



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

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

No. CO/Pur/Elect/642/3182

Dated: 31.12.2025

## Request for Inviting Quotations (RFIQ)

For and on behalf of Shri Mata Vaishno Devi Shrine Board, through its Chief Executive Officer, invites sealed offers from reputed and experienced firms engaged in the repair and maintenance of Water Coolers & Water Purifiers. The offers are to be submitted for a **“Comprehensive Maintenance Contract (CMC) for the repair and maintenance of Water Coolers & Water Purifiers installed at various locations of SMVDCoN / SMVDIME, Kakryal Katra” as per Annexure – “A”**. The contract shall be for a period of two (02) years. The contract shall be extendable by another one (01) year on same rates, terms and conditions, subject to satisfactory performance of vendor and the sole discretion of the Competent Authority of SMVDSB.

Interested firms must furnish **consolidated rates** for the scope of work mentioned, in accordance with the terms and conditions specified in the RFIQ documents.

### Terms & Conditions:

#### 1. Scope of Work:-

- a. The successful firm shall undertake the **repair and maintenance of Water Coolers & Water Purifiers** 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 in the Water Coolers & Water Purifiers. This inventory must be **maintained throughout the contract period at no additional cost** to the Shrine Board.
- c. The **cost of all consumables and spare parts** shall deemed to be **included in the quoted contract price** for the Comprehensive Maintenance Contract. No separate payment shall be made for the same during the entire contract period.
- d. The firm must undertake inspection of all the Water Coolers & Water Purifiers on monthly basis to ensure that all **preventive maintenance activities** are carried out diligently and in a timely manner, with **minimum disruption to the operation** of the Water Coolers & Water Purifiers.
- e. The firm shall **promptly attend to and rectify** any fault within 24 hours of being reported. Failure to do so may attract penalties as per the terms and conditions of the contract.
- f. The successful firm shall ensure to deploy only technical person(s) for maintenance of Water Coolers & Water Purifiers.
- g. The successful firm shall ensure the replacement of filters of Water Purifiers at a regular interval.
- h. The successful firm shall ensure that all preventive maintenance activities are carried out in the Girls Hostel, in the presence of Warden, SMVD College of Nursing, Kakryal.
- i. The successful firm shall maintain a separate log book for each Water Cooler / Purifier. 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 Engineer Incharge / Unit Incharge.

#### 2. Minimum Eligibility Criteria:

- i) The bidder must be a **registered firm/company/proprietorship** engaged in the business of **sale, repair and maintenance of Water Coolers & Water Purifiers**. Relevant registration certificates must be enclosed.

- ii) The bidder must have a **minimum of 1 year of experience** in the field of **repair and maintenance of Water Coolers & Water Purifiers**. Documentary proof such as work orders or completion certificates from previous clients must be submitted.
- iii) The bidder should not have been **blacklisted or debarred** by any Government Department, Public Sector Undertaking or Autonomous Body. **A self-declaration in this regard on the firm's letter-head must be submitted.**
- iv) The firm must possess valid:
  - a) GST Registration Certificate
  - b) PAN Card

### 3. **Earnest Security Deposit (EMD):**

#### a) **Submission of EMD:**

The participating firm shall furnish an **Earnest Money Deposit (EMD)** of **₹ 30,000/- (Rupees thirty thousand only)** in the shape of **CDR / FDR / TDR**, pledged to **Accounts Officer, SMVD Charitable Society payable at Katra**, along with the offer. Alternatively, the EMD amount may also be deposited through **NEFT/RTGS** into the official account of **Shri Mata Vaishno Devi Charitable Society**, using the following bank details:

**Bank Name:** HDFC Bank  
**Branch:** Katra  
**Account Number:** 50100417566279  
**IFSC Code:** HDFC0002344

- b) The validity of EMD shall be 30 months.
- c) In case of online transfer, a **screenshot clearly displaying the UTR No. / Reference ID No.** must be enclosed with the bid as proof of payment.
- d) **Non-Acceptance of Demand Drafts:**  
EMD submitted in the form of **Demand Draft (DD)** shall **not be accepted under any circumstances.**
- e) **No Exemption Allowed:**  
**No exemption** shall be granted for **non-submission of EMD**, irrespective of the bidder's status (e.g., MSME, Government registration, etc.). Bids without valid EMD shall be summarily rejected.
- f) **Mandatory Compliance:**  
If any bidder **fails to enclose the original EMD** of the stipulated amount or furnishes a **CDR/FDR/TDR of a lesser amount**, the bid/offer shall be **rejected outrightly** and **rates quoted by such firm shall not be considered**, even after opening of the bids.
- g) **Refund of EMD:**  
The EMD of **unsuccessful bidders** shall be released **after the allotment of the Job Order** to the successful bidder.

### 4. **Site Visit:**

The Bidders are advised, in their own interest, to visit and inspect the Water Coolers & Water Purifiers to assess the physical condition, as well as to acquaint themselves with all geographical, topographical, climatic, and technical factors necessary for preparing and submitting their quotation. The entire cost of such visits shall be borne by the bidder and no compensation or claims shall be entertained on account of ignorance of such factors at any stage of the contract execution.

### 5. **Rates:**

- The Rates should be quoted at the prevailing GST Rate without which the bid shall be rejected. The rates quoted for CMC must be as per the format enclosed **as per Annexure "B"**.
- The rates should strictly be quoted **on the LETTER HEAD as per price bid format**, specification / UOM / requirement of SMVDSB. No change shall be made in the Price

Bid Format enclosed by the bidder. Any deviation from the same shall tantamount to rejection of the offer / rates quoted. The quotation / offer should be filled neatly without any cutting/over writing. In case of any cutting / overwriting, the rates shall not be considered. **{“It is advised that the quotation shall be submitted in a computerized typed format”}**.

- The firm shall have to mention the **GST No. 01ABIAS9784P1ZK of SMVD Charitable Society** while raising their bill of supplies/services. While filling GSTR-I, the firm shall classify the service made to Shrine Board under Business to Business (B to B) Sales. The successful bidder shall also mention six digit HSN code of the material to be supplied. In case the successful bidder doesn't upload / mention the bill under B to B, the GST amount levied in the bill shall not be paid.
- The firm shall file GSTR1 and 3B within the 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 tax amount shall be charged and recovered from the defaulting firm.
- In case the successful bidder is filling GST return on quarterly basis, he must file the Invoice Furnishing Facility (IFF) on monthly basis for Bills to Shrine Board.
- No escalation in the basic rate shall be allowed by SMVDSB during currency of Contract. If the rate of GST is increased / decreased or a new tax is introduced or an existing tax is abolished or any change in interpretation or application of any tax occurs in the course of performance/evaluation of contract, which was or will be assessed on the bidder in connection with the performance of the contract, an equitable adjustment of the contract price shall be made to fully take into account any such change by addition to the contract price or deduction there from, as the case may be.

**6. Selection Criteria:**

- Only those firms which are found **technically eligible** as per the evaluation of the technical bid shall be considered for opening of the **financial bid**.
- The work shall be **awarded to the firm that emerges as the Lowest Bidder (L-1)** in the financial bid, subject to fulfillment of all terms and conditions of the RFIQ.

**7. Confidentiality:**

Notwithstanding anything contained in this Bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information. The Bidder shall not disclose any information if such disclosure is likely to:-

- i) Impede enforcement of any law;
- ii) Affect the security or strategic interests of SMVDSB;
- iii) Affect the intellectual property rights or legitimate commercial interests of Bidders;
- iv) Affect the legitimate public interests.

Considering the sensitivity & security aspect of the area, the successful bidder shall not reveal any design, drawing, layout plan, site photographs etc. and other related information with any of the third party without the prior approval of SMVDSB.

**8. Payment:**

- i) No advance payment shall be made.
- ii) The payment shall be made on half yearly basis subject to satisfactory performance report from the concerned Unit Incharge / Engineer Incharge, SMVDSB.

**9. Penalty:**

- i) If any part of the Water Coolers / Water Purifiers goes out of function because of any reason / fault of components, the same has to be addressed / repaired / replaced

from the available stock within 24 hours, failing which the penalty as per the following will be imposed:-

- a) Rs. 1,000/- per day (if not replaced / repaired in 24 hours)
  - b) Rs. 2,000/- per day (if not replaced / repaired in 48 hours)
  - c) Rs. 3,000/- per day (if not replaced / repaired in 72 hours)
  - d) Beyond the period of 72 hours, the penalty will be imposed as per the discretion of Unit Incharge / Engineer Incharge, SMVDSB. The penalty amount will be deducted from any amount due to the Bidder.
  - e) If the Water Coolers & Water Purifiers are found damaged / defective due to non-maintenance, the cost for rectifying the breakdown system will be deducted from the payment due to the firm / security deposit.
- ii) Any misconduct or non compliance of contractual obligations as prescribed in the contract will attract a penalty of Rs. 1,000/- per event.

**10. Termination of Contract:**

In case of failure of firm to repair the water coolers / water purifiers beyond 72 hours, SMVDSB can cancel the contract without any prior notice.

**11. SMVD Shrine Board reserves the right to:**

- a) Cancel the RFIQ without any prior notice.
- b) Reject, accept or prefer any quotation in part or full without assigning any reason whatsoever at any stage.
- c) Re-invite the quotations at its sole discretion.

**12. 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, compliance 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 including the war (Whether declared or not) Civil War or State of Insurrection.

**13. Validity of Bid:**

The validity of bid shall be 30 days from the last date prescribed for submission.

**14. Last date of submission of sealed quotation:**

By or before **07.01.2026 upto 03:00 PM.**

**15. 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 the following documents:

- i. Earnest Money Deposit (EMD) in the form of CDR/FDR/TDR (original) **or** Copy of NEFT/RTGS transaction as proof of EMD payment.
- ii. GST Registration Certificate (self attested copy).
- iii. A duly **signed and stamped copy** of the **RFIQ document**, as issued by SMVDSB.

- iv. All supporting documents as per Clause 2 of RFIQ alongwith self-certified copies of other relevant documents demonstrating the **credentials, technical qualifications and relevant experience** of the firm in the field of Water Coolers / Water Purifiers maintenance.

**B. Cover-II (Price Bid):**

- i. The Price Bid **must be submitted** as per Annexure "B".
- ii. The **Price Bid must be** absolute and unconditional.
- iii. Conditional bids **shall be** summarily rejected.
- iv. The Price Bid will only be opened **for bidders who have qualified in the** Technical Bid evaluation.
- v. **Rates** must be **quoted strictly as per the prescribed format** without any deviation.

**C. Submission Method:**

- i. Both the **Technical Bid (Cover-I)** and the **Price Bid (Cover-II)** must be **Sealed in separate envelope super-scribed "Quotation for CMC of Water Coolers & Water Purifiers against RFIQ No. CO/Pur/Elect./642/3182 dated 31.12.2025"** be submitted **in person** at the Central Office of **SMVDSB, Katra** by or before **07.01.2026 upto 3:00 PM (1500 hrs) 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

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

**16. Arbitration/Jurisdiction:** In case of any dispute arising between the parties to this RFIQ and all matters connected therewith, both parties shall make every effort to resolve it amicably by direct informal negotiation. If, even after thirty days from the commencement of informal negotiation, the parties have not been able to resolve the dispute amicably, then such disputes / differences shall be resolved by Arbitration as per the Arbitration and Conciliation Act, 1996.

- a) Either party may request other of its intention that a dispute be submitted to Arbitration and both the parties shall meet within 15 days from the date of receipt of such request, to select a sole arbitrator mutually for the resolution of dispute and venue / seat of Arbitration shall be at Jammu / Katra / Reasi.
- b) In the event that the parties cannot agree upon the selection of the sole Arbitrator, either party or both of the parties may move an application before the Hon'ble High Court at Jammu, under the Arbitration and Conciliation Act, 1996, for the appointment of sole Arbitration with seat / venue at Jammu for the resolution of disputes between the parties. However, on failure of resolution of disputes through procedure elaborated above, the Courts at Katra / Reasi alone shall have the Jurisdiction with respect to subject matter of this RFIQ.

**17. Re-Allotment of the Work / Contract, in case Termination of Contract/ Work Order situation arises:**

The Earnest Money Deposit / Security Deposit shall be forfeited and the firm shall be *debarred from further dealing with the Board for a continuous period of 03 years*, if the successful Bidder fails:

- i) To accept Job Order.
- ii) To take-up the work in the stipulated time on account of any reason whatsoever.

In any of the above situations, the SMVDSB may allot the work to L-2 bidder if agreed on the same rates quoted by the L-1 bidder. In case, L-2 bidder do not agreed on the rates quoted by L-1 bidder then L-3 bidder and so on shall be called for negotiations. However, the final decision shall be taken by the Chief Executive Officer, SMVDSB.

18. The broad terms and conditions have been included. However, other standard terms and conditions may be incorporated in the Job Order to be issued in due course.
19. The quotations shall be opened by the Committee, at the Office of Chief Executive Officer, SMVDSB, Katra, in the presence of the bidders who may choose to remains present.
20. 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.
21. The Water Coolers / Water Purifiers shall be handover to the successful firm by the Executive Engineer (Projects), SMVDSB within period of 03 days from the issuance of Job Order.
22. **This is just a RFIQ and not a Purchase Order**

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

**Seal & Signature of the bidder**



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**Annexure – A to this office RFIQ No. CO/Pur/Elect./642/3182 Dated: 31.12.2025**

**List of Water Coolers & Water Purifiers, Make/Model, Quantity, Capacity / Location**

S. No.	Nomenclature	Model / make	Qty.	Capacity	Location
1.	Water Cooler	USHA	16 Nos.	150 Ltrs.	Nursing Hostel (SAMVEDNA I & II)
2.	Water Cooler	Blue Star	01 No.	150 Ltrs.	Staff Quarters
3.	Water Cooler with inbuilt RO System	Eco Chill Zero B	04 Nos.	80 Ltrs. (each)	<ul style="list-style-type: none"><li>• SMVDCoN (03 Nos.)</li><li>• Adm. &amp; Engg. Block (01 No.)</li></ul>
4.	Water Purifier	Aquaguard Classic (UV)	17 Nos.	Water Flow 60 LPH (each)	<ul style="list-style-type: none"><li>• Staff Quarters (01 No.)</li><li>• Nursing Hostel SAMVEDNA I&amp;II (16 Nos.)</li></ul>
5.	Water Purifier	Aquaguard RO	1 No.	6.5 Ltrs.	Ex. Eng. (Project Wing)

**Summary**

**1. Water Coolers:**

S. No.	Nomenclature	Model / make	Qty.
1.	Water Cooler	USHA	16 Nos.
2.		Blue Star	01 No.
3.		Eco Chill Zero B	4 Nos.
<b>TOTAL:</b>			<b>21 Nos.</b>

**2. Water Purifiers:**

S. No.	Nomenclature	Model / make	Qty.
1.	Water Purifier	Aquaguard Classic (UV)	17 Nos.
2.		Aquaguard RO	1 No.
<b>TOTAL:</b>			<b>18 Nos.</b>

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

(P.T.O.)



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S. No.	Location	Name of Item	Make / Model	Qty (in Nos.)	Capacity (in Ltr.)	YOI
1	Girl Hostel Samvedna-I Ground Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
2	Girl Hostel Samvedna-I 1 <sup>st</sup> Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
3	Girl Hostel Samvedna-I 2 <sup>nd</sup> Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
4	Girl Hostel Samvedna-I 3 <sup>rd</sup> Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
5	Girl Hostel Samvedna- II Ground Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
6	Girl Hostel Samvedna-II 1st Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
7	Girl Hostel Samvedna-II 2nd Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
8	Girl Hostel Samvedna-II 3rd Floor	Water Cooler	USHA	02	150	2020
		RO (Water Purifier)	Aquaguard	02	--	2020
9	Nursing College Ground Floor	Water Cooler with RO	ION Exchange/ Zero B ECO CHILL	01	80	2018
10	Nursing College 1st Floor	Water Cooler with RO		01	80	2018
11	Nursing College 2nd Floor	Water Cooler with RO		01	80	2018
12	Dy. Adm. Officer Office	Water Cooler with RO		01	80	2018
13	Staff Quarters	Water Cooler	Blue Star	01	150	2020
		RO (Water Purifier)	Aquaguard	01	--	2020
14	Executive Engg. (Projects) Office	RO (Water Purifier)	Aquaguard	01	06	2023

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

**Annexure – B to this office RFIQ No. CO/Pur/Elect./642/3182 Dated: 31.12.2025**

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

To

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

**Sub: Quotation for CMC of Water Coolers & Water Purifiers.**

**Ref. No.: RFIQ No: CO/Pur/Elect./642/3182 Dated: 31.12.2025**

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 applicable taxes, cost of all the spares, repair works, visiting / service charges) **F.O.R. SITE):-**

Description of work	Particulars				Rates offered in ₹ (inclusive of GST & other applicable taxes, cost of all the spares, repair works, visiting / service charges) F.O.R. SITE)	
	S. No	Nomenclature	Make	Qty (in Nos.)	Rate per machine per month	Total Amount for 02 years
Comprehensive Maintenance Contract for Repair & Maintenance of Water Coolers / Water Purifiers System installed at SMVDCoN / SMVDIME, Kakryal Katra as per <b>Annexure – “A”</b>	1	Water Cooler	Usha	16		
	2	Water Cooler	Blue Star	01		
	3	Water Cooler with inbuilt RO System	Eco Chill Zero B	04		
	4	Water Purifiers	Aquaguard Classic UV	17		
	5	Water Purifiers	Aquaguard RO	01		
<b><u>TOTAL AMOUNT FOR CMC OF 02 YEARS:</u></b>						

I affirm that the above quoted rate is valid for a period of Two Years. The contract shall be extendable by another one (01) year on same rates, terms and conditions, subject to satisfactory performance of vendor and the sole discretion of the Competent Authority of SMVDSB, and inclusive of GST & other applicable taxes, cost of all the spares, repair works, visiting / service charges, F.O.R. SITE.

I further affirm that I have read and fully understood the RFIQ notice and agree to abide by all the terms and conditions laid therein, which are being signed in token of my acceptance. 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: \_\_\_\_\_