

Shri Amarnathji Shrine Board



Jammu and Kashmir

FRESH TENDER DOCUMENT

FOR

Renting and House-keeping Operations of SASB's

Prefab Huts at Baltal Base Camp

(YATRA – 2017)

Cost of Tender Document = Rs 1,000/- (one Thousand only)

TENDER DOCUMENT FOR BALTAL BASE CAMP
(YATRA - 2017)

NAME OF WORK :-

- i. Renting and House-keeping Operations of SASB's Prefabricated Huts for the duration of Yatra - 2017 at Baltal Base Camp.

Reference to NIT NO: SASB/NIT/2017/19 Dated 18.04.2017

S. No.	CONTENT	PAGE(S)
1	Notice Inviting Tender (NIT) for advertisement	3
2	Instructions to Bidders	4-7
3	Terms and Conditions of Contract	7-11
4	Schedule – A (Format for background of Travel/ Housekeeping Firm)	12-13
5	Schedule –B (Bid Format)	14



Shri Amarnathji Shrine Board

(Established under Act No. XVIII of 2000 passed by J&K Legislature)
2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar-190008 (May - Oct)
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FRESH NOTICE INVITING TENDER **Renting and Housekeeping Operations of SASB's Prefab Huts YATRA - 2017**

1. Fresh Sealed tenders, in two-bid format is invited from registered Tour and Travel Operators, Hotel Restaurant Owners and /or in similar field registered with J&K Government, Tourism Department and Registration valid for the FY -2017-18 for undertaking the following job at Baltal Base Camp during the Shri Amarnathji Yatra – 2017:

S. No.	Name of work	Cost of Tender Document	Earnest Money Deposit	Last date and time of receipt of Tenders
1.	Renting and Housekeeping Operations of Shri Amarnathji Shrine Board's Prefabricated Huts at Baltal Base Camp during Yatra – 2017.	Rs 1000/-	Rs 1.60 lakh	Upto 1400 hours on 13.05.2017

2. Detailed NIT (DNIT) can be obtained from the FA & Chief Accounts Officer, Shri Amarnathji Shrine Board, Chaitanya Ashram Talab Tillo, Jammu or 2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar from 9.30 AM to 5.00 PM on any working day (Monday - Saturday) from **20.04.2017 to 11.05.2017** on payment of (non-refundable) cost of documents in cash amount shown against each or in the shape of Demand Draft drawn in favour of FA & CAO, Shri Amarnathji Shrine Board, payable at Jammu/ Srinagar . Alternatively, the DNIT's can be downloaded from our website www.shriamarnathjishrine.com, in which case the cost of DNIT's shall be payable through Demand Draft drawn in favour of Shri Amarnathji Shrine Board, payable at Jammu/ Srinagar, in addition to the Earnest Money Deposit along with the Technical Bid of Tender.
3. The Tender, duly completed, along with Earnest Money Deposit in the form of CDR amount shown against each drawn in favour of FA & CAO, Shri Amarnathji Shrine Board, must reach the FA & CAO, **2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar** latest by or before **1400 hours on 13.05.2017**. The bidders, in their own interest, are advised to deliver the bids personally to FA & Chief Accounts Officer, Shri Amarnathji Shrine Board, **2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar** . Alternatively, they may send the same through courier/ registered post. The Board will not be responsible for any delay, wrong delivery or non-delivery of the bids due to any reason.
4. For further details about the Tender, please refer our DNIT's on our website www.shriamarnathjishrine.com.

No: SASB/DNIT/2017/19
Dated: 18 .04.2017

Sd/-
Addl. Chief Executive Officer

A. Instructions to Bidders

1. Shri Amarnathji Shrine Board (SASB) proposes to outsource the below mentioned number of **huts/ rooms** for Baltal Base Camp (indicative).

#	Sector	Location	Number of Huts / rooms*
1.	Baltal	Baltal	60 rooms with 240 beds in 30 double room huts

*Tentative, subject to availability before the commencement of Yatra; the huts may be handed over five days prior to the commencement of the Yatra 2017.

2. The Detailed Notice Inviting Tender (DNIT) can be obtained from the Office of Chief Accounts Officer, Shri Amarnathji Shrine Board, Chaitanya Ashram, Talab Tillo, Jammu or 2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar against cash payment of Rs. 1000/-_on any working day from 9.30 AM to 5.00 PM upto 11.05.2017 or it can be downloaded from Board's website www.shriamarnathjishrine.com, in which case the cost of the DNIT (Rs. 1000/-) has to be paid in the shape of Demand Draft along with the bid.
3. The Minimum Reserve Bid for the Royalty shall be Rs. 08.00 lakh.

The Tenderers are required to submit two separate **Bids** i.e. – **Technical** and **Financial**, as per format given in **Schedule A** and **Schedule B** of the DNIT. The two **Bids** should be submitted in two separately sealed envelopes superscribed “**Technical Bid (Schedule - A) and accompanied by earnest money in the shape of CDR / FDR of Rs 1.60 lakh pledged to FA/ CAO, SASB along with details of payment of cost of DNIT for Renting and Housekeeping of Prefab Huts at Baltal Camp – Yatra 2017**” and “**Financial Bid (Schedule – B) for Renting and Housekeeping of Prefab Huts at Baltal Camp – Yatra 2017**”. Both the sealed envelopes should be put in a third envelop, sealed and superscribed “**Tender for Renting and Housekeeping of Prefab Huts at Baltal Camp – Yatra 2017**”. The bids shall be submitted as per format prescribed in **Schedule A** and **Schedule B** only and should reach the office of FA/ CAO, SASB latest by 1400 hours on 13.05.2017.

4. The bidder must be a registered Tour and Travel Operator, Hotel Restaurant Owner and/ or in similar field registered with J&K Government, Tourism Department having Registration valid for the FY -2017-18.
5. The bidder shall have to adopt the following policy with regard to cancellation of booking and refund;
 - i. Full refund in case Yatri cancels his booking 24 hours prior to date of booking. (1700 hours).
 - ii. 50% refund in case Yatri cancels his booking 12 hours prior the date of booking (1700 hours).

Signature of the bidder with seal)

- iii. No refund in case Yatri cancels his booking between 0-12 hours prior to date of booking (1700 hours).
6. Bids, with prescribed Earnest Money Deposit, complete in all respects will have to be submitted for Baltal Base Camp. The bidders should quote, as lump-sum amount of royalty offered for Baltal Base Camp. The huts will be outsourced to the successful bidder.
 7. **The bids will be opened at 1500 hours on 13.05.2017** or on any other day in the office chamber of Additional Chief Executive Officer, 2nd Floor, Block-III, Engineering Complex, Raj Bagh, Srinagar in the presence of the bidders who may choose to remain present on the occasion.
 8. A bidder can submit only one bid, If a bidder submits more than one bid for Baltal Base Camp, none of his bids shall be considered.
 9. All entries in the bid should be legible and filled in clearly typed or written in ink. Bids written with pencil would not be considered. Each paper of the bid shall be completed in all respects and duly signed and stamped by the bidder or his authorized representative. No overwriting or cutting is permitted. The bidder shall not make or cause any alteration, erasure or obliteration to the text of the bid. If any corrections have been made, it shall be neatly done and properly signed by the bidder, without which the bid shall not be accepted. Bids incomplete in any form or conditional bids will be rejected.
 10. The bid amount should be written both in figures as well as in words. In case of any inconsistency, the amount written in words will be considered.
 11. Incomplete bids, or bids not accompanied with required Tender Fee and Earnest Money Deposit or received by the Shrine Board after the prescribed deadline for submission of bids, shall not be considered.
 12. The bid shall remain valid and open for acceptance for a period of 120 days from the last date of receipt of bid.
 13. The Earnest Money Deposit shall be forfeited if the bidder withdraws his bid during the period of bid validity or if any information or document furnished by the bidder turns out to be misleading or untrue in any material facts.
 14. The purpose of this DNIT is to provide the bidder with information to assist the formulation of the proposal. This DNIT does not purport to contain all information which each bidder may require.
 15. The bidder should conduct its own investigations and analysis about the general/ physical condition of prefab structures (certain huts are tilted due to settlement of ground) available at Baltal, Camp site as these prefab structures are in use for many years and should check the accuracy,

reliability and completeness of the information in this DNIT and wherever necessary obtain independent advise from appropriate sources. SASB shall make no warranty and shall incur no liability under any law, statute, rules or regulations on this account.

16. The bidder is advised in its own interest, to visit the site of operation or obtain information about the site on its own before submitting the bid.
17. CEO, SASB may, in its absolute discretion, but without any obligation to do so, update, amend or supplement the information in this DNIT.
18. The bidder shall bear all costs associated with the preparation and submission of his bid and the SASB shall, under no circumstances, be responsible for such costs, regardless of the outcome of the further proceedings to select successful bidder.
19. It would be deemed that by submitting the bid, the bidder has made complete examination of the DNIT, received all information requested from SASB and made complete examination of the various aspects of the scope of work.
20. Canvassing in connection with bids in any form is strictly prohibited, and if resorted to, will render the bidder disqualified and the Earnest Money Deposit shall stand forfeited.
21. To facilitate evaluation of bid, CEO/ Additional CEO, SASB may, at its sole discretion, seek clarification from any bidder regarding the bid. The request for such clarification or substantiation and the response shall be in writing by facsimile or email or by any other means. No material change in the substance of the bid would be permitted by way of such clarification/ substantiation. CEO/ Additional CEO, SASB may also call the bidders for negotiating the royalty amount offered or any other Terms and Conditions of Agreement.
22. Any contact with the Press about any matter connected with the current bidding process may lead to disqualification of the bidder.
23. The CEO, SASB may, at his discretion, extend the deadline for submission of bids in which case all rights and obligations of the Shrine Board and bidder will be the same.
24. The eligible highest bidder, shall be issued a Letter of Intent (LoI) and asked to deposit the Royalty amount within 10 days from the date of issue of the LoI and to execute the Agreement with CEO, SASB, or his authorized representative, within 15 days from the date of issue of the LoI.
25. On receipt of the Royalty amount in full and execution of the Agreement within the stipulated period, the Letter of Award (LoA) shall be issued in favour of the successful bidder for Renting and Housekeeping Operations of Prefab Huts at Baltal Base Camp for Yatra 2017.

Signature of the bidder with seal)

26. The Earnest Money Deposit of the successful bidder shall be forfeited and Letter of Intent (LoI) issued in his favour may be withdrawn if he fails to;
 - (i) deposit the Royalty amount mentioned in the Letter of Intent within 10 days from the issue of the Letter of Intent and
 - (ii) sign the Agreement with CEO, SASB, or his authorized representative, within 15 days from the issue of the Letter of Intent.
27. The Earnest Money Deposit of the unsuccessful bidders shall be released after the issue of Letter of Award in favour of the successful bidder and the Earnest Money Deposit of the successful bidder shall be treated as Security Deposit.
28. The CEO, SASB is not bound to accept the highest or any bid and may, at any time, by notice in writing to the bidders, terminate the bidding process. Any enquiry after the submission of bid will not be entertained.

A. Terms and Conditions of Contract

1. The eligible highest bidder (hence forth called as agency) shall be issued a Letter of Intent (LoI) and asked to deposit the Royalty amount within 10 days from the date of issue of the Letter of Intent and to execute the Agreement with CEO, or his authorized representative, within 15 days from the date of issue of the Letter of Intent. The date of commencement of Yatra is from 29.06.2017.
2. The agency shall have to deposit the full Royalty amount within 10 days of the issue of Letter of Intent and execute the Agreement within 15 days of the issue of Letter of Intent, failing which, without any prior notice;
 - (i) his Security Deposit shall be forfeited,
 - (ii) the Letter of Intent issued in his favour shall be withdrawn and
 - (iii) the Letter of Intent shall be issued to another bidder or any other firm whom the CEO deems fit.
3. The General Manager (Works), SASB or his authorized representative shall hand over the **huts /rooms** to the agency / his representative, hut-by-hut, five days before the commencement of the Yatra against proper receipt the acknowledgement of which would be a token of satisfaction about actual physical status of huts as per DNIT. The agency or his authorized representative shall also sign the inventory of the items taken over from the GM (Works), SASB, or his authorized representative room by room while taking over the Prefab huts. In case of reduction in number of Huts/ Rooms for any reason whatsoever the agency will be given proportionate refund of Royalty and the agency shall not be entitled to any compensation/ damage from SASB whatsoever on this account.
4. Shri Amarnathji Shrine Board shall not be responsible for any loss of revenue to the agency in the event of suspension of Yatra – 2017 or part thereof due to unforeseen circumstances (natural or manmade) such as;

Signature of the bidder with seal)

- i. Inclement weather e.g. cloud burst, floods etc.
 - ii. Natural disaster,
 - iii. Law and order problem including local disputes or
 - iv. Less number of Yatris turning up for Yatra – 2017.
5. G.M. (Works), SASB shall take over the actual / physical possession of their rooms / huts in case agency fails to deliver / handover the same within 48 hours from the date of efflux of the Yatra. However, the validity of the Contract shall be from the date of signing the Agreement till the time SASB releases the Security Deposit. If the agency fails to turn up to handover the huts to G.M. (Works) within the above prescribed deadline, the agency shall be liable to compensate the Board to the tune of Rs 10,000/- per day, without prejudice to the rights of the Board.
 6. The allotment of rooms shall be done by the agency on first come first serve basis only.
 7. The agency shall at all times ensure cleanliness of the rooms, bedding, and the attached toilets. The agency shall be responsible for timely change and washing of linens, bed-covers, pillow-covers every day and the cost of the same shall be borne by the agency.
 8. The following items shall be provided by the agency in each of the rooms for use by the Yatris:
 - i) One Bed sheet for each bed
 - ii) One Pillow for each bed
 - iii) One Razai / Quilt for each bed
 - iv) One Cotton Mattress for each bed
 - v) 2 Jugs, 4 glasses for each room
 - vi) One Blanket for each bed
 - vii) One Bucket, One Mug, One Soap for each bathroom
 - viii) One Table and two Chairs for each room
 - ix) One dustbin for each room
 - x) Looking glass for each room
 9. The agency will be responsible for segregation of bio-degradable and non-biodegradable waste. All non bio-degradable generated shall be collected and brought by the agency to the nearest Base Camp and properly dumped at designated garbage collection site for further disposal.
 10. The agency shall under no circumstances, demand a tariff for the use of rooms, exceeding the rates prescribed as under and the tariff shall be properly displayed/ written with paint on the door of each hut:

#	Location	No. of rooms to be outsourced	Tariff per Hut per night
1.	Baltal Camp	60 Rooms with attached toilet & bath (4 bedded)	Rs 1200/- per room for a maximum of 24 hours. Additional Bed: Rs.300/- per bed

Signature of the bidder with seal)

11. Any voluntary reduction in tariff by the agency due to market considerations will not have any impact on the royalty amount paid to the Shrine Board and the agency would not be entitled to any proportionate refund or compensation from the Shrine Board on this account.
12. The huts will be provided to the registered Yatris only. The booking slips to be issued by the agency to the Yatris must indicate the Serial No. and Registration No. of the Yatra Permit. The agency shall also maintain full record of the Yatris in a proper register indicating the date, booking slip Serial No., name of the Yatris, Yatra Permit No., time of stay in hours, Hut No., amount charged room-wise, remarks, if any. The aforesaid record would be made available to the representatives of the Shrine Board, as and when demanded and handed over to Chief Accounts Officer, Shri Amarnathji Shrine Board after the conclusion of Yatra-2017. The authorized representative from the SASB may conduct surprise checks to ensure against any overcharging or any breach of the terms and conditions of the Agreement.
13. Advanced booking shall be permitted in respect of the rooms available at Base Camp Baltal and the remaining rooms, if, available, shall be available for spot booking. Advance booking must commence from the day SASB announces the schedule and duration of Yatra 2017 through print/electronic media. From the aforesaid day of announcement, the agency shall notify / advertise its office address (with telephone numbers and details of contact person of the Firm) through print media and the agency's website.
14. The agency shall provide at-least one attendant for every four rooms for fetching Hot Water and for providing other necessities like tea, at the rate to be fixed by Deputy Commissioner Ganderbal required by the occupants. The agency shall ensure good conduct of its attendants deputed at the huts.
15. i) The agency shall ensure installation of a suitable fire extinguisher at every room or a 50 liter Soda Acid fire extinguisher for a group of every 10 huts in Camp, failing which a penalty of Rs. 5,000 will be imposed for each such instance of violation, in addition to any other penalty provided for violation of Terms and Conditions of the Agreement.

ii) Fine upto Rs. 2,500 per instance shall be imposed in case the agency does not provide items as per scale prescribed under these 'Terms and Conditions'. This fine shall be in addition to any other penalty prescribed under these 'Terms and Conditions'.
16. The agency shall arrange to provide the drinking water from the water purifiers installed by Shri Amarnathji Shrine Board, at no cost to the Yatris, staying in the rooms.

17. The agency shall make the standby temporary lighting arrangements viz., petromax, emergency lights etc, for the convenience of the Yatris. The Shrine Board shall not be responsible for making arrangements for alternate power supply in case of a power failure or low voltage conditions in the Camps. The agency shall provide CFLs in each room of the huts, at its own cost. The cost of electricity consumed in the huts shall be paid by the Firm within 45 days of the conclusion of the Yatra and obtain NoC from PDD and submit it to FA/ CAO, SASB failing which an amount of Rs. 60,000 shall be deducted of Baltal Base Camp, from the Security Deposit of the agency.
18. The agency shall at all times ensure cleanliness and hygienic conditions in and around the huts.
19. During the course of Agreement, if any of the agency's personnel is found to be indulging in any malpractice or conduct inimical to the interest of the Yatra / Shrine Board, breach of Terms & Conditions of Agreement including any corrupt practice, CEO, SASB shall have the option of terminating the Agreement and make such alternate arrangements as same may deemed just in proper for smooth running of Shri Amarnathji Yatra. In the event of CEO, SASB terminating the Agreement, the agency shall not be entitled to any refund of royalty or payment of compensation, and its Security Deposit shall stand forfeited.
20. In the event of any loss being caused to the Shrine Board as a result of any lapse on the part of the agency or personnel engaged by him, duly established after an enquiry conducted by the CEO, SASB or his authorized representative, the said loss will be recovered from the agency up to twice the value of the loss. In such matters, the decision of CEO, SASB shall be final and binding on the agency.
21. The CEO, SASB shall be at liberty to suspend the arrangement due to any *Force Majeure* conditions such as Government regulations, wars, Court Orders, accidents creating disturbed conditions, terrorist activity, strikes/ riots, civil commotion etc.
22. The Shrine Board (SASB) shall not be liable for any consequence arising out of any accident, incident, mishap, court order, stoppage of work due to local dispute or any event relating to the Renting and Housekeeping Operations of the agency, who shall be solely and exclusively liable for any injury, damage or liability of any kind arising out of their operations.
23. The Security Deposit will be released after the culmination of Yatra 2017 to the agency, after deducting outstanding amount if any, recoverable from the security amount. The Security Deposit will be subject to forfeiture in case of violation of any of the Terms and Conditions of the Agreement besides imposition of fine upto Rs. 10,000 and such further action as CEO/ Additional CEO, SASB may consider necessary under the given circumstances.

24. The CEO/ Additional CEO, SASB shall be at liberty to cancel the Contract by giving three days notice, in case of violation of any condition of the Contract. However validity of this Contract shall be from day of signing of the Agreement till the time SASB releases the Security Deposit of the Agency. CEO, SASB shall be at liberty to extend the Contract period by another year if necessary, which will be an absolute and unconditional discretion of the CEO, SASB.
25. All disputes and differences arising out of and relating to the Agreement, including interpretation of its Terms and Conditions and expression employed thereto during the currency of the Contract period shall be resolved through joint discussions between CEO, SASB, or his representative and the Contractor. However, in the event of disputes not being resolved by joint discussions, the matter will be referred to a sole Arbitrator only to be nominated by the Chairman, SASB (Hon'ble Governor, J&K), whose decision shall be final and binding on all the parties. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceedings and currency of Agreement, the agency shall not be entitled to suspend the service to which the dispute relates until CEO, SASB otherwise decides. The arbitration proceedings will be held at Srinagar/ Jammu only. The arbitration proceedings shall be governed by the provisions of the J&K Conciliation and Arbitration Act, 1997, as amended from time to time. The decision/ award of the arbitrator shall be binding upon both the parties.
26. The Courts in Jammu and Kashmir will have the exclusive jurisdiction to try all disputes, if any, arising out of this Agreement between the parties

B. **SCHEDULE- A**

**FORMAT FOR BACKGROUND OF THE TOUR AND TRAVEL OPERATOR OR
HOTEL RESTAURANT OWNER**
(Shri Amarnathji Yatra - 2017)

The Bidder is advised to give necessary information required against all the fields.

1. Name of the owner of the agency and Registration No.:
(Proof of ownership/ Registration Certificate)
2. Name, address and phone no/ mobile no for Correspondence:
(All the correspondence like Letter of Award etc shall be sent to this address by registered post)
3. Is your agency holding :
approval from any Regulatory Authority
(please attach copy)
4. ISO 9001-2000 certification OR any :
other accredited certification duly supported
with documentary proof.
5. Annual turnover relating to housekeeping operations for the last three
years as per latest audited balance sheet, a copy
whereof to be enclosed.
6. Details of Security Deposit:
(Baltal Camp Rs. 1.60 lakh)
7. Details of payment of cost of DNIT
8. Number and types of items offered :

Bed sheet
Pillow
Razai / Quilt
Cotton Mattres
Jugs, glasses
Blankets
Bucket, Mug
9. Date of expiry of Approval from :
any Regulatory Authority
10. Total staff strength :
(i) Supervisors

Signature of the bidder with seal)

- (ii) Helpers
- (iii) Cleaners etc.

- 11. Past experience (last 5 years) with details of existing operations :
- 12. List of safety/ fire extinguisher equipments etc. to be provided :
- 13. List of existing clientele :
- 14. Whether Terms & Conditions as per “General Terms and Conditions for Renting and Housekeeping of SASB Prefab Huts” are fully acceptable. :
- 15. Will total work be handled by Bidder, If not, give details of work to be out sourced
- 16. Confirmation that Bidder is willing to abide by the terms laid down in the DNIT.

Signature _____
Name _____
Designation _____
Date _____
(Authorized Signatory)

B. SCHEDULE-B

BID FORMAT

Yatra 2017

The Bidders are required to invariably quote Royalty amount on lump-sum basis for Baltal Camp he is interested in bidding, both in figures and in words failing which their Bid is liable to be rejected

Tender Document Sr. No. _____

Sector (fill whichever is applicable)	Royalty (in figures)	Royalty (in words)
1. Baltal Base Camp		

We also accept all conditions / provisions mentioned in the Detailed Notice Inviting Tender without any reservations.

In case we are issued Letter of Intent (LoI) to execute the work, we agree to pay the Royalty mentioned in the Letter of Intent within 10 days from the date of the issue of LoI and shall also execute Agreement with CEO, SASB or his authorized representative with 15 days of the issue of Letter of Intent.

We also accept that we may be handed over fewer huts (including no huts at all/ at any/all the location) than those indicated in the DNIT and this handing over of huts may happen just prior to the commencement of Yatra 2017.

Signature _____

Name _____

Designation _____

Date _____

(Authorized Signatory)

Signature of the bidder with seal)