



**HIMACHAL PRADESH FOREST DEPARTMENT
(Dharamshala Forest Circle Eco-Tourism Society)**

OFFICE OF DIVISIONAL FOREST OFFICER,

DHARAMSHALA FOREST DIVISION, DHARAMSHALA, HP-176215

Phone: 01892-, E-mail: head-fordivdha-hp@hp.gov.in, dfodha@gmail.com

Notice inviting for retender for offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

Tender ID: Souvenir Shop & Toilet at Gallu/3/2025

The Divisional Forest Officer, Dharamshala on behalf of Dharamshala Forest Circle Eco Tourism Society (DFCES) invites offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis initially for two years extendable by one year on mutual consent of both the parties (i.e. Tendering Authority & Operator) based on the performance indicators of the operator.

The detailed terms and conditions of the tender are available on the departmental website i.e. www.hpforest.gov.in & www.himachalecotourism.in. The tender form issued from the o/o DFO Dharamshala shall only be entertained for consideration of responsive bid. The interested bidders are therefore requested to contact the o/o DFO Dharamshala in this regard.

The key dates are as under:

- Tender Document Availability schedule: From 26.09.25 at o/o DFO, Dharamshala during office hours with tender cost INR 500/- in prescribed form up to 04.10.2025 at 12:00 PM
- Site Visit schedule: any working day (Mandatory for all bidders)
- Pre-bid meeting schedule: 01.10.25 at 11:00 AM at the o/o DFO Dharamshala
- Last Date for Bid Submission: 04.10.25 at 2:00 PM at the o/o DFO Dharamshala
- Bid Opening schedule: 04.10.2025 at 2:30 PM in the presence of evaluation Committee and interested bidders at o/o DFO Dharamshala

Note: Who have applied earlier also vide tender floated on dated 15.09.25 and qualified for technical bid shall submit their financial bid only. The documents required for technical qualification shall be submitted again if taken back by the bidder wrt the tender floated on 15.09.25.

Endst No. 3533-41... dated... 26/09/2025
Copy to:

- IT Cell, o/o PCCF (HoFF) for hosting the tender document on departmental website
- CEO, HPECOSOC for hosting the tender document on HP ECOSOC website
- Copy to CF, Dharamshala (T)

Dharamshala Forest Division, HP

Divisional Forest Officer
Forest Division
Dharamshala

- Copy to all the RFOs of Dharamshala Forest Division
- Notice Board for wide publicity

Issued to:

Dated:

Issued by

Tender ID: Souvenir Shop & Toilet at Gallu/3/2025



HIMACHAL PRADESH FOREST DEPARTMENT

(Dharamshala Forest Circle Eco-Tourism Society)

OFFICE OF DIVISIONAL FOREST OFFICER,

DHARAMSHALA FOREST DIVISION, DHARAMSHALA, HP-176215

Phone: 01892-224887, E-mail: head-fordivdha-hp@hp.gov.in, dfodha@gmail.com

Notice inviting retender for offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintenance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

The Himachal Pradesh Forest Department (HPFD) has set-up Himachal Pradesh Eco Tourism Society (HP ECOSOC) as a special purpose vehicle vide registration no. 422 dated 30.06.2006 under the Societies Registration Act, 1860 with the prime objective of promotion of the Ecotourism principles as set out in the Eco-Tourism Policy for the State of Himachal Pradesh and with the intent to motivate the common citizenry about environmental conservation and sustainable use of environmental resources.

The Authority/ HPECOSOC is desirous of developing various potential sites for ecotourism in the State of Himachal Pradesh by allowing management agencies to set-up and carry out ecotourism activities in earmarked areas and sites, in accordance with the applicable legal and regulatory framework for Ecotourism including the H.P. Eco-Tourism Policy 2024 (hereinafter the "H.P. Eco-Tourism Policy").

The Dharamshala Forest Circle Eco tourism Society (DFCES) under the aegis of HP ECOSOC has established space for Souvenir Shop & Toilet block (men & Women) at Gallu at the starting point of Trek to Eco Tourism site Triund for undertaking ecotourism activities having high potential for attracting eco-tourists and visitors.

- 1. Invitation for Bid:** The Divisional Forest Officer, Dharamshala on behalf of Dharamshala Forest Circle Eco Tourism Society (DFCES) invites offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintenance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis per year (bid to be quoted per year not below the reserve price i.e. INR 60000/- annually) initially for two years extendable by one year on mutual consent of both the parties based on the performance indicators of the operator. *There shall be enhancement of the bid price at the rate of 3 % annually to be recovered from the successful bidder,*

therefore the bidders are advised to quote the bid price per year accordingly keeping in view the scope of work.

2. **Brief particular of the Site:** Space for Souvenir Shop and Toilet block (men & women) at Gallu at Starting point of Eco Tourism site Triund (The asset consists of one room having covered area 20 sq m for souvenir shop and Toilet block for men & women)
3. **Scope of work:**

The scope includes running of Souvenir Shop by the successful bidder at his own by creating opportunities to showcase the souvenirs including local, cultural, or themed memorabilia, crafts, antiques, collectibles, or limited-edition items unique to Himachal Pradesh thereby enhancing the overall experience of Eco Tourists visiting the Eco Tourism site Triund.

The Toilet block (men & women) available shall be operated by the successful bidder for the **access** of the visitors at fixed pay & use charges i.e. INR 10/- per person throughout the year. The successful bidder shall ensure the hygiene, cleaning, monitoring and customer service at his own.

4. **Bidder Eligibility Criteria:**

The following is the eligibility criteria for bidders:

The bidder includes any person resident of HP or any registered stakeholder group including NGO/Association/society/Community based organizations such as Joint Forest Management Committee/ Village Forest management Society/ Mahila Mandal/ Yuvak Mandal, etc. preferably having knowledge of local dialect, culture, customs, etc. The bidder shall be competent to handle visitors keeping in view the potential and scope thereby fulfilling the needs of ecological awareness as mentioned in HP Ecotourism Policy, 2024.

5. **Site Inspection (Mandatory)**

- All intending bidders must visit the site to check the scope and potential at their own expense to understand the scope of work and investment requirements

6. **Tender Form Fee**

- Amount: Rs. 500/- (Non-refundable)
- Payment Mode: In the form of DD/Cheque issued by any commercial bank in favour of DFO Dharamshala (*those who have already deposited tender form fee wrt tender floated on dated 15.09.25 need not to pay again*)

7. Key Dates

- Tender Document Availability schedule: From 26.09.25 at o/o DFO, Dharamshala during office hours with tender cost INR 500/- in prescribed form up to 04.10.2025 at 12:00 PM
- Site Visit schedule: any working day (Mandatory for all bidders)
- Pre-bid meeting schedule: 01.10.25 at 11:00 AM at the o/o DFO Dharamshala
- Last Date for Bid Submission: 04.10.25 at 2:00 PM at the o/o DFO Dharamshala
- Bid Opening schedule: 04.10.2025 at 2:30 PM in the presence of evaluation Committee and interested bidders at o/o DFO Dharamshala

8. Bid Security

- Amount: INR 5000/- (refundable for failed bidders and shall be adjusted for the successful bidder)
- Form: Bid Security in the form of DD/cheque/FDR from any commercial bank for INR 5000/- in favour of DFO, Dharamshala Forest Division, HP (*those who have already deposited bid security wrt tender floated on dated 15.09.25 need not to pay again*)
- Submission: Must be deposited in original during the time of submission of bid along with other documents as required for the purpose of technical qualification
- Bid Validity: 120 days after bid opening date

9. Bidding process

It shall be one stage two step (technical and financial) bidding process. The bid letter (as per the format annexure A) shall be used by the bidder to present his bid for the said purpose.

Technical bid: The interested bidder shall submit the technical bid (as per format annexure B) along with the following documents signed by his/her capacity in the sealed envelope in reference to his/her technical bid:

- GST Registration Certificate (If turnover is more than 20 lakhs)
- PAN Card in case of individual
- Aadhaar Card in case of individual
- Registration certificate with competent authority in case of societies/committees/CBOs/Association
- The identity of office bearers in case of Joint Forest Management Committee/ Village Forest management Society/ Mahila Mandal/ Yuvak Mandal or any other community-based organisation or Hotel Association
- Bid Security in the form of DD/cheque/FDR from any commercial bank for Rs 5000/- in favour of DFO, Dharamshala Forest Division, HP
- Copy of the bank account in the name of bidder
- An affidavit by the Bidder with no history of contract termination

The envelope shall mention the clear identity of the bidder and shall mention following title at the front side:

Technical bid wrt tender for Souvenir Shop & operation & maintainance of Toilet block at Gallu

Note: Those who have applied earlier also with all the documents complete in reference to the tender floated vide dated 15.09.25 need not to submit the technical qualification documents.

Financial Bid: The financial bid (bid to be quoted per year not below the reserve price i.e. INR 60000/- annually) shall be submitted on the proforma (as per the format annexure C). There shall be enhancement of the bid price at the rate of 3 % annually to be recovered from the successful bidder, therefore the bidders are advised to quote the bid price per year accordingly keeping in view the scope of work. The financial quote shall be signed by the bidder and shall be sealed in a separate envelope. It shall contain the identity of the bidder and shall contain the following title:

Financial bid wrt tender for Souvenir Shop & operation & maintainance of Toilet block at Gallu

Both the sealed envelopes along with the bid letter (Format A) shall be put together in a larger envelope and sealed and submitted to the under mentioned before the bid submission date and time on the following address:

Divisional Forest Officer, Dharamshala Forest Division,
Near District Courts, HP, 176215

The following shall be mentioned along with the identity of the bidder on the front side of larger envelope:

Bid wrt tender for Souvenir Shop & operation & maintainance of Toilet block at Gallu

Do not open before date time

Note: Those who have submitted the complete documents wrt the tender floated earlier also with complete documents shall apply for financial bids only again on the prescribed proforma.

Bids shall be determined to be substantially responsive which are properly signed & Conform to the terms and conditions.

10. Bid Submission

- One bid per bidder shall be allowed & shall not contact other competing bidders
- The bids can be submitted to the tendering authority through registered post as well as hand delivery to designated office during working hours only

- Late submissions shall be rejected and returned unopened
- Bids without relevant documents shall be summarily rejected

11. Bid Opening and Evaluation Process

Two-Stage Process

Stage 1: Technical Evaluation

- Technical bids shall be opened first in public on designated date, time & venue
- Evaluation by committee for eligibility and compliance
- Only technically qualified bidders shall be allowed to participate for financial evaluation

Stage 2: Financial Evaluation

- Financial bids of only technically qualified bidders shall be opened
- Public opening in presence of qualified bidders
- Highest price quoting bidder (above reserve price) among technically qualified shall be selected

12. Arithmetic Error Correction

- Discrepancy between figures and words: Amount in words will govern
- Other errors corrected as per standard government procedures
- Bidders must accept corrections or face rejection

13. Tie-Breaking Process

- If case of tie, selection by draw of lots shall be done and shall be binding on the bidders
- Decision of the evaluation committee shall be final

14. Award of Contract

- Contract shall be awarded to successful evaluated bidder (herein after called as Operator)
- The Operator shall have to submit the names & identity of his team (preferably belonging to the local communities) to be deployed at the Souvenir Shop & Toilet block at Gallu before award. Any change in the persons deployed on his behalf shall be brought into the notice of the tendering authority or the forest guard in-charge immediately
- Award shall be subject to approval by the Chairman cum CF, Dharamshala Forest Circle Eco-Tourism Society
- Operator shall be notified within bid validity period

15. Authority Rights

The tendering authority reserves the right to withdraw any property from auction, right to reject any bid without giving reasons, right to cancel entire tender process if required & right to modify terms and conditions.

16. Performance security:

Before award of the contract, the Operator shall deposit INR 10,000/- as performance security in the form of DD/Cheque/FDR in favour of the following:

Divisional Forest Officer,
Dharamshala Forest Division, HP

The Bid security shall be adjusted in performance security appropriately in case of successful bidder/Operator.

17. Payment Schedule

The Operator/successful bidder shall deposit the bid amount in equal installments each year in favour of Dharamshala Forest Circle Eco-Tourism Society in the designated bank account No 501 0069660 3452 IFSC HDFC0000605 as per the following:

1 st Instalment	2 nd Instalment	3 rd Instalment	4 rd Instalment
On 5 th of 1st month from the date of the award	On 5 th of 4th month from the date of the award	On 5 th of 7 th month from the date of the award	On 5 th of 10 th monthfrom the date of the award

18. Consequences of Default: In case the instalment amount is not received on due date, late fee charges at the rate of 10 % per month shall be charged & the possession of the asset may be taken over along with forfeiture of performance security and the Operator shall be blacklisted and not allowed to participate in the bidding process in HPFD for next three years.

19. Financial Obligations and Utilities

All rates, taxes, charges, fees, assessments, municipal or other levies of whatsoever nature levied upon the property by Local Authority/State Government from time to time shall be payable by the tendering authority except the electricity & water charges at the asset which shall be the responsibility of the operator.

20. Health, Safety & Indemnity Compliance

- The Operator shall be solely responsible for running of the Souvenir Shop & Toilet block as per applicable laws of state government and provide best visitor experience
- DFCES keeps itself indemnified from all legal obligations arising due to any act of the operator
- The successful bidder is bound to comply with all laws, rules and regulations including Food Safety and Standards Act 2006 and Consumer Protection Act 1986
- The successful bidder shall keep DFCES indemnified from any legal liability arising during operation

21. Prohibited Items

The Operator shall not sell any items that have negative influence on human health at the Souvenir Shop including:

- Alcohol
- Cigarettes and beedis
- Pan masala and gutka
- All other such harmful items in case of violation, the tender inviting authority reserves right to terminate the agreement after forfeiting performance security and given instalments.

22. Environmental Regulations

- It shall be the sole responsibility of the successful bidder to ensure that solid and liquid waste generated at the Souvenir Shop are carefully disposed of without damage to surrounding area. The operator shall operate in coordination with the NGOs acting in the area such as Waste Warriors, Dhauladhar Cleaners, etc.
- As an eco-friendly measure, the operator shall not use single-use plastic items and may use reusable cutlery for serving visitors for packed food items
- In case the successful bidder is unable to comply with these regulations, penalty of Rs. 1000/- per case shall be levied

23. Staffing and Worker Requirements

Employment Responsibilities

- The Operator shall be solely responsible for engaging workers to run the Souvenir Shop & Toilet block and no administrative and financial liability shall lie with the tendering authority of DFCES.
- Responsibility of providing minimum wage as per law shall exist with the Operator
- Workers must be provided with necessary equipment to maintain adequate hygiene and sanitation by the Operator itself

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24. Uniform and Appearance Standards

- Workers employed by the Operator shall mandatorily be in uniform provided by the Operator while operating the Eco Park Banoi
- The uniform shall be finalized with the concurrence of tendering authority
- The bidding party shall be solely responsible for engaging skilled workers and providing them necessary attire, serving gear and sanitation items

25. Asset Management and Property Responsibilities

Property Utilization and Maintenance

- Cleanliness of the Souvenir Shop & Toilet block and surrounding premises shall be ensured by the Operator
- Maintenance wrt repairs of the property shall be carried out by the DFCES, if any from time to time on verification and after regular inspections by the staff of DFCES. However, the damages on account of negligence on the part of Operator shall be recovered from him.
- It shall be the responsibility of Operator to ensure that all properties of HP Forest Department utilized during tendered period are returned in same manner post expiry or termination.

26. Handing Over-Taking Over Process

- On award of contract, Handing Over-Taking Over List shall be prepared by Operator and concerned Forest Guard/Block officer
- The articles taken over shall remain as property of DFCES/tendering authority, though during contract period the operator shall use the same
- In case of any damage, the same shall be recovered from the operator

27. Asset Protection and Recovery

- In case any harm, theft or loss is caused to property as a result of operations, the tendering authority reserves right to recover the loss/damage caused
- Stock of the Souvenir Shop & Toilet block shall be verified on 5th of every month by concerned forest guard/deputy ranger
- Stock can be checked at any time along with stock register which should be maintained and updated by operator

28. Record Keeping and Documentation Requirements

Visitor Registration

- Operator shall duly maintain record of visitors visiting the Souvenir Shop
- There shall be a feedback register for taking feedback from visitors/guests to & fro the Triund Trek

29. Payment and Transaction Records

- Operator shall ensure QR code-based payment services for visitors availing various services
- All financial transactions to be properly documented and recorded
- Regular reporting to forest department shall be ensured

30. Inspection and Compliance

- Regular inspections by forest department officials shall be conducted and the Operator shall have to cooperate
- Compliance with all operational standards and service quality requirements shall be met by the Operator
- Immediate rectification of deficiencies as identified during inspections shall be done by the Operator

31. Performance Indicators for extension of contract:

- Timely submission of Instalments
- Public Recognition
- Visitors feedback
- Compliance to applicable forest laws such as IFA 1927, FCA 1980, HP Eco tourism Policy 2024, etc
- No default, etc

32. Dispute resolution

The Divisional Forest Officer (DFO), Dharamshala Forest Division serves as the primary authority for resolution of operational disputes and day-to-day issues arising during contract execution. If the dispute still remains unresolved, the same shall be escalated to the Chairman ECOSOC cum Conservator of Forests, Dharamshala Forest Circle (T), HP.

In case, the dispute is still unresolved, the Operator shall be allowed to take the matter to the court of law at jurisdiction of courts at Dharamshala only.


 Divisional Forest Officer,
 Dharamshala Forest Division, HP
 Dharamshala

Issued to

Dated

Issued by

Tender ID: Souvenir Shop & Toilet at Gallu/3/2025

**HP Forest Department
Dharamshala Forest Circle Eco-Tourism Society
Dharamshala Forest Division**

Letter of Bid

Title: Notice inviting retender for offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

I/We have studied and understood the tender conditions and have also seen the location of the workplace. I/We agree to execute the tender item/services at the rates quoted in the Financial Bid (offered with this letter), against the above item(s) at the destination as per conditions of the tender notice and other related specifications prescribed in the tender

I/We have read and examined the tender, schedule of quantities applicable, general rules & directions, conditions of the tender, clauses of tender, special conditions, schedule of rates & other documents and rules referred to in the conditions of tender

I/We further state on oath that I/we have not been blacklisted, debarred or banned by any government department/body/organization and no criminal case or insolvency proceedings are pending against me/us. There is no history of contract termination due to poor service quality or non-compliance.

I/We hereby tender for the execution of the services specified in the tender notice for the time specified therein, at the rates specified in figures and words in the financial bid and in due accordance with the terms and conditions stipulated in the tender document

I/We agree to keep the tender open for 120 days (Bid Validity period) from the due date of opening and not make any modifications in terms & conditions.

I/We hereby declare that I/We shall treat the tender documents, the technical and financial bid as secret confidential documents and shall not communicate the information derived therefrom to any persons other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner in prejudice to the safety of the same.

The technical bid and item rates (financial bid) offered by me are attached herewith with this letter, sealed in separate envelopes.

Person(s)/Party (ies) Signature with full address:

Dated:

Notice inviting tender to invite offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

Annexure B: Technical Bid

Issued to:
 Issued by:

Dated:

**HP Forest Department
 Dharamshala Forest Circle Eco-Tourism Society
 Dharamshala Forest Division**

Tender ID: Souvenir Shop & Toilet at Gallu/3/2025

Title: Notice inviting retender for offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

Details of Documents Submitted (along with attested copies):

- GST Registration Certificate (If turnover is more than 20 lakhs)
- PAN Card in case of individual
- Aadhaar Card in case of individual
- Registration certificate with competent authority in case of societies/committees/CBOs/Association
- The identity of office bearers in case of Joint Forest Management Committee/ Village Forest management Society/ Mahila Mandal/ Yuvak Mandal or any other community-based organisation or Hotel Association
- Tender form fee on prescribed format
- Bid Security in the form of DD/cheque/FDR from any commercial bank for Rs 5000/- in favour of DFO, Dharamshala Forest Division, HP
- Copy of the bank account in the name of bidder
- An affidavit by the Bidder with no history of contract termination

Declaration:

I/We agree to execute the scope of works in accordance with the terms and conditions laid down in the contract agreement attached with the tender document.

Person(s)/Party (ies) Signature:

Name:

Company/ Firm Name:

Date:

Annexure C: Financial Bid Format

Issued to:

Dated:

Issued by

**HP Forest Department
Dharamshala Forest Circle Eco-Tourism Society
Dharamshala Forest Division**

Tender ID: Souvenir Shop & Toilet at Gallu/3/2025

Title: Notice inviting retender for offline bids to hire the Operator for managing and operating the space for Souvenir Shop & operation & maintainance of Toilet block at Gallu (base point of Triund Trek) on Lump Sum contract basis

Title of the site	Reserve Price	Bid Price to be quoted (in figures) per year	Bid Price to be quoted (in words) per year
Space for Souvenir Shop & operation & maintainance of Toilet block at Gallu	INR 60000/- per year	INR.....	INR.....

Note: There shall be enhancement of the bid price at the rate of 3 % annually to be recovered from the successful bidder; therefore, the bidders are advised to quote the bid price per year accordingly keeping in view the scope of work.

I/We agree to provide the services in accordance with terms and conditions specified in the tender document.

Signature:

Name:

Address:

Contact Number:

Email:

Date: