



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

Subject: Reply to the Pre-Bid Queries.

E-NIT No.: CO/Oprs./328/1490 dated 30.08.2026.

Name of the Work:

Design, Software Development, Installation, Operation, Maintenance and Management of Mobile / Shoe / Baggage / Luggage Smart Locker Facilities on Revenue Sharing Basis, as per the scope of the work as mentioned in the Clause No. 07 of this RFIQ, for a period of 05 years reckoned from the date of commencement of operations.

S. No.	Existing Clause	Reply / Change / Modification
1.	<u>Clause No. 04 (Third Paragraph):</u> Notwithstanding the above, the Shrine Board, at its sole discretion and in the interest of ensuring uninterrupted, efficient, and timely smart locker services to visiting pilgrims, reserves the right to allot a portion of the work to the H2 bidder or any other technically qualified bidder, on H1 percentage. Such allocation may be made to reduce dependence on a single service provider, mitigate operational risks, ensure business continuity, or enhance service delivery, and the decision of the Shrine Board in this regard shall be final and binding on all bidders. No bidder shall have any claim or right against the Shrine Board on account of such allocation.	Notwithstanding the above, the Shrine Board, at its sole discretion and in the interest of ensuring uninterrupted, efficient and timely provision of Smart Locker services to visiting pilgrims, reserves the right to allot up to a maximum of 50% of the work to the H2 bidder or any other technically qualified bidder, at the H1 percentage/rate. The said 50% of the work may be allocated either in terms of the number of Smart Lockers or the number of locations, as may be determined by the Shrine Board. Such allocation shall be made in a manner that ensures smooth and independent operations by the respective successful bidders, without causing any operational hindrance, overlap, or interference between them. Such allocation may be made to reduce dependence on a single service provider, mitigate operational risks, ensure business continuity, enhance service delivery, and the decision of the Shrine Board in this regard shall be final and binding on all bidders. No bidder shall have any claim or right against the Shrine Board on account of such allocation.
2.	What is the total number of lockers that the Shrine Board proposes to install? Please	The primary locations for installation of Smart Lockers shall include Bhawan,

	also provide the names of all the locations where these lockers are proposed to be installed. Locker mix/capacities and site-wise requirements	Bhairon Ji, Adhkuwari, Niharika Katra, and Helipad Katra. The bidders are advised to visit the respective locations and assess the requirements, keeping in view the anticipated pilgrim footfall, availability of space, operational feasibility, and other site-specific requirements, so as to proportionately assess the number of Smart Lockers required at each location. At each location, out of the total number of Smart Lockers allotted, 70% shall be of Large size, 20% of Medium size, and 10% of Small size. For assessment of the dimensions and size of the Smart Lockers, the Bidders are advised to visit the existing Smart Locker installations at Bhawan to obtain first-hand information and assess the requirements accordingly. The number of Smart Lockers to be installed at each site shall be determined based on the available space and the capacity requirements of the respective site.
3.	After completion of the monthly reconciliation, within how many days will the payment be released to the bidder/agency?	Upon receipt of the monthly MIS report, the same shall be duly compiled and reconciled. If the report is found in order with respect to the number of Smart Lockers issued and the amount collected towards extended usage, the payment shall be released within a maximum period of 15 days from the date of receipt and verification of the MIS report.
4.	For shifting/transportation of the material, equipment, and lockers up to the respective installation locations/sites, will the Shrine Board provide transportation vehicles and manpower, or will the bidder/agency be responsible for arranging the same at its own cost?	The Shrine Board shall extend all possible assistance and facilitation for the successful installation and commissioning of the Smart Lockers. The required vehicle, wherever necessary, shall be provided by the Shrine Board subject to payment of applicable charges, whereas the deployment of requisite manpower/labour shall be arranged by the successful bidder at its own cost.
5.	<u>Clause No. 02 (A) (f) of Terms & Conditions of the RFIQ:</u> EMD: In the form of CDR/FDR/TRD/BG amounting to Rs. 5,00,000/- pledged to	No change.

	FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra. The EMD shall be returned to all unsuccessful bidders after the award of the work. However, the EMD of the successful bidder (s) shall be retained as Security Deposit and released after expiry of contract period subject to satisfactory operation of the Smart Lockers during the awarded period. The RFIQ will be considered of only those firms who had submitted requisite EMD.	
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S. No.	Query of the Bidder	Reply
1.	a) The stipulated period between the Letter of Award / Work Order and commencement of work; b) The total permissible period for Supply, Installation, Testing and Commissioning (SITC); c) Whether the SITC completion period will be calculated from the date of Work Order, execution of Agreement, handing over of site, issuance of site clearance or any other milestone; d) Whether the Shrine Board will provide the required site readiness, electrical power supply, network/connectivity and other necessary infrastructure prior to commencement of installation; and Whether the Shrine Board will provide the required sanctioned electrical load, distribution board and connection up to the installation point, with the bidder responsible thereafter.	Refer to the Delivery Clause No. 13 of the RFIQ. Refer to the Delivery Clause No. 13 of the RFIQ. Refer to the Delivery Clause No. 13 of the RFIQ. The Shrine Board will ensure that the designated sites are made ready well in advance of the scheduled arrival of the Smart Lockers at Katra. The provisions regarding electricity shall be as per Clause 08(b) of the RFIQ. The electricity supply upto the switch board required for operation of the Smart Lockers shall be provided by the Shrine Board. Provision of redundant/backup network and internet connectivity shall be within the scope of the successful bidder and shall be arranged at its own cost. The Shrine Board shall ensure timely provision of the requisite payment kit and

	e) Whether any provision for extension of the implementation period will be available in case of circumstances beyond the control of the successful bidder, including delay in site handover, civil/electrical readiness, statutory approvals or other dependencies.	APIs to the Successful Bidders for fetching the details of RFID based registered pilgrims and facilitating receipt of payments, as required for the operation of the Smart Locker system. In cases where the successful bidder is not responsible for the delay in execution / commissioning of the project, the Shrine Board may grant a suitable extension of time commensurate with the period of delay, subject to the approval of the competent authority, without penalty.
2.	Whether bidders are expected to quote based on a per-locker/per-compartment rate, site-wise rate, percentage/revenue-sharing model, or any other commercial methodology; and Whether the quoted revenue-sharing percentage will be calculated on the gross user collections including GST, or on the tax-exclusive net revenue.	Please refer Clause No. 12 (User Charges) and Schedule-'B' of the RFIQ.
3.	Evaluation Criteria and Award of Work	Please refer Clause No. 04 of the RFIQ
4.	Payment criteria for lockers allotted on Free of Cost FOC basis	Refer to Clause 12(b) of the RFIQ. The Successful Bidder shall be paid its applicable share in respect of Smart Lockers allotted on an FOC basis, in accordance with the orders/directions of the Shrine Board.
5.	Weightage/Advantage for Existing Smart Locker Service Providers	The bidder quoting the highest revenue-sharing percentage in favour of the Shri Mata Vaishno Devi Shrine Board shall be declared the Highest Bidder (H1).
6.	Treatment of Existing Operational Smart Locker Infrastructure and Continuity of Services	The RFIQ is intended to cover all suitable existing (where smart lockers are installed) as well as new/fresh locations within the Shrine area. The existing Service Providers shall be permitted to continue their operations up to the operational period and at the percentage stipulated in their respective MoUs/Agreements executed with the Shrine Board. In the event that an existing Service Provider emerges as the H1 bidder, the said Service Provider may be permitted to continue utilizing the Smart Locker infrastructure at such locations as may be decided / allotted by the Shrine Board, subject to compliance

		with all technical specifications, terms and conditions, and other requirements stipulated in the RFIQ.
7.	Pilgrim Footfall, Calendar Year-wise	2021: 55,88,174 2022: 91,24,970 2023: 95,22,225 2024: 94,84,182 2025: 69,78,806 2026, upto 31.08.2026: 66,93,519
8.	Whether the CCTV infrastructure, storage, networking and installation are to be provided entirely by the bidder, and whether any existing CCTV infrastructure of SMVDSB can be utilized where available?	Refer Clause No. 07 (aa) of the RFIQ.
9.	Whether the ₹50,000 insurance requirement is applicable per locker, irrespective of locker size, and whether the bidder is required to insure the entire ₹50,000 value for every locker continuously even when the locker is unoccupied. Whether the bidder's liability for loss/damage to pilgrim belongings shall be limited to the insured amount and the terms, exclusions and conditions of the insurance policy, except in cases of proven negligence or misconduct?	Refer Clause No. 07 (bb) of the RFIQ. ₹50,000 insurance requirement is applicable per locker, irrespective of locker size. The Successful Bidder shall indemnify and keep indemnified the Shri Mata Vaishno Devi Shrine Board against all claims, liabilities, losses, damages, or legal proceedings arising out of such incidents.
10.	Whether the proprietary software, source code, OEM intellectual property, standard software modules and pre-existing technology of the bidder/OEM will remain the property of the bidder/OEM, and only project-specific data / configuration / customizations will be handed over?	Upon completion of the contract period, the Successful Bidder shall be permitted to remove its Smart Locker infrastructure from the site, subject to the directions of the Shrine Board. The Successful Bidder shall, however, return and hand over to the Shrine Board all data pertaining to pilgrims and the Shrine Board, including any CCTV footage and other related data collected or generated during the contract period. The Successful Bidder shall ensure that such data shall not be shared, disclosed, transferred or made available to any third party without the prior written consent of the Shrine Board. Any failure to comply with the above provisions shall be deemed to constitute a violation of the terms and conditions of the RFIQ and may invite appropriate action by the Shrine Board.
11.	Whether the upgrades/updates refer to normal software updates and security	After commencement of operations and throughout the contract period, the Shrine

	patches, and that major changes/additional functionality or integrations introduced by SMVDSB after award will be mutually discussed and commercially agreed?	Board may require modifications, upgrades or updates to the software and/or hardware, as may be necessary for efficient operation of the Smart Locker system. The Successful Bidder shall be responsible for carrying out such modifications, upgrades or updates, and no additional cost on this account shall be payable by the Shrine Board.
12.	Whether the cost of Whatsapp Business API/BSP, SMS, OTP and other third-party transaction/API charges will be borne by the successful bidder or SMVDSB?	Successful Bidder.
13.	Whether the bidder will have any minimum assured operating period, and what shall happen to the unamortized investment in case of early termination for reasons not attributable to the bidder?	Refer to the Clause No. 09 and 17 of the RFIQ.

Sd/-
(Satish Kumar Sharma), JKAS
Joint Chief Executive Officer

No.: CO/Oprs./328/1655
Dated 17.09.2026