momo	5 Nos	
15	Vegetable Pakoda	100 Gm / 6 Nos	
16	Onion Pakoda	2 Nos	
17	Aloo Tikki	2 Nos	
18	Peanut Masala	100 Gm	
19	Veg. Noodles	120 Gm	
20	Veg. Pakoda	8 Nos	
21	Veg. Spring Roll	2 Nos	
22	Assorted Pakoda	100 Gm	
23	Bread Pakoda	2 Triangle	
24	Hara Bhara Kabab	4 Nos	
25	Paneer Roll	1 No	
26	Paneer Pakoda	8 Nos	
27	Paneer Aloo Tikka	4 Nos	
28	Paneer Chilli Fry	6 Nos	
29	Paneer Cutlet	2 Nos	
30	Paneer Samosa	2 Nos	
31	Crispy Fried Paneer	100 Gm	
32	Paneer Finger	100 Gm	

Note : The successful bidder shall be required to submit and get approved the rates for A-la-Carte Menu from the Competent Authority, prior to the signing of the Agreement Deed.

FINANCIAL BID / PRICE BID FORMAT

(For the scope of work mentioned in the e-NIT).

1. Name of the firm: _____
2. Name of the person (authorized Signatory): _____
3. Address: _____

PRICE SCHEDULE

(To be filled by the Bidder online only)

S. No.	Particulars	Annual License Fee (GST extra as applicable)	Total License Fee for 05 years (GST extra as applicable)
1.	Sanjeevani Bhawan		
In words			

Place:

Date:

Signature & seal of the firm

Full Name:

Company Seal:

Note:

1. The minimum reserve License Fee for the facilities has been fixed at Rs. 10,00,000/- (Rupees Ten Lacs Only) per annum, exclusive of GST and other applicable taxes.
2. Bids quoting License Fee below the minimum reserve of Rs. 10,00,000/- per annum shall be summarily rejected and shall not be considered for further evaluation.
3. The License Fee quoted by the bidder in the BOQ shall be over and above the minimum reserve License Fee of Rs. 10,00,000/- per annum.