



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

No.CO/Pur/Electric/658/3143

Dated: 29.12.2025

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 OEMs or their authorized distributors / dealers only for furnishing the rates for **Supply, Installation, Testing & Commissioning (SITC) including post warranty 05 years Comprehensive Maintenance Contract of Water Coolers with inbuilt Water Purifiers UV** as per the Quantity, Specifications, Brand / Make mentioned in **Annexure-“A”**:

Terms and conditions:

1. Document to be submitted:

- i) GST Certificate.
- ii) Certification w.r.t. OEM or its authorized distributor / dealer of the make offered must be submitted along with the quotation.
- iii) RFIQ document duly signed / stamped by the bidder
- iv) EMD

2. Earnest Money Deposit (EMD):

- i. Participating firm has to submit Earnest Money Deposit in the shape of CDR/FDR amounting to **Rs. 25,000/- (Rupees Twenty Five Thousand only)** pledged to FA/CAO, SMVDSB, Katra or transfer the amount through **NEFT** in the official account of SMVDSB Account No. 0235040500001804, IFSC - JAKA0KATTRA ("0" Zero).
- ii. Furnishing of EMD for an amount less than the stipulated amount mentioned in the RFIQ quoting the exemption as Small Scale Industries or any other reason shall not be entertained and the quotation / offer submitted by the firm shall be rejected outrightly.
- iii. The quotation will be considered of only those firms who had submitted requisite EMD.
- iv. The EMD of un-successful bidders shall be returned after the issuance of Letter of Award (LoA). However, the EMD of the successful bidder (s) shall be retained as Security Deposit which shall be released only after the satisfactory completion of CMC period, subject to satisfactory report received from Engineer Incharge, SMVDSB.

3. Validity:

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

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

4. The last date for submission of sealed quotations is 05.01.2026 upto 3:00 PM.

5. Rates:

The rates should be NET inclusive of GST, loading, unloading, labour charges, toll tax, freight and other taxes / charges / F.O.R. Engineering Store, Banganga / installation at site including 05 years Comprehensive Maintenance Contract. (Rates excluding GST and Ex-Shop shall not be considered even after opening of the quotation).

6. Selection Criteria:

The L-1 firm shall be considered on overall lowest rates offered for SITC plus CMC.

7. Delivery / Completion Period:

The SITC work shall be completed within a period of **20 days** after the issuance of Purchase Order. Before participating, the competing firm must ensure that it has the capacity to meet the delivery period criteria. The Shrine Board may or may not extend the delivery period.

8. The conditional, illegible, ambiguous quotation (s) and quotation (s) received after the stipulated date and time shall be out rightly rejected.

9. The material to be supplied strictly should be from the brands / makes / specifications mentioned in the RFIQ. No change in the Brand / Make shall be accepted. Any change in the Brand / Make shall outrightly be rejected..
10. The Board reserves the right to establish reasonability of rates, to negotiate with the L-1 bidder.
11. **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.
12. **Penalty:** Following penalties (calculated on the value of unsupplied material) shall be imposed for delay beyond the prescribed period, unless exempted by the competent authority for valid reasons to be brought on record.
- upto 7 days @ 0.5%
 - From 8th day to 15th day @ 1%
 - From 16th day to 22nd day @ 1.5% and
 - From 23rd day to 30th day @ 2% of LoA shall be imposed.
 - After 30 days of delay, the LoA shall be deemed to have been cancelled to the extent of unsupplied material and the material shall be procured from alternative sources at risk and cost of vendor.
- Note:** Despite cancellation of LoA as stated above; for any valid reason to be brought on record, the Competent Authority may grant extension in the stipulated delivery period; with or without penalty. (Amount to be decided by the Competent Authority).
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, 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.
14. **Payment Terms:**
- No Advance payment shall be made.
 - 90% payment shall be released within a period of 20 days after the satisfactory SITC at site (Adhkuwari & Niharika, Katra).
 - 10% shall be released after completion of Warranty Period, subject to submission of satisfactory report by AEE (Elect), SMVDSB.
 - Payment for Comprehensive Maintenance Contract (CMC) shall be made in two equal installments, with each installment due at the end of every six month period (Bi-annually) during CMC Period.
15. **Warranty:**
The successful firm shall provide minimum One Year onsite Warranty to SMVDSB on the supplied material. Warranty Certificate shall be furnished at the time of supply of material. The warranty shall start from the date of installation of material at Site.
16. **Comprehensive Maintenance Contract:**
The successful bidder(s) shall also be fully responsible for Comprehensive Maintenance of Water Cooler with inbuilt water purifiers UV for a period of 05 years, after the expiry of warranty period / DLP.

17. Scope of Work for CMC:-

- a. The successful firm shall undertake the **repair and maintenance of Water Coolers with inbuilt water Purifiers UV** with original equipments of OEM.
- 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 with inbuilt Water Purifiers UV. 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 Water Cooler with inbuilt water purifiers UV 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**.
- 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 with inbuilt Water Purifiers UV.
- g. The successful firm shall ensure the replacement of filters of Water Purifiers at a regular interval.
- h. The successful firm shall maintain a log book to 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 AEE (Electric) / Unit Incharge.
- i. The firm shall paste a sticker on each machine depicting the following information:

Name of CMC Firm:	
Contact Person Name:	
Contact No. :	
Email ID	
Service Log Book maintained by:	

18. Penalty for CMC:

- 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 48 hrs)
 - b) Rs. 2,000/- (if not replaced / repaired in 60 hrs)
 - c) Rs. 3,000/- (if not replaced / repaired in 72 hrs)
 - d) Rs. 4,000/- (if not replaced / repaired in 84 hrs)
 - e) Beyond the period of 84 hrs, 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.
- iii) Non-repairing / replacement of faulty equipments despite of repeated request may attract foreclosure / termination of LoA including forfeiture of Security Deposit and debarring from further dealing with the Shrine Board for a continuous period of 03 years.

19. Debarring

If the successful bidder fails to comply with the terms and conditions of the RFIQ after successful culmination of the RFIQ and placing of purchase order, the firm shall be debarred from further dealing with SMVDSB for a period of 03 years.

20. Rights reserved by SMVDSB:

The Competent authority of SMVDB reserves the right:

- i. To cancel/ terminate the RFIQ / Purchase Order during the period of its validity without assigning any reason thereof.
 - ii. To forfeit the CDR/FDR of defaulter supplier.
 - iii. Debarring any defaulter firm from any further dealing with Shrine Board for a period of three years.
 - iv. Grant of extension with or without imposing penalty, as deemed fit.
 - v. To visit the premises of the bidder to verify the production capacity of the bidder / quality of products.
21. This is just a RFIQ and not a Purchase Order.
22. The broad terms and conditions have been included. However, other standard terms and conditions of supply may be incorporated in the Purchase Order to be issued in due course.
23. **Procedure for submission of Bid:**
Bidders are required to submit their bids under 2 bid system with Cover-I (Technical Bid) and Cover-II (Price Bid).
- A. Cover-I (Technical Bid) This cover shall contain: -**
- (i) EMD (original) in shape of CDR / FDR pledged to FA/ Chief Accounts Officer, SMVDSB or in case of online transfer, screen shot depicting UTR / Reference ID No. must be enclosed.
 - (ii) OEM or its authorized Distributor / Dealer Certificate of the Make / Brand offered
 - (iii) Copy of GST certificate
 - (iv) RFIQ Document containing **Instructions and Terms & Conditions, duly signed / stamped** on each leaf by the bidder.
- B. Cover II (Price Bid):**
- (i) The bidder(s) shall have to quote rates on their letter head(s) only **as per Annexure-A.**
 - (ii) The price bid should be absolute and unconditional.
 - (iii) Conditional bids shall be rejected.
 - (iv) The price bids of only such bidders shall be opened, who qualify in the technical stage.
- C. Both the sealed covers (Technical Bid & Price Bid) shall further be put in a 3rd Envelope duly sealed & super-scribed "**Quotation for SITC including post warranty 05 years CMC of Water Cooler with inbuilt Water Purifiers UV**" against **RFIQ No. CO/Pur/Elect/658/3143 dated 29.12.2025.****
24. All such offers must be submitted in person in the office of the SMVDSB, Katra or may be sent by Registered Post /Speed Post/ Courier addressed to the office of the Asstt. Chief Executive Officer(VB), Central Office, Jammu Road, Katra (J&K) - 182301 so as to reach by 3:00 PM (1500 hrs) on **05.01.2026** The offer(s) received after the due date and time shall not be considered under any circumstance. 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.
25. All disputes arising hereto are subject to Jurisdiction of the Courts of Law at Katra / Reasi.
26. 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 all the contents of the RFIQ before the submission of the quotation)

RFIQ No.: CO/Pur/Electric/658/3143

dated 29.12.2025

S.No	Description of material	Tentative Qty. (in Nos)	Required Brand / Make
1.	Water Coolers <ul style="list-style-type: none">➤ with inbuilt Water Purifier UV having 3 stage purification➤ Storage capacity : 120 ltrs or above➤ Storage Tank & Drain Tray material: SS 304➤ Taps: 02 Nos➤ Visual Control LED➤ Cooling On / Off Switch➤ Operating Power Supply: 230± 10% VAC 50 Hz Single Phase➤ Operating temperature: 15 to 45 degree centigrade.	08	Voltas / Blue Star / Usha / Aquaguard (Eureka Forbes) / Zero B Ecochill (Ion Exchange)
Installation Sites: <ul style="list-style-type: none">➤ 05 No. at Adhkuwari and➤ 03 No. at Shakti Bhawan Niharika Complex, Katra			

Sd/-

**(Vipan Bhagat) JKAS
Asstt. Chief Executive Officer**

PRICE BID
(on the Letter Head of the Firm)

To,

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

Subject: Quotation for SITC of Water Cooler with inbuilt water purifier UV including post warranty 05 years Comprehensive Maintenance Contract.

Ref. CO/Pur/Elect/658/3143

dated 29.12.2025

I, _____ representative / proprietor of
M/s _____ hereby submit my following rates as
per specification / UOM / / requirement of Shrine Board. The offered rates are NET
inclusive of GST / other taxes and F.O.R SITC at Site(s) including post warranty 05
years Comprehensive Maintenance Contract are as under:

S. No.	Description of item	Make / Brand offered	Warranty / Guarantee offered	Net Rate per Unit
1.	Water Cooler with inbuilt water purifier UV as per specifications mentioned in Annexure "A"			
2	Post warranty Comprehensive Maintenance for a period of 05 years		1 st year	
			2 nd year	
			3 rd year	
			4 th year	
			5 th year	

Notwithstanding anything mentioned in our price bid, we hereby accept all the terms & 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 _____
Contact Person: _____
Contact Number: _____
E-mail ID: _____