



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./194-XII/1646

Dated: 27.09.2025

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 manufacturers / distributors / dealers only for **“Comprehensive Maintenance of 16 Nos. Water Vending Machines (Annexure- ‘B (i)’) installed at various locations of the Shrine Board at Katra, Jammu and enroute the track for a period of 02 years.”**

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 ensure to maintain the water quality standards as per **Annexure – C(i)** & keep the machines operational by 24x7. Also to conduct necessary tests as per **Annexure – C(ii)** on monthly basis.
- 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. This inventory must be maintained throughout the contract period at no additional cost to the Shrine Board
- c. The cost of all consumables, spare parts, and testing equipment shall be 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 Vending Machines on fortnightly basis to ensure that all preventive maintenance activities are carried out diligently which includes all cleaning, lubrication, inspection, testing, calibration, focusing of field equipment, checking of cable insulation, checking for corrosion of metal support, painting / replacement of vinayal sheets to save from rusting, checking of cable clamps and replacements if so needed as well as necessary alignment to prevent failures in a timely manner, with minimum disruption to the operation of the Water Vending Machines. In this regard, a monthly report shall be submitted to the concerned Unit Head / Engineer Incharge
- e. The location wise List of Equipments of Water Vending Machine(s) is annexed as Annexure **B(ii)**.
- f. The firm shall promptly attend to and rectify any fault within 36 hours of being reported. Failure to do so may attract penalties as per the terms and conditions of the contract.
- g. The successful firm shall ensure to deploy only technical person(s) for maintenance of Water Vending machines.
- h. In case of non-availability of any Makes / Brands of any of the components due to end of life or any Force Majeure situations, the successful Bidder may be allowed for replacement of faulty parts of reputed makes / brands of the similar specifications, subject to the approval of the technical team of SMVDSB.
- i. The successful firm shall maintain a separate log book for each Water Vending Machines. 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 Head.
- j. **SMVDSB has right to conduct water quality of any water vending machines by randomly testing at reputed and approved Labs and the cost of test shall be borne by SMVDSB.**

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 Vending Machines. Relevant registration certificates must be enclosed.
- ii) The participating firm(s) should have regularly for atleast last three years ending 31st March of the previous financial year, manufactured / supplied the Water Vending Machines with the same or higher specifications mentioned in the RFIQ (Purchase orders to be attached).
- iii) Atleast 01 year experience for providing Annual Maintenance Services in respect of Water Vending Machines.
- iv) 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.
- v) 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 ₹ 55,000/- (Rupees fifty five thousand only) in the shape of **CDR / FDR / TDR**, pledged to **FA/Chief Accounts Officer, SMVDSB, payable at Katra**, along with the offer. Alternatively, the EMD amount may be deposited through **NEFT/RTGS** into the official account of **Shri Mata Vaishno Devi Shrine Board**, using the following bank details:

Bank Name: The J&K Bank Limited

Branch: Katra Main.

Account Number: 0235040500001804

IFSC Code: JAKA0KATTRA ("0" is zero)

- 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 Letter of Award** to the successful bidder.

4. **Site Visit:**

The Bidders are advised, in their own interest, to visit and inspect the Water Vending Machines 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. Pre-Bid Meeting:

A pre-bid meeting will be held on **30.09.2025 at 12:00 Noon at Conference Hall, Spiritual Growth Centre, SMVDSB, Katra.** In case, any of the prospective bidder(s) intends to join the pre-bid meeting through online mode, they shall forward their request on the official e-mail ID purchase_sec@maavaishnodevi.net **by or before 29.09.2025 upto 03:00PM.** Shrine Board reserves the right to modify the terms & conditions of RFIQ after the pre-bid meeting in view of any practical modalities which may emerge during the pre-bid meeting.

6. 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 "A"**.
- 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. 01AAETS9822J1ZC** of Shri Mata Vaishno Devi Shrine Board, Katra or **GST No. 01ABIAS9784P1ZK of SMVD Charitable Society** (as the case may be) 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.

7. 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.

8. Security Deposit:

- a. Before the issuance of Letter of Award (LoA), the successful bidder shall have to furnish **Security Deposit @ 5% of the Total Contract Value** in the shape of CDR/FDR duly

pledged to FA/CAO, SMVDSB payable at Katra. The firm may also deposit the Security Deposit 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). The same can be withheld / forfeited, in full, or in part, in case the work order is not executed satisfactorily, during the stipulated time period.

b. The EMD of the successful bidder shall be released after the issuance of LoA.

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

10. Payment:

- i) No advance payment shall be made.
- ii) The payment shall be made in equal proportions of the contract value on quarterly yearly basis against Tax Invoice, subject to satisfactory performance report from the concerned units.

11. Penalty:

- i) If any part of the system goes out of function because of any reason / fault of components, the same has to be addressed / repaired / replaced from the available stock immediately, failing which the penalty as per the following will be imposed on Bidder on the recommendation of Engineer Incharge, SMVDSB:-
 - a) Rs. 1,000/- (if not replaced / repaired in 36 hrs)
 - b) Rs. 2,000/- (if not replaced / repaired in 48 hrs)
 - c) Rs. 3,000/- (if not replaced / repaired in 60 hrs)
 - d) Rs. 4,000/- (if not replaced / repaired in 72 hrs)
 - e) Beyond the period of 72, the penalty will be imposed as per the discretion of Engineer Incharge, SMVDSB. The penalty amount will be deducted from any amount due to the Bidder.
- ii) Any misconduct or non compliance of contractual obligations as prescribed in the contract will attract a penalty of Rs. 1,000/- per event.

12. 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.

13. 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.

14. Validity of Bid:

The validity of bid shall be 40 days from the last date prescribed for submission.

15. Last date of submission of sealed quotation:

By or before **11.10.2025 upto 03:00 PM.**

16. 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 Vending Machines maintenance.

B. Cover-II (Price Bid):

- i. The Price Bid **must be submitted** as per **Annexure "A"**.
- 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 Vending Machines against RFIQ No. CO/Pur/Elect./194-XII/1646 dated 27.09.2025"** be submitted **in person** at the Central Office of **SMVDSB, Katra** by or before **11th October, 2025 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.

- 17. 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.

18. 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 Letter of Award
- 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.

19. The broad terms and conditions have been included. However, other standard terms and conditions may be incorporated in the Letter of Award to be issued in due course.
20. 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.
21. 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.
22. The machines shall be handover to the successful firm within period of 03 days from the issuance of Letter of Award by the Mechanical Wing of SMVDSB
23. **This is just a RFIQ and not a Purchase Order**

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

Seal & Signature of the bidder

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

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

Subject: **Quotation for CMC of Water Vending Machines.**

RFIQ No. CO/Pur/Elect/194-XII/1646 dated: 27.09.2025

Sir,

I, _____ representative / proprietor of M/s _____ hereby submit my following rate as per the specifications / UOM / requirement of Shrine Board, , NET rates inclusive of GST and other Taxes :-

Description of items	Qty.	CMC Charges per machine per month including all taxes (in Rs.)	Total CMC Charges for 02 years for 16 machines (in Rs.)
CMC cost of each Water Vending Machine) installed at different locations of the Shrine Board at Katra / Jammu and enroute Track including repair / replacement / service of Inverter / batteries / spare parts / and replacement of Vinyl sheets	16 Nos.		

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 / higher 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 sincerely,

Seal & Signature _____

M/s _____

Contact Person: _____

Contact No. _____

E-mail Id: _____

- Please read all the contents of the RFIQ before the submission of the quotation.



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

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

Annexure “B (i)”

Area / Location-wise detail of Water Vending Machines

List of Water Vending Machines to be handed over to the successful firm immediately after the issuance of LoA:

S. No.	Sector / Area	Name of the Unit	Qty.
1	Jammu	Vaishnavi Dham (150 Ltrs capacity each)	04 Nos
2		Saraswati Dham (150 Ltrs capacity)	01 No.
3	Katra	Niharika Complex (150 Ltrs capacity each)	04 Nos
4		Yatra Facilitation Centre, Railway Station, Katra (150 Ltrs capacity)	01 No.
5		Central Office (250 ltrs capacity)	01 No.
6	Banganga	SKC Colony, Ballani (150 ltrs capacity)	01 No.
7		Gurukul Phase-I (250 Ltrs Capacity)	01 No.
8	Bhawan	Sky Walk (250 Ltrs capacity)	01 No
10	Adhkuwari	Sheetla Bhawan (250 Ltrs capacity)	01 No.
11		Langar Sheetla Bhawan (250 Ltrs capacity)	01 No
Total			16 Nos.

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



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

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

Annexure “B (ii)”

List of Equipments in Water Vending Machines installed at

1. Vaishnavi Dham, Saraswati Dham, Jammu & Yatra Facilitation Centre, Katra

- i. SS Structure with Flex
- ii. Water Cooler
- iii. Geyser
- iv. Pressure Tank
- v. Dispensing Pump
- vi. Life Straw Ultra Filtration System which includes Mesh Filter, Carbon Filter and ultra filtration membrane (02 Nos)
- vii. SS Tank
- viii. SS taps
- ix. Plumbing Accessories
- x. Ph, TDS Meter
- xi. Electrical Accessories

2. Niharika Complex, Katra

- i) SS Structure with Flex
- ii) Water Cooler
- iii) Geyser
- iv) Booster Pump
- v) Sediment Filter, Activated carbon Filter
- vi) UF Membrane
- vii) Ozonator
- viii) SS Tank
- ix) Plumbing Accessories
- x) Ph, TDS Meter
- xi) Water Pump
- xii) Pre Filters
- xiii) Electrical Accessories

3. SKC Colony, Ballani

- i) SS Structure with Flex
- ii) Water Cooler
- iii) Geyser
- iv) Dispensing Pump
- v) Life Straw Ultra Filtration System which includes Mesh Filter, Carbon Filter and ultra filtration membrane (02 Nos)
- vi) SS Tank
- vii) SS taps
- viii) Plumbing Accessories
- ix) Ph, TDS Meter
- x) Electrical Accessories

4. Skywalk Bhawan, Adhkuwari, Gurukul & Central Office, Katra

- i) SS Structure with Flex
- ii) Water Cooler
- iii) Geyser
- iv) Booster Pump
- v) Sediment Filter, Activated Carbon Filter
- vi) UF Membrane
- vii) UV membrane
- viii) SS Tank
- ix) Plumbing Accessories
- x) Ph, TDS Meter
- xi) Water Pump
- xii) Pre-filters
- xiii) Electrical Accessories
- xiv) Inverter
- xv) Battery

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



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

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

Annexure- C (i)

OUTPUT WATER QUALITY AS PER BIS 14543

S.No.	Description	To comply
Every Hour Test		
1	Colour	2 Max.
2	Odour	Agreeable
3	Taste	Agreeable
4	Turbidity	2 NTU Max.
5	pH	6.5 to 8.5
Four Hourly Test		
1	Total Dissolved Solids (TDS)	500 ppm Max
Each Control Unit Tests		
1	Barium	1 ppm Max.
2.	Copper	0.05 ppm Max.
3	Iron	0.1 ppm Max.
4	Manganse	0.1 ppm max.
5	Nitrate	45 ppm Max.
6	Nitrite	0.02 ppm max.
7	Zinc	5 ppm Max.
8	Aluminium	0.03 ppm max.
9	Chlorides	200 ppm max.
10	Sulphate	200 ppm max.
11.	Calcium	75 ppm max.
12	Sulphide	0.05 ppm max.
13	Alkalinity	200 ppm max.
14	Phenolic Compounds	Absent
15	Mineral Oil	Absent
16	Magnesium	30 ppm max.
17	Residual Free Chlorides	0.2 ppm max.
18	Anoin Surf Act Agents	0.2 ppm max.
19	Escherchia Coli	Absent
20	Coliform Bacteria	Absent
21	Sulphite Reducing Bacteria	Absent
22	Pseudomonas Aeruginosa	Absent
23	Aerobic Microbial Count	20, Max at 37° C & Max at 20-22° C
24	Yeast & Mould	Absent

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



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

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

Annexure- C (ii)

Physical & Microbial Test (s)

S.No.	Description	To Comply
Weekly Test		
1	Antimony	0.005 ppm max.
2	Borate	5 ppm max.
Monthly Tests		
1	Fluoride	1.0 ppm max.
2	Silver	0.01 ppm max.
3	Sodium	200 ppm max.
4	Selenium	0.01 ppm max.
5	Faecal Stretococci & S. Aureus	Absent
6	Salmonella & Shingella	Absent
7	V. Cholera & V. Parahaemolyticus	Absent
Three Monthly		
1	Mercury	0.001 ppm max.
2	Cadmium	0.001 ppm max.
3	Arsenic	0.05 ppm max.
4	Cynide	Absent
5	Lead	0.01 ppm max.
6	Chromium	0.05 ppm max.
7	Nickel	0.02 ppm max
8	Polychlorinated Biphenyl	Not detectable
9	Polynuclear Aromatic Hydrocarbon (PAH)	Not detectable
Six Monthly		
1	Pesticide Residue a) Individually b) Total	0.1 ppb max. 0.5 ppb max.
Two yearly		
1	Alpha Emitters	0.1 Bq/ Litre Max.
2	Beta Emitters	1.0 Bq / Litre Max.
Packing		
1	Packing Material a) Overall Migration b) Colour Migration	60 Mg / Litre Max. 10 Mg/ Litre Max.
2	Container	Conformity to IS 15410

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