



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

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

No. CO/Pur/Electronics/650/581

Dated: 28.05.2025

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 manufacturers / distributors / dealers / suppliers only for furnishing the rates for Annual Maintenance Contract of various printers installed at different location of SMVDSB viz. Jammu, Katra enroute Bhawan (via Tarakote Marg also) and Bharion.

Detail of the printers installed at different location of SMVDSB is at **Annexure-“A”**:

Terms and conditions:

1. **Document to be submitted:**

- i) GST Certificate.
- ii) Certification w.r.t. authorized manufacturer / distributor / dealer (if any) must be submitted along with the quotation.

2. **Last date for submission of sealed quotation:**

By or before **04.06.2025 upto 02:00PM** at Central Office, Katra through Speed Post / Registered Post / reputed courier / by hand.

3. **Validity:** The validity of quotation should be 20 days from the last date prescribed for submission.

4. Quantity mentioned in RFIQ is indicative and can be increased or decreased as per requirement.

5. Additional Printer (s) in future, if any, shall also include in the Rate Contract on Pro-rata basis

6. **Rates:**

- i) The participating firm shall have to mention per printer price which shall be inclusive of GST, other taxes and repair at SITE. Also, shall have to mentioned the cost for the replacement of components, if any.
 - ii) The participating firms are advised to quote rate inclusive of all. (Rates excluding GST and Ex-Shop shall not be considered even after opening of the quotation).
7. The firm emerging overall L-1 for both the rates viz. price per printer and component cost (mentioned at Annexure “A” and “B”) shall be considered for allotment of Maintenance Contract, as deemed appropriate by the authorities.
8. The successful firm is responsible for replacing the spares with genuine / original quality material to SMVDSB. 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.
9. 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.
10. The successful firm shall depute a Service Engineer or Technician, as applicable, once a month at regular intervals, i.e. 12 visits per year. These visits shall be conducted during normal working hours to inspect and provide necessary maintenance services, ensuring the proper functioning of all machines.
11. In addition to the routine visits, the successful firm shall ensure that a Service Engineer or Technician is available on call. The firm shall promptly depute the Service Engineer or Technician upon receiving intimation via phone or written communication from this office to address the issue. This request must be attended on priority, ensuring swift resolution of any concerns or technical difficulties.
12. 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.
13. While filing GSTR-I, the supplier shall classify the supply / service made to SMVDSB under Business to Business (B to B) Sales.
14. The firm shall have to mention the HSN Code while raising the bills of supplies.
15. 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.

16. 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.
17. The firm shall be liable for any loss caused to the machine due to bad workmanship of the Engineer / Technician deputed by the company.
18. The conditional, illegible, ambiguous quotation (s) and quotation (s) received after the stipulated date and time shall be out rightly rejected.
19. **Earnest Security Deposit (EMD):**
- The participating firm shall have to furnish the **EMD in the shape of CDR/FDR amounting to Rs. 10,000/- (Rupees Ten Thousand only)** pledged to FA/CAO, SMVDSB payable at Katra alongwith 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). EMD in the shape of Demand Draft shall not be accepted. **Also, no exemption for non submission of EMD is allowed.**
 - 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.
 - The EMD of the successful bidder shall be retained as Security Deposit which shall be released after the installation of complete material at SITE and receipt of installation report from concerned unit in-charge as well as IT wing. The same can be withheld / forfeited, in full, or in part, in case the order is not executed satisfactorily, within the stipulated period.
 - The EMD of the unsuccessful bidders shall be released after the award of work to the successful bidder.
20. **INSPECTION / LIFTING BACK OF REJECTED SUPPLIES:**
- On receipt, the material shall be inspected / checked by our Inspection Committee and if found of inferior quality/defective, the same will be rejected and the Board shall be at liberty to have the same procured from open market at the risk & cost of the supplier whereby the original supplier shall be liable to pay the extra cost, if any, involved in the process. The Competent Authority, however, may accept the replaced material within the delivery period if it conforms to the approved specifications.
 - The rejected material shall have to be lifted by the supplier at his own risk and cost within a week's time, failing which storage charges @ 2% per day shall be imposed against the supplier for a period of one week. The penalty amount shall get doubled for each subsequent week and the rejected material in the stores shall be at the risk of the firm. Beyond one month the material shall be auctioned and storage charges shall be recovered from the supplier @2% per day. The amount acquired on account of auctioning shall be deposited to SMVDSB Account.
21. **Penalty @ 2% of the total value of the order shall be imposed:**
- In case of failure to depute Service Engineer / Technician within the stipulated period, after the intimation by concerned unit / IT wing.
 - In case of non compliance of the terms and conditions.
22. **Payment:**
- Advance 25% payment, (1st quarter) of the total sum shall be released after the issuance of Order.
 - Balance payment shall be released on quarterly basis (after the end of each quarter i.e. 25% each at end of 2nd, 3rd & 4th quarter), subject to verification / satisfactory receipt of work done report from IT wing.
 - Payment in respect of replacement of parts shall be released as per actual, if replaced, subject to verification / satisfactory receipt of replacement report from IT wing.

23. **Guarantee (if any):**

Atleast 01 month Guarantee shall be provided, if the any printer is repaired / part replacement during the Maintenance Period.

24. **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.

25. All disputes arising hereto are subject to Jurisdiction of the Courts of Law at Katra / Reasi.

26. **Rights reserved by SMVDSB:** The Competent authority of SMVDSB reserves the right:

- a) To split the contract in favour of more than one firm (s).
- b) To cancel/ terminate the RFIQ / Purchase Order during the period of its validity without assigning any reason thereof.
- c) To forfeit the CDR/FDR of defaulter supplier.
- d) Debarring any defaulter firm from any further dealing with Shrine Board for a period of three years.
- e) Grant of extension with or without imposing penalty, as deemed fit.
- f) To split the demand among two or more firms.
- g) To visit the premises of the bidder to verify the production capacity of the bidder / quality of products.
- h) The Board reserves the right to establish reasonability of rates, to negotiate with the L-1 bidder for each item or to bifurcate the Rate Approval / Purchase Order amongst more than one bidder (on L-1/negotiated rates).

27. This is just a RFIQ and not a Purchase Order.

28. The broad terms and conditions have been included. However, other standard terms and conditions of supply may be incorporated in the Rate Approval Order / Purchase Order to be issued in due course.

29. **PROCEDURE FOR SUBMISSION OF BID:**

The firm shall submit the **Price Bid** on their letter head as per **Annexure "B"**, in a sealed envelope super-scribed "**Quotation for Annual Maintenance Contract for Printers installed at different locations of SMVDSB**" against **RFIQ No. CO/Pur/Electronics/650/581** dated: **28.05.2025** which shall contain all relevant details along with requisite Earnest Money Deposit, if any.

30. All such offers, along with the terms and conditions duly signed, and enveloped as described above, must be submitted in person in the office of the SMVDSB, Katra **by or before 04.06.2025 upto 02:00 PM**. Alternatively the sealed offer may be sent by Registered Post /Speed Post/ Courier addressed to the office of the Chief Executive Officer, Central Office, Jammu Road, Katra (J&K) - 182301 so as to reach **by or before 04.06.2025 upto 02:00 PM**. The offer(s) received after the due date and time shall not be considered under any circumstance.

31. 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 be present.

32. The Shrine Board shall not be responsible for any delay in submission of quotation whatsoever. 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 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 – “A” to this office RFIQ No. CO/Pur/Electronics/650/581 dated: 28.05.2025

S. No.	Description of Component	Rate per unit (in Rs.)
A) Dot Matrix Printer: TVSE 450 STAR		
1	Main Logic Card	
2	Power Card	
3	Paper Feeder Motor	
4	Pulley/Gear	
5	USB Card	
6	Carriage Assembly	
B) Dot Matrix Printer: TVSE 270		
1	Main Logic Card	
2	Power Card	
3	Paper Feeder Motor	
4	Pulley/Gear	
5	USB Card	
6	Carriage Assembly	
C) Dot Matrix Printer: TVSE 345		
1	Main Logic Card	
2	Power Card	
3	Paper Feeder Motor	
4	Pulley/Gear	
5	USB Card	
6	Carriage Assembly	
D) Dot Matrix Printer: TVSE 455		
1	Main Logic Card	
2	Power Card	
3	Paper Feeder Motor	
4	Pulley/Gear	
5	Carriage Assembly	
6	USB Card	
E) LaserJet Printer: HP 1108		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
F) LaserJet Printer: HP 1007		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
G) LaserJet Printer: HP 1005 MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
H) LaserJet Printer: HP 1010		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
I) LaserJet Printer: HP 1020		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
J) LaserJet Printer: HP 1008a		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	

K) LaserJet Printer: HP 3050 MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
L) Colour LaserJet Printer: HP M 180n MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
M) Colour LaserJet Printer: HP M 154 nw		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
N) LaserJet Printer: HP Pro M 403n		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
O) LaserJet Printer: HP M 12 a		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
P) LaserJet Printer: HP Pro 128 fn MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
Q) LaserJet Printer: HP Pro M 452dw		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
R) LaserJet Printer: HP Pro M 203 DN		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
S) LaserJet Printer: HP /Epson / Canon MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
T) Colour LaserJet Printer: HP MFP M681		
1	Teflon	

2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
U) LaserJet Printer: HP 136 A MFP		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
V) DESKJET Printer: HP 7610		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
W) LaserJet Printer: HP 1000A		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
X) LaserJet Printer: HP P2015		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
Y) LaserJet Printer: HP 150nw		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
Z) Thermal Printer: TVSE RP 3160 Gold		
1	Head	
2	Power Adaptor	
3	Logic Card	
4	Cutter	
5	Gear Set	
AA) INK TANK: HP 315		
1	Paper feeder Pulley & Gears	
2	USB Card	
3	Power Supply Card	
4	Head	
5	Main Logic Card	
AB) LaserJet Printer: HP 108a		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
AC) Colour LaserJet Printer: HP 255dw		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
AD) Epson Ink Tank Printer: 6170		
1	Paper feeder Pulley & Gears	

2	USB Card	
3	Power Supply Card	
4	Head	
5	Main Logic Card	
AE) Brother DCP-T80 DW Ink Tank Printer:		
1	Paper feeder Pulley & Gears	
2	USB Card	
3	Power Supply Card	
4	Head	
5	Main Logic Card	
AF) Brother LaserJet Printer - 2541		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
AG) Brother DCP-B7600MFP Printer		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	
AH) HP LaserJet 706nPrinter		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Main Logic Card	
AI) Epson L1250 / L14150 / L4260 / L6270 Ink Tank Printer		
1	Paper feeder Pulley & Gears	
2	USB Card	
3	Power Supply Card	
4	Head	
5	Main Logic Card	
AJ) Canon G3010 / G4010 Ink Tank Printer		
1	Paper feeder Pulley & Gears	
2	USB Card	
3	Power Supply Card	
4	Head	
5	Main Logic Card	
AK) HP Colour Laserjet M252dw / M255W / M154nw / CP1025 / 681MPrinter		
1	Teflon	
2	Pressure Roller	
3	Paper feeder Pulley & Gears	
4	USB Card	
5	Power Supply Card	
6	Scanner Lamp	
7	Main Logic Card	

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

(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 of various printers installed at different location of SMVDSB viz. Jammu, Katra enroute Bhawan (via Tarakote Marg also) and Bharon.**

RFIQ No. CO/Pur/Electronics/650/581

dated: 28.05.2025

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, freight, loading / loading and other taxes / charges, F.O.R. Engineering Store, Banganga, Katra:-

S. No.	Description of Printers	Net Rate inclusive of all taxes, and repair of printer at SITE
1	TVSE Dot Matrix Printer	
2.	Laserjet Printers (HP / Epson / Canon / Brother)	
3.	Multifunctional Printer (HP / Epson / Canon / Brother)	
4.	Colour Printers (HP / Epson / Canon / Brother)	
5.	TVSE Thermal Printer	

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.

Seal & Signature _____ M/s _____

Full Address _____ Contact Person: _____

Contact Number: _____ E-mail ID: _____

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