



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

No. CO/Pur/Electronic/310-VIII/3006

Dated: 19.12.2025

Request for Inviting Quotations (RFIQ)

For and on behalf of Shri Mata Vaishno Devi Shrine Board; through Chief Executive Officer (herein after referred as SMVDSB), offers are hereby invited from reputed firms for entering into contract for providing Annual Maintenance Services in respect of 551 No. CCTVs installed at different establishments / locations of SMVDSB viz. Jammu, Katra enroute Bhawan, Tarakote Marg and Bharion Ji.

Prospective bidders are as such requested to kindly quote the rate for the same giving full details including special discount for this organization.

Terms and Conditions:

1. Documents to be submitted:
 - a. GST Certificate.
 - b. EMD in original.
 - c. Data Sheets in respect of Camera, NVR, DVR and Switches along with the offer. Failure to submit the same may lead to rejection of the bid at any stage, even after bid opening.
 - d. Copy of the RFIQ document **duly signed and stamped** accepting all the terms and conditions.
2. This is just a RFIQ and not Purchase Order.
3. The participating firms are advised to quote NET rate including all taxes, Repair / Replacement of all related accessories including but not limited to CCTV Camera, NVR, CAT6 Cable, HDD, Network Switches at respective SITE. (Rates excluding GST and Ex-Shop shall not be considered even after opening of the bid).
4. The selection of vendor will be finalized on L-1 bid basis.
5. The successful firm is responsible for replacing the cameras as well as related accessories with genuine / original quality material only. Any deviation from the same leads to the rejection of the supplied material alongwith forfeiting of EMD, if any, and debarring from any further dealing with SMVDSB for a period of three years.
6. Any old parts or sub-assemblies that are replaced with new ones shall become the property of the Shrine Board. These replaced parts shall be handed over or deposited with the concerned wing for proper disposal or further use.
7. The supplier shall have to mention either the GST No. 01AAETS9822J1ZC of (Shri Mata Vaishno Devi Shrine Board) **or** GST No. 01ABIAS9784P1ZK (Shri Mata Vaishno Devi Charitable Society, Katra) as the case may be while raising their bill of supplies.
8. While filing GSTR-I, the supplier shall classify the supply / service made to SMVDSB under Business to Business (B to B) Sales.
9. The firm shall have to mention the HSN Code while raising the bills.
10. The supplier shall file GSTR-I and 3B within due dates prescribed under the CGST/SGST Act 2017 so as to enable SMVDSB to claim timely input credit. In case of default, interest @2% per month of the tax amount shall be charged and recovered from the defaulting supplier.
11. The supplier who opted for QRMP scheme must opt for Invoice Furnishing Facility (IFF) to file their details of outward supplied in first two months of the quarter to pass on the credit to the Shrine Board.
12. The Annual Maintenance Contract for the CCTV shall commence from the date of issuance of the order.

13. The **Annual Maintenance for all CCTVs is for a period of 01 year** and shall conclude on the same date, irrespective of the individual start dates of the maintenance periods.
14. The firm shall be liable for any loss caused to the equipment due to bad workmanship of the Service Engineer / Technician deputed by the company.
15. On-site maintenance charges, must be quoted on a monthly basis, in the Commercial Offer.
16. The **cost of all consumables and spare parts** shall be paid as per approved rates of the firm which shall remain in force during the entire contract period.
17. **Scope of Work:**
 - a. The successful firm shall undertake the **repair and maintenance of all 551 Cameras and other allied accessories** using **parts of OEM approved makes/brands** only, as listed in **Annexure – A**.
 - b. The firm shall ensure the **availability of sufficient stock of spares, accessories and consumables** required for the immediate repair, maintenance or replacement of components.
 - c. The firm must undertake inspection of all the CCTVs 3 times in a quarter with at-least gap of 28 days in each visit to ensure that all **preventive maintenance activities** are carried out diligently and in a timely manner in addition to the emergency fault repair calls. The fault repair calls will not be treated as quarterly visits and such visits will be free of cost during AMC.
 - d. The firm shall **promptly attend to and rectify** any fault within 48 hours of being reported. Failure to do so may attract penalties as per the terms and conditions of the contract.
 - e. The successful firm shall ensure to deploy only technical person(s) for maintenance.
 - f. The successful firm shall ensure that all defective components are first attempted to be repaired under the scope of AMC charges. In the event that the hardware cannot be repaired, the firm shall inform the IT Wing before the replacement.
 - g. All defunct components shall be replaced with components of the same or higher specifications and of the same type from the approved brands only.
 - h. The successful firm shall ensure the replacement of faulty component within a period of 03 days failing which same shall be replaced by the SMVDSB at its own and the cost of the deducted from the AMC charges of the firm.
 - i. All damaged cameras (beyond repair) shall be replaced with same type of cameras i.e. dome/bullet/PTZ.
 - j. Any faulty HDD in the NVR/DVR shall be replaced with a new HDD of the same capacity and specifications
 - k. Any faulty Network Switch shall be replaced with a Gigabit Network Switch having the same number of ports, with all ports supporting 10/100/1000 Mbps data transfer speeds.
 - l. All damaged cables (OFC/CAT 6) shall be replaced with new ones and properly laid through suitable PVC/HDPE conduits in accordance with site requirements and standard engineering practices.
 - m. Any replaced component shall carry a warranty period of one (01) year, during which, in the event of any fault or failure by any means, it shall be replaced by the firm at no additional cost to the Board.
 - n. The live feed from all IP-based CCTV cameras on the track shall be made accessible at the Integrated Control and Command Centre (ICCC) located at SGC, as well as at the Sub-Control Rooms, through Gigabit Port Switches, by configuring the IP addresses of each CCTV camera as provided by the IT Wing, CO.
 - o. During AMC period, the vendor should provide support for various issues relating to Hardware and Software, if required, taking backup before formatting the DVR/NVR, configuring Cameras etc. without any additional cost.

- p. During AMC visit the representative should give a technical report of system, which clearly reveals the present status/condition of the system.
- q. The successful firm shall maintain a log book. The log book shall record all maintenance activities performed during the contract period including the date & time of reported incident, nature of complaint, action taken and time of repair / restoration. Each entry shall be countersigned by Manager (IT) / Unit Incharge.

18. Selection Process:

- a. The L-1 (Lowest Quoted) firm shall be determined based on the cumulative evaluation of the Monthly Service Charges and the Unit Cost of all equipment quoted by each bidder. This cumulative assessment will be used to determine the overall reasonableness and competitiveness of the bid.
- b. The Annual Maintenance Contract (AMC) shall be awarded to the L-1 firm identified through the above evaluation criteria. The equipment rates quoted by the selected L-1 bidder shall be fixed (“frozen”) and will be used for any equipment replacements required during the AMC period.

19. Brand / Make should be as per following:

S. No.	Description of Items	Brand / Make / Specifications
1	NVR /DVR	CP Plus / Godrej / Nuuo / D-Link
2	Hard Disk Drive	Seagate / WD / Toshiba
3	Gigabit POE Switch	D-Link/Cisco
4	Networking Rack with PDU	D-Link/ ValRack/ Comrac
5	Cat 6 Cable	Honeywell / D-Link / Molex
6	Cat 6 Cable (Armoured)	
7	Mouse	HP / Logitech / Dell
8	RJ 45 connector	D-Link / Honeywell
9	HDMI Cable	Honeywell / Lapcare
10	Extension Board	Standard / Heavy duty
11	PVC Box	
12	PVC Rack	

20. The participating firms are required to quote the rates strictly as per the specifications and Brand/Make mentioned in the RFIQ. No deviation or change in the specified Brand/Make shall be entertained after the issuance of the Work Order. However, the Shrine Board reserves the right to consider and approve any other equivalent Brand/Make at its discretion.

21. The participating firms are required to clearly mention the Brand/Make of the items quoted in Annexure–A. Incomplete information or failure to specify the Brand/Make against any item may lead to the rejection of the bid at any stage, even after bid opening.

22. Queries may be addressed to:

e-Mail: purchase_sec@maavaishnodevi.net and admin@maavaishnodevi.net,

23. Earnest Security Deposit (EMD):

- a. The participating firm shall have to furnish the EMD in the shape of CDR/FDR amounting to Rs. 20,000/- (Rupees Twenty Thousand only) pledged to FA/CAO, SMVDSB payable at Katra along with the offer. The participating firms may also deposit the EMD amount through NEFT/RTGS in the official A/c of Shri Mata Vaishno Devi Shrine Board, Bank Name: The J&K Bank, Account No. Account No. 0235040500001804, IFSC – JAKA0KATTRA (“0” Zero).
- b. EMD in the shape of Demand Draft shall not be accepted. Also, no exemption for non submission of EMD is allowed.
- c. It shall be noted that if any bidder did not enclose EMD (in original) of stipulated amount or furnish CDR/FDR of an amount less than the stipulated amount as mentioned, the bid/offer submitted by the firm shall be rejected outrightly and the rates of the said firm shall not be considered even after opening.

- d. The EMD of the successful bidder shall be retained as Security Deposit which shall be released after the expiry of contract period subject to receipt of satisfactory performance report from the concerned Unit Heads and IT Section. The EMD of the un-successful bidder shall be released within a period of 15 days after the allotment of contract.

24. Penalty:

In case of your failure in services within the stipulated period, penalties for the delay shall be imposed as per following:

- a) upto 07 days @ 1% of the contract value
- b) from 8th day upto 15th day @ 2% of the contract value
- c) from 16th day upto 30th day @ 5% of the contract value
- d) Beyond 30th day the Maintenance Contract shall be deemed to have been cancelled and the firm may be debarred from any further dealing with SMVDSB for a period of 03 years without any further correspondence including forfeiting of EMD (if any).

25. Payment Terms:

- a. No Advance payment shall be made.
- b. The payment shall be released in four (04) equal instalments at the end of each quarter, i.e. 25% at the end of each quarter, from the date of issuance of job order, subject to satisfactory performance report from the concerned Unit Heads and IT Section. However, if the firm fails to attend quarterly visits it will be treated as a lapse in service by the vendor and AMC charge for that quarter will be forfeited.
- c. Payment for the replaced component shall be made as per approved rate after submission of Invoice and verification of the same by the IT Section.

26. Debarring

If the successful bidder / supplier / firm fails to comply with the terms and conditions after successful culmination of the Bid and placing of order, the firm may be debarred from further dealing with SMVDSB for a period of 03 years and the EMD/Security Deposit, if any, of the firm shall be forfeited without any communication.

27. **Force Majeure:** Any failure or omission to carry out the provisions of the order shall not give rise to any claim by one party against the other, if such failure or omission arises from an "Act of God" which shall include all acts of Natural Calamities such as fire, flood, earthquakes, hurricanes, pandemics or any pestilences or from civil strikes, compliances with any statute or regulations of the Government lock outs and strikes, riots, embargoes or from any other reasons beyond the control of the parties.

28. Rights reserved by SMVDSB:

The Competent authority of SMVDSB reserves the right:-

- a. To cancel/ terminate the RFIQ / Purchase Order during the period of its validity without assigning any reason thereof.
- b. Grant of extension with or without imposing penalty, as deemed fit.
- c. Shrine Board also reserves the right to re-invite the quotations at its sole discretion.
- d. SMVDSB reserves the right to reject, accept or prefer any bid in part or full without assigning any reason whatsoever at any stage.

29. Arbitration:

- a. In case of any dispute arising between the parties during the supply of material and all matters connected therewith shall be referred to the arbitrator to be appointed/nominated by the Competent Authority under The Arbitration and Conciliation Act., 1996, whose decision shall be final and binding upon both the parties.
- b. However, on failure of arbitration, the dispute / matter will be subjected to the jurisdiction of Civil Court of Katra / Reasi.
- c. All disputes arising hereto are subject to Jurisdiction of the Courts of Law at Katra / Reasi.

30. The broad terms and conditions have been included. However, other standard terms and conditions of supply may be incorporated in the Job Order to be issued in due course.
31. Conditional, illegible, ambiguous quotation(s) and quotation(s) received after the stipulated date and time shall be out rightly rejected.
32. **Procedure for submission of Bid:**
Bidders are required to submit their bids under a Two–Bid System, comprising:
- Cover – I: Technical Bid
 - Cover – II: Price Bid

(A) Cover – I: Technical Bid:

The technical bid shall include all supporting documents as per Clause 1 of the RFIQ document.

(B) Cover – II: Price Bid:

- The Price Bid must be submitted as per Annexure – “A”.
- The Price Bid must be absolute and unconditional.
- Conditional bids shall be summarily rejected.
- The Price Bid will only be opened for bidders who have qualified in the technical bid evaluation.
- Rates must be quoted strictly as per the prescribed format without any deviation.

(C) Submission Method:

Both the Technical Bid (Cover – I) and the Price Bid (Cover – II) must be sealed in separate envelopes super scribed as “**Quotation for Annual Maintenance Contract of all the CCTVs**” against RFIQ NO. **CO/Pur/Electronic/310-VIII/3006 dated 19.12.2025** and submitted in-person at the office of SMVDSB, Katra by **3:00 PM (15:00 Hrs) on 27.12.2025** or sent via Registered Post /Speed Post/ Courier addressed to:

**Asstt. Chief Executive Officer (VB)
Shri Mata Vaishno Devi Shrine Board
Central Office, Jammu Road, Katra (J&K) – 182301**

- Bids received after the due date and time will not be considered under any circumstance.

33. The quotations shall be opened by the Committee, at Central Office, SMVDSB, Katra in the presence of the bidders who may choose to remain present.
34. The Shrine Board shall not be responsible for any postal delay. Any conditional offer OR offers which are not appropriately sealed as per the format, as explained above, OR offers received after the stipulated date and time, shall not be entertained. Any cutting or overwriting in the Documents will also make the bid liable for rejection.

**Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer**

Seal and Sign of the firm

**Please read terms and conditions before submitting the quotation.*

(On the letter head of the firm)**PRICE BID**

To,
The Asstt. Chief Executive Officer (VB),
 Shri Mata Vaishno Devi Shrine Board, Katra.

Subject: **Quotation for Annual Maintenance Contract of all the CCTVs installed at different establishments / locations of SMVDSB viz. Jammu, Katra enroute Bhawan, Tarakote Marg and Bharion Ji.**

RFIQ No: CO/Pur/Electronic/310-VIII/3006 Dated: 19.12.2025

Sir,

I, _____ representative / proprietor of M/s _____ hereby submit my following rates as per the specification / UOM / requirement of Shrine Board, NET rates inclusive of GST, other taxes / charges and Maintenance Services at SITE:-

S. No.	Description	Brand/Make offered	Rates Offered (in Rs.)	UOM
1	AMC Charges			per camera / month
2	IP based 2 MP Bullet Camera (As per Annexure-1)			each
3	IP based 2 MP Dome Camera (As per Annexure-2)			each
4	IP based 2 MP PTZ Camera (As per Annexure-3)			each
5	Analog 2 MP Bullet Camera			each
6	Analog 2 MP Dome Camera			each
7	DVR 4 Channel			each
8	DVR 8 Channel			each
9	DVR 16 Channel			each
10	DVR 32 Channel			each
11	NVR 4 Channel			each
12	NVR 8 Channel			each
13	NVR 16 Channel			each
14	NVR 32 Channel			each
15	HDD 1 TB			each
16	HDD 2 TB			each
17	HDD 4 TB			each
18	HDD 8 TB			each
19	PoE+ Switch 4 port (10/100/1000 Mbps)			each
20	PoE+ Switch 8 port (10/100/1000 Mbps)			each
21	PoE+ Switch 16 port (10/100/1000 Mbps)			each
22	PoE+ Switch 24 port (10/100/1000 Mbps)			each
23	Network Rack 6U			each
24	Network Rack 9U			each
25	Networking CAT 6 Cable			per mtr.
26	OFC Armored 2 core			per mtr.
27	OFC Armored 4 core			per mtr.
28	HDPE Pipe			per mtr.
29	PVC Conduit Pipe			per mtr.
30	RJ 45 connector			each
31	Extension Board			each
32	HDMI Cable			per mtr.
33	PVC Box			each
34	Wireless Mouse			each
35	PVC Rack			each

Notwithstanding anything mentioned in our price bid, we hereby accept all the terms and conditions mentioned in the RFIQ which are being signed in token of my acceptance. We hereby undertake and confirm that I/we have understood the specifications properly and shall supply the material as per the required specifications to SMVDSB.

I further affirm that in case, I fail to abide-by the conditions or upto the entire satisfaction of the Shrine Board; I shall be liable to the penalties under rules. I further hereby declare that my firm is not blacklisted.

Yours faithfully,

Seal & Signature _____ M/s _____
 Contact Person: _____ Contact No: _____
 Full Address: _____ E-mail Id: _____

The price to be quoted / offered on the letter head of the firm only as per the price bid format.

1. Bullet Camera - Technical Specifications:

Sr. No.	Parameter	Minimum Specifications
1	Image Sensor	1/2.8 Inch CMOS Progressive Scan or better
2	Resolution Range	1920 × 1080 pixels (2MP) or better
3	Frame Rate	2MP@25/30 FPS
4	Compression Standard	H.265
5	Lens	Lower Focal Length limit to be: 3mm - 3.4 mm or better Upper Focal Length Limit to be: 8mm - 10.5mm or better
6	Focus	Auto Focus and Zoom
7	IR Illumination	Minimum 20 m or better; integrated adaptive IR Illumination
8	Signal Noise Ratio	>=50 dB
9	Wide Dynamic Range (WDR)	120 dB
10	Video Streaming	Minimum 03 Streams (Compression: H.265 simultaneously or better)
11	Network Port	RJ45 10/100 Base T
12	Edge Storage	Pre-installed minimum storage capacity of 256 GB or more & support upto minimum 1 TB SD Card.
13	IP Protection	IP66 and IK10
14	Image Settings	Color, Brightness, Sharpness, Contrast, White Balance, Backlight Compensation, Privacy Mask, Defog.
15	Video Analytics	Camera should have in-built Edge Based Analytics Video Motion Detection, Active Tampering Alarm/Shock Detection, Trip Zone, Abandoned Object, Intrusion Detection, Object Removal, Region Entrance Detection, Region Exiting Detection, Auto tracking, Crowd Management/Similar analytics on move
16	Event Trigger	Motion Detection, Edge Storage Events, External Input, Time Scheduled, Camera Tampering, Software Alarms.
17	Power	PoE Compliant as per IEEE 802.3at Class 4 & 12 V DC
18	Protocol	TCP, HTTP, HTTPS, SNMP, RSTP, SSL, TLS, 802.1x, DNS, ICMP, IP v4 & v6 Remote Administration: Remote configuration and status using web based tool, multicast / unicast.
19	Security	Security: IEEE 802.1x, IP Address Filter, Network authentication EAP/TLS, AES Encryption minimum 128 keys Onboard Cyber Security Chip like Trusted Platform Module / Public Key Infrastructure Camera Mac Address should be of same Camera OEM. NDAA or NIST or Better
20	Other features	ONVIF Compatible: ONVIF Profile S,G & T Compatible or better
21	Operating Temperature	- 20° to 55° C
22	Operating Humidity	Upto 90% RH (non-condensable)
23	Certification	Certification: UL (60950), CE, EN & FCC
24	Web Interface	Camera should have Web Interface to configure and control

Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer

2. Fixed Dome Camera - Technical Specifications

Sr. No.	Parameter	Minimum Specifications
1	Image Sensor	1/2.8 Inch CMOS Progressive Scan or better
2	Resolution Range	1920 x 1080 pixels (2MP) or better
3	Frame Rate	30 FPS
4	Compression Standard	H.265
5	Lens	Lower Focal Length limit to be: 3mm - 3.4 mm or better Upper Focal Length Limit to be: 8mm - 10.5mm or better
6	Focus	Auto Focus and Zoom
7	IR Illumination	Minimum 20 m or better; integrated adaptive IR Illumination
8	Signal Noise Ratio	>=50 dB
9	Wide Dynamic Range (WDR)	120 dB
10	Video Streaming	Minimum 03 Streams (Compression: H.265 simultaneously or better)
11	Network Port	RJ45 10/100 Base T
12	Edge Storage	Pre-installed minimum storage capacity of 256 GB or more & support upto minimum 1 TB SD Card.
13	IP Protection	IP66 and IK10
14	Image Settings	Color, Brightness, Sharpness, Contrast, White Balance, Backlight Compensation, Privacy Mask, Defog.
15	Video Analytics	Camera should have in-built Edge Based Analytics i.e., Video Motion Detection, Camera Tampering Alarm, Trip Zone, Intrusion Detection, Region Entrance Detection, Region Exiting Detection.
16	Event Trigger	Motion Detection, Edge Storage Events, External Input, Time Scheduled, Camera Tampering, Software Alarms.
17	Power	PoE Compliant
18	Protocol	TCP, HTTP, HTTPS, SNMP, RTSP, SSL, TLS, 802.1x, DNS, ICMP, IP v4 & v6 Remote Administration: Remote configuration and status using web based tool, multicast / unicast.
19	Security	IEEE 802.1x, IP Address Filter Network authentication EAP/TLS AES Encryption minimum 128 keys Onboard Cyber Security Chip like Trusted Platform Module/ Public Key Infrastructure Camera Mac Address should be of same Camera OEM BIS Complied. NDAA or NIST or Better
20	Other features	ONVIF Compatible
21	Operating Temperature	0° to 50°C
22	Operating Humidity	Upto 85% RH (non-condensable)
23	Certification	UL (60950), CE, EN & FCC
24	Web Interface	Camera should have Web Interface to configure and control

Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer

3. PTZ Camera 2 MP (Out Door Application) - Technical Specifications

Sr. No.	Parameter	Minimum Specifications
1	Image Sensor	1/2.8 Inch CMOS Progressive Scan or better
2	Resolution Range	1920X1080 in 16:9 format or better
3	Frame Rate	50/60 FPS
4	Compression Standard	H.265 or latest
5	Lens	Lower Focal Length limit to be: 4-7 mm or better Upper Focal Length Limit to be: 130-250 or better
6	Optical Zoom	30x or better
7	Digital Zoom	12x or better
8	IRIS Control	Auto
9	Preset	256 or better
10	Tours	Minimum 04
11	Preset Accuracy	+ - 0.2°
12	Pan & Tilt Speed (Manual)	120° per second for Pan and 90° per second for Tilt
13	Protocol	TCP, HTTP, HTTPS, SNMP, RTSP, SSL.TLS, 802.1x, DNS, ICMP, IP v4 & v6 Remote Administration: Remote configuration and status using web based tool, multicast /unicast.
14	Intelligent Tracking	Auto & Manual
15	Signal Noise Ratio	>=50 dB
16	Back light Compensation	Auto Control
17	Video Streaming	Minimum 03 Streams ,Compression : H.265
18	Pan Movement	360° continuous Pan Rotation
19	Tilt Angle	+20° to -90° or better
20	Security	IEEE 802.1x, IP Address Filter Network authentication EAP/TLS AES Encryption minimum 128 keys / Public Key Infrastructure Camera Mac Address should be of same Camera OEM, NDAA or NIST or Better
21	Wide Dynamic Range (WDR)	120 dB
22	Network Port	RJ45 10/100 Base T
23	IP Protection	IP66, NEMA4 and IK10 or better
24	Image Settings	Color, Brightness, Sharpness, Contrast, White Balance, Backlight Compensation, Privacy Mask, Defog.
25	Video Analytics	Camera should have in-built Edge Based Analytics Video Motion Detection, Active Tampering Alarm, Trip Zone, Abandoned Object, Intrusion Detection, Object Removal, Region Entrance Detection, Region Exiting Detection, Object Counting, Auto tracking, Crowd Management/Similar analytics on move
26	Event Trigger	Motion Detection, Edge Storage Events, External Input, Time Scheduled, Camera Tampering / Shock Detection, Software Alarms.
27	Power	POE+/High POE Compliant
28	Other features	ONVIF S,G & T Compatible, SFP Interface in camera or accessories
29	Operating Temperature	- 20° to 60° C
30	Operating Humidity	Upto 90% RH (non-condensable)
31	IR Illumination	180 meter and better.
32	Web Interface	Camera should have Web Interface to configure and control
33	Edge Storage	Pre-installed minimum storage capacity of 256 GB or more & support upto minimum 1 TB SD Card.

Sd/-
(Vipan Bhagat), JKAS
Asstt. Chief Executive Officer