



SHRI MATA VAISHNO DEVI SHRINE BAORD, KATRA

RFIQ DOCUMENT

FOR

**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**

**RFIQ NO.: CO/Oprs./328/1490 DATED: 30.08.2026
Due on: 21-09-2026**

**Address: Central Office, Shri Mata Vaishno Devi Shrine Board, Katra
(J&K)-182301**

Website: www.maavaishnodevi.org

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**OFFICE OF THE CHIEF EXECUTIVE OFFICER,
SHRI MATA VAISHNO DEVI SHRINE BOARD,**
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Subject: Request for Inviting Quotations (RFIQ) For Design, Software Development, Installation, Operation, Maintenance and Management of Mobile / Shoe / Baggage / Luggage Smart Locker Facilities on Revenue Sharing Basis at Shri Mata Vaishno Devi Shrine Board, Katra.

- A) For and on behalf of Shri Mata Vaishno Devi Shrine Board, through the Chief Executive Officer (hereinafter referred to as SMVDSB), offers through online mode, under a two-bid system are hereby invited from Firms / Companies for the work titled “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”.
- B) The selected agency shall establish and operate a secure, technology-enabled locker facility, digital access control, QR-based operation, online payment, reporting, and monitoring systems for use by devotees and temple administration.

Description of Work	Tentative Requirement
Design, Software Development, Installation, Operation, Maintenance and Management of Mobile / Shoe / Baggage / Luggage Smart Locker Facilities on Revenue Sharing Basis	Depending upon the area/size of the location

- C) The RFIQ consisting of Qualifying Information, Eligibility Criteria, Specifications, Bill of Quantities, (B.O.Q), set of Terms & Conditions of Contract and other details which can be viewed / downloaded from the official website of Shrine Board www.maavaishnodevi.org and J&K Govt. online portal www.jktenders.gov.in. Bidders shall submit their bids only through e-procurement platform at www.jktenders.gov.in.

Schedule of Events of RFIQ:

Publishing Date	02.09.2026 at 12.00 PM
Download Start Date	02.09.2026 at 02.00 PM
Pre-bid Conference	11.09.2026 at 11.00 AM
Bid Submission Start Date	12.09.2026 at 02.00 PM
Document Download / Sale End Date	21.09.2026 at 11.00 AM
Bid submission End Date (Online)	21.09.2026 at 02.00 PM
Date of Opening of Technical Bid (Online)	22.09.2026 at 02.00 PM (In the Office of Jt. Chief Executive Officer, SMVDSB, Katra)
Date of Opening of Financial Bid (Online)	Shall be communicated to the Technically Qualified Bidders

D) The RFIQ document should be accompanied with:

- i) Earnest Money Deposit (EMD) in the form of CDR/FDR/TDR/BG, amounting to **₹5,00,000/- Lakhs (Rupees Five Lakh Only)** from any Nationalized / Scheduled Bank, duly pledged in favour of FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
- ii) RFIQ Fee of **₹500/- (Rupees Five Hundred Only)** in the shape of Demand Draft pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.

The bidder shall mention RFIQ Fee, EMD and other details in the prescribed Technical Bid Form given at **Schedule-‘A’** of this RFIQ.

- iii) The DD and CDR/FDR/TDR/BG/UTR in respect of RFIQ Fee and EMD shall be submitted in original minimum 01 day before the opening of technical bid. Complete bidding process will be done online on e-Tender portal www.jktenders.gov.in only.

The RFIQ should be submitted strictly in accordance with the provisions of the detailed RFIQ. No Quotation will be accepted in physical form. Bids received without EMD & RFIQ fee of requisite amount shall be out-rightly rejected.

Instruction to Bidders regarding e-RFIQ process:

1. The interested bidder can download the RFIQ / bidding document from the website www.jktenders.gov.in & www.maavaishnodevi.org.
2. To participate in bidding process, bidders have to get (DSC) “Digital Signature Certificate” as per Information Technology Act-2000. This certificate will be required for digitally signing the bid. Bidders can get above mentioned digital certificate from any of the approved vendors.
3. The Bidders, who already possess valid (DSC) Digital Signature Certificates, need not to procure new Digital Signature Certificate.
4. The bidders have to submit their bids online in electronic format with Digital Signature. The bids cannot be uploaded without Digital Signature. No Proposal will be accepted in physical form.
5. Bids will be opened online as per the schedule of event mentioned in the RFIQ.
6. Before submission of online bids, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.
7. The Shrine Board will not be responsible for delay in online submission of bids for whatever reasons from the bidder side.
8. All the required information for bid must be filled and submitted online.
9. Before submitting the bid, the bidder should keep ready the scanned copies of the details showing deposit of RFIQ fee and EMD document, as specified in the RFIQ.
10. The amount of RFIQ fee and EMD specified in the RFIQ documents should be the same, as submitted online (scanned copies) otherwise bid will not be accepted.
11. Bidders are advised to use “My Documents” area in their user on <http://jktenders.gov.in>, e-tendering portal to store important documents like Balance

sheet, GST Registration Certificate, Tax Clearance Certificate, IT certificate, Manufactures authorization and other related documents etc., and attach these certificates as Non-Statutory documents while submitting their bids.

12. Bidders are advised not to make any change in BOQ (Bill of Quantities) contents or its name. In no case they should attempt to create similar BOQ manually. The BOQ downloaded should be used for filling the item rate as prescribed and it should be saved as it is in the RFIQ document.
13. Bidders are advised to scan their documents at 100 DPI (Dots per Inch) resolutions with Black and White in PDF format.
14. The guidelines for submission of bid online can be downloaded from the website <http://www.jktenders.gov.in>.
15. The Bidder(s) should carefully study the document and prepare his RFIQ with consideration of all provisions of the document. He/She should fully acquaint himself with site conditions and all other factors which may influence preparation of his RFIQ.

Sd/-

**Jt. Chief Executive Officer (S)
SMVD Shrine Board, Katra**

No.: CO/Oprs./328/1490

Date: 30.08.2026

Terms & Conditions of the RFIQ

1. **Fact Sheet:**

S. No.	Particular	Information
1.	Place of Technical and Financial Bid Opening	The Technical and Financial Bids would be opened by the designed committee in the Office of Joint Chief Executive Officer, Central Office, Shri Mata Vaishno Devi Shrine Board, Jammu Road, Katra
2.	Queries to be addressed at	operations@maavaishnodevi.net jceos@maavaishnodevi.net
3.	Cost of RFIQ Document	In the form of DD amounting to ₹5,00/- (Rupees Five Hundred Only) pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
4.	Earnest Money Deposit (EMD)	In the form of CDR/FDR/TRD/BG amounting to ₹5,00,000/- (Rupees Five Lakh Only) pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
5.	EMD Validity Period	65 months
6.	Validity of Proposal	120 days from the date of opening of proposal
7.	Method of Selection	Highest Proposer
8.	Any Addendum / Corrigendum	Any addendum, corrigendum, clarification, or other amendment issued with respect to this RFIQ shall be published only on the official website of the Shri Mata Vaishno Devi Shrine Board, www.maavaishnodevi.org . Bidders are advised to regularly visit the official website for updates. The Shri Mata Vaishno Devi Shrine Board shall not be responsible or liable for any omission, delay, or failure on the part of a bidder to obtain or act upon any information, addendum, corrigendum, or clarification published on the website.

2. **Procedure for submission of RFIQ:**

Bidders are invited to submit their RFIQ for “Design, Software Development, Installation, Operation, Maintenance and Management of Mobile / Shoe / Baggage / Luggage Smart Locker Facilities on Revenue Sharing Basis at Shri Mata Vaishno Devi Shrine Board, Katra” in two Covers viz. Technical Bid **(Schedule-‘A’)** and Financial Bid **(refers to BoQ Online only)** as per enclosed Performa **(Schedule-‘B’)** along with supporting documents, application fee, EMD etc. The bids shall be submitted only through e-tendering portal i.e. www.jktenders.gov.in as per given below:

Cover-I (Technical Bid):

(This cover shall contain the followings):

A. Technical Bid

The firms/companies are required to submit their technical bids documents as per the following:

- a) Firm / Company Registration Certificate.
- b) GST Certificate.
- c) Pan Card.
- d) Authorized manufacturer / distributor/ dealer certificate (if any).
- e) RFIQ Document Fee of Rs. 500/- in the shape of Demand Draft pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
- f) **EMD:** In the form of CDR/FDR/TRD/BG amounting to Rs. 5,00,000/- pledged to FA/Chief Accounts Officer, Shri Mata Vaishno Devi Shrine Board, Katra.
The EMD shall be returned to all un-successful 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.
- g) The Bidder must have successfully installed, commissioned, and operated Smart Locker Systems integrated with a Web Interface and/or Mobile Application, with a minimum capacity of 250 Smart Lockers at a single organization, or a minimum capacity of 150 Smart Lockers each at two separate organizations. The installations shall have been completed and operational as on the last date of submission of bids. Documentary evidence, including Work Orders/Agreements and satisfactory Completion Certificates or Performance Certificates issued by the respective client organizations, shall be submitted in support of this eligibility criterion.
- h) The bidder must have an annual capacity to manufacture or supply at least the estimated quantity or higher (self certificate to be attached). However, in case the prospective bidder is not a principal manufacturers, the bidder shall submit self undertaking of principal manufacturer with respect to annual capacity for manufacturing / supplying the estimated quantity, indicated in the RFIQ.
- i) The Bidder shall have a minimum annual financial turnover of ₹50.00 Lakh during the last twelve months ending July 2026. The Bidder shall submit a Turnover Certificate issued by a Chartered Accountant, duly bearing the UDIN, along with documentary proof of the payments/receipts corresponding to the reported turnover.
- j) Declaration Certificate, Schedule-‘C’, to be submitted on the bidder’s official letterhead.
- k) No Deviation Certificate, Schedule-‘D’, to be submitted on the bidder’s official letterhead.
- l) Bidder’s Details, Schedule-‘E’, to be submitted on the bidder’s official letterhead.

B. Financial Bid:

- a) The Bidder shall quote the **revenue-sharing percentage** payable to the Shri Mata Vaishno Devi Shrine Board in the Financial Bid (Schedule 'B') of this RFIQ.

- b) The quoted revenue-sharing percentage shall be expressed clearly and unambiguously in both figures and words. Conditional, incomplete, illegible, ambiguous, or qualified bids, including bids containing overwriting or corrections not duly authenticated by the authorized signatory, shall be liable to rejection.
 - c) In the event of any discrepancy between the percentage quoted in figures and that quoted in words, the percentage quoted in **words** shall prevail. The decision of the Shrine Board in this regard shall be final and binding on all bidders.
3. The conditional, illegible, ambiguous quotation (s) and quotation (s) received after the stipulated date and time shall be out rightly rejected.

4. **Evaluation of Bids and Award of Work:**

The technical offers received in response to this RFIQ shall be evaluated first. Only those bidders who qualify in the technical evaluation criteria as per the Clause No. 05 of this RFIQ shall be considered for the opening of their financial bids. 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) and shall ordinarily be considered for the award of the work.

The work of Smart lockers shall ordinarily be awarded to the H1 bidder. However, if the H1 bidder fails to deploy the requisite number of smart lockers, manpower, equipment, or any other resources required for successful implementation of the project within the timelines prescribed under the RFIQ Document or the Agreement, the Shrine Board shall have the absolute right to terminate the award and allot the scope of work to the H2 bidder on the same percentage, terms and conditions. In such an event, the Earnest Money Deposit (EMD) furnished by the H1 bidder shall be liable to forfeiture, and the H1 bidder shall also be liable to be debarred/blacklisted from participating in any tender of the Shrine Board for a period of five (05) years, without prejudice to any other rights or remedies available to the Shrine Board under the Agreement or applicable law.

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.

5. **Validity:**

The validity of quoted rates shall be for 120 days from the date of issuance first Purchase Order. Besides the immediate quantity mentioned in RFIQ, more Purchase Orders can be placed as per need, during the rate validity period.

6. **Pre-bid Conference &Clarifications:**

- a) A pre-bid conference will be held on **11.09.2026 at 11:30 AM** in the office of Joint Chief Executive Officer, Central Office, SMVDSB, Katra, District Reasi, J&K in order to clarify any queries of the prospective bidders.

- b) **Shrine Board reserves the right to modify the terms & conditions of RFIQ subsequent to the pre-bid conference in view of any practical modalities which may emerge during the pre-bid conference, ensuring that the bidding process remains fair and accommodating to all stakeholders.**
- c) All clarifications with regard to the published RFIQ shall be through e-mail i.e. operations@maavaishnodevi.net (Only email queries shall be replied).
- d) In case of any modifications to the RFIQ, all the Bidders shall be communicated through a corrigendum/addendum. It's imperative that all bidders remain vigilant and regularly check the official website of the Shrine Board at www.maavaishnodevi.org to stay informed of any updates or amendments to the RFIQ requirements, as the Shrine Board will not hold any responsibility for any unavailability of information.

7. **Responsibilities of the Successful Bidder/ Scope of Work:**

The selected bidder shall be responsible for the end-to-end execution of the project, including but not limited to the following:

- a) Bear the entire Capital Expenditure (CapEx) and Operational Expenditure (OpEx) required for the design, supply, installation, commissioning, operation, maintenance, repair, replacement, and successful execution of the Smart Locker Project throughout the Contract Period, without any financial liability on the Shrine Board.
- b) Design, Engineering, Supply, Installation, Testing, and Commissioning of smart lockers, kiosks, hardware, software, networking equipment, QR code displays, RFID readers, UPS, power backup, and other accessories required for seamless operation.
- c) Develop, deploy, operate, and maintain the Smart Locker Management Software, including all future upgrades and updates, at no additional cost to the Shrine Board.
- d) Provide multiple booking mechanisms for locker allotment, access, and retrieval, including counter-based offline booking through deployed staff, QR Code-based self-service booking, and booking through a dedicated Mobile Application/Web Interface, enabling pilgrims to conveniently reserve, access, and retrieve their belongings through secure and user-friendly modes.
- e) Admin monitoring dashboard for authorized SMVDSB officials.
- f) Integrate the Smart Locker System with the Shrine Board's RFID Yatra Registration System, payment gateways, web portal, mobile application, WhatsApp interface, and other software/applications through APIs as directed by the Shrine Board.
- g) Cloud-based hosting/database and secure storage of transaction logs.
- h) Reporting and analytic module.
- i) Operations, maintenance, preventive maintenance, breakdown support, and replacement of faulty parts.
- j) Provide a dedicated customer support/helpdesk for addressing pilgrim queries and complaints and resolve complaints within the prescribed timelines.
- k) Deploy adequate trained manpower for operation, customer assistance, maintenance, housekeeping, and supervision of the Smart Locker facilities.

- l) Replace defective lockers, hardware, or equipment immediately to ensure uninterrupted services.
- m) Ensure Compliance with statutory, cyber security, safety, and data privacy obligations along with applicable building, fire and electrical regulation.
- n) Maintain complete transparency in financial transactions and submit periodic revenue statements, reconciliation reports, and MIS reports.
- o) Maintain real-time transaction logs, locker occupancy records, audit trails, and other operational data, and provide access to the Shrine Board whenever required.
- p) Obtain and maintain all statutory licences, approvals, registrations, permits, and insurances required for execution of the work.
- q) Comply with all applicable labour laws, tax laws, EPF, ESI, minimum wages, and other statutory obligations relating to its employees.
- r) Ensure that all personnel deployed are adequately trained, properly uniformed, courteous, and carry valid identity cards while on duty.
- s) Ensure that no illegal, unauthorized, hazardous, prohibited, or objectionable material is permitted to be stored in the lockers and comply with all security instructions issued by the Shrine Board.
- t) Submit daily, weekly, monthly, and annual operational, financial, and performance reports in the format prescribed by the Shrine Board.
- u) Immediately report any equipment failure, cyber incident, security breach, accident, fire, theft, or any other untoward incident to the Shrine Board and take prompt corrective action.
- v) Maintain confidentiality of all data, information, software, APIs, and records relating to the Shrine Board and its pilgrims.
- w) Hand over all project data, reports, software customizations, documentation, and other records to the Shrine Board upon expiry or termination of the Agreement.
- x) Comply with all instructions, circulars, SOPs, and directions issued by the Shrine Board from time to time for ensuring safe, efficient, and uninterrupted services to pilgrims.
- y) Be solely responsible for any loss, damage, theft, negligence, or deficiency in service attributable to its personnel or operations and indemnify the Shrine Board against all claims, liabilities, losses, and legal proceedings arising therefrom.
- z) UPS/power backup protection or equivalent fail-safe arrangement.
- aa) Install and maintain a comprehensive CCTV surveillance system covering the entire Smart Locker Facility, including locker banks, entry and exit points, booking counters, kiosks, and other critical areas, to ensure effective monitoring, prevent theft, deter unauthorized activities, and facilitate investigation of any untoward incident. The CCTV system shall operate on a 24x7 basis, and the recorded footage shall be retained for a minimum period of **15 days** (or such period as may be prescribed by the Shrine Board from time to time) and shall be made available to the Shrine Board or law enforcement agencies whenever required.
- bb) To obtain and maintain a comprehensive insurance policy covering the contents of each Smart Locker for a minimum insured value of **₹50,000/- (Rupees Fifty Thousand only) per locker** throughout the Contract Period. In the event of loss, theft, or damage to a pilgrim's belongings attributable to the negligence, omission, security lapse, or failure of the Successful Bidder, its employees,

agents, or the Smart Locker System, the Successful Bidder shall be solely responsible for settling the claim and ensuring payment of compensation to the affected pilgrim, subject to the terms and conditions of the insurance policy and verification by the Shrine Board. The Successful Bidder shall also 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.

- cc) Issue a computer-generated thermal receipt/slip, in the format and containing the contents approved by the Shri Mata Vaishno Devi Shrine Board, to every pilgrim utilizing the Smart Locker Facility. The thermal receipt shall, inter alia, contain the booking reference number, locker number, date and time of booking, validity period, applicable charges, QR Code/unique retrieval code, and such other particulars as may be prescribed by the Shrine Board. In the event of extension of the locker usage period, a fresh thermal receipt reflecting the revised validity period and additional charges, if any, shall be generated and issued to the pilgrim.

Issuance of handwritten receipts/slips shall be strictly prohibited, except under exceptional circumstances such as system failure and only with the prior approval of the concerned Unit Head. Such manual receipts shall be issued only for the minimum period necessary to restore the system and shall subsequently be reconciled and entered into the Smart Locker Management System.

8. **Responsibility / Scope of the Shrine Board:**

The contribution of the Shrine Board shall be limited to the providing the following:

- a) Providing suitable covered cum weather proof space, at identified locations for installation of the Smart Locker System, subject to availability and operational requirements.
- b) Electricity connection at the installation locations. The cost of electricity consumed shall be borne by the Successful Bidder at the applicable tariff/rates prescribed by the Shrine Board or the concerned utility, as applicable.
- c) Providing access to the Shrine Board's RFID Yatra Registration System and other APIs, software platforms, or IT interfaces, wherever required and approved, for integration with the Smart Locker Management System.
- d) Facilitating necessary permissions and access for installation, commissioning, operation, maintenance, and inspection of the Smart Locker System within Shrine Board premises.
- e) Providing housekeeping support for common areas and electrical maintenance support up to the designated power supply point. However, housekeeping, maintenance, repair, and upkeep of the Smart Locker System, kiosks, equipment, and the immediate locker installation area shall remain the sole responsibility of the Successful Bidder.
- f) Providing such administrative assistance and coordination as may be reasonably required for the successful implementation of the Project, without assuming any financial, operational, or maintenance responsibility beyond the obligations expressly specified in the Agreement.
- g) Provide accommodation for the manpower deployed on a complimentary basis, subject to availability of space. Such accommodation shall be allotted at the sole discretion of the Shrine Board and may be withdrawn, relocated, or

modified at any time without any liability. The Successful Bidder shall be responsible for the upkeep, discipline, and compliance with all rules and regulations governing the allotted accommodation.

9. **Period of Contract:**

The Project shall initially be awarded for a period of Five (05) Years from the date of commencement of services or execution of the Agreement, whichever is later. Upon successful completion of the initial contract period, the Shri Mata Vaishno Devi Shrine Board (SMVDSB) may, at its sole discretion, consider extension of the Contract based on the Service Provider's overall performance, quality of services, compliance with the terms and conditions of the Contract, achievement of the prescribed Key Performance Indicators (KPIs), user satisfaction, and operational requirements of SMVDSB.

The Contract may be extended for a maximum cumulative period of Two (02) Years only under exceptional circumstances, subject to satisfactory performance of the Service Provider and mutual written agreement of both parties. Any such extension shall not be granted for the entire two-year period at one time. Instead, it shall be considered and approved one (01) year at a time, based on the outcome of an annual performance evaluation conducted by SMVDSB. Grant of any extension shall be entirely at the discretion of SMVDSB and shall not be construed as a matter of right or entitlement of the Service Provider.

10. **Validity of Proposal:**

The validity of the proposal shall be 120 days from the date of opening of proposal.

11. **Smart locker Usage Workflow:**

- a) A devotee arriving at the designated Smart Locker Facility may either approach the booking counter operated by the Successful Bidder, Kisok or scan the QR code displayed at the facility to access the web-based or WhatsApp booking interface for reserving a locker.
- b) The devotee shall first enter the unique RFID Yatra Card number, whereupon the system shall automatically retrieve the devotee's registration details from the Shri Mata Vaishno Devi Shrine Board (SMVDSB) Yatra Registration System through the designated API. Thereafter, the devotee shall select the preferred language, enter the required details such as name and mobile number, select the desired locker category (e.g., Mobile Locker), specify the required locker capacity or quantity, and upload a photograph wherever applicable.
- c) The system shall automatically calculate the applicable charges based on the selected locker category and storage duration, display the payable amount, and facilitate payment through the prescribed digital payment modes.
- d) Upon successful payment, the system shall automatically allocate an available locker, enable deposit of the belongings, and generate a unique QR Code, One-Time Password (OTP), or any other secure retrieval credential for accessing the locker. At the time of retrieval, the devotee shall authenticate the transaction using the RFID Card, QR Code, OTP, or other approved retrieval mechanism, following which the locker shall be opened for collection of the deposited

articles. In cases where the storage duration exceeds the prescribed free or booked period, the system shall automatically calculate and collect the additional charges before permitting retrieval of the belongings.

- e) The Successful Bidder shall submit a comprehensive workflow and operational methodology for the execution, operation, and management of the Smart Locker System. The proposed workflow shall be implemented only after obtaining the prior approval of the Competent Authority, Shri Mata Vaishno Devi Shrine Board. The Competent Authority shall have the sole and absolute authority to review, modify, revise, expand, simplify, or restructure the operational workflow, booking process, payment mechanism, locker allocation methodology, retrieval process, or any other operational procedure, as may be considered necessary from time to time in the interest of pilgrim convenience, safety, security, operational efficiency, transparency, technological advancements, or regulatory compliance. The Successful Bidder shall implement such modifications without claiming any additional cost or compensation, unless otherwise approved by the Shrine Board.

12. **User Charges:**

- a) The base user charge for a Smart Locker shall be ₹50/- (Rupees Fifty only) for a maximum duration of three (03) hours. In the event the locker remains occupied beyond the initial three-hour period, an additional charge of ₹20/- (Rupees Twenty only) shall be payable for each subsequent hour or part thereof until the locker is vacated and made available for further use.
- b) Pilgrims availing Shrine Board-approved packages such as SSVP, Atka Aarti, Nav Chandi Path, Jammu–Bhawan–Jammu package, or any other category as notified by the Shri Mata Vaishno Devi Shrine Board (SMVDSB) from time to time, shall be entitled to use the Smart Locker Facility free of charge. In such cases, the details of the applicable package shall be mandatorily recorded in the remarks field of the Smart Locker Management System and shall be verified by the Successful Bidder from the office of the Manager, Room No. 04, or through any other verification mechanism prescribed by the Shrine Board from time to time. Such verification shall be a prerequisite for determining and disbursing the Successful Bidder's share.
- c) All user charges collected through the Smart Locker System shall be received directly into the designated bank account(s) of the Shri Mata Vaishno Devi Shrine Board through the approved payment gateway(s). The Successful Bidder shall have no authority to collect or retain any amount directly from the users except as specifically authorized by the Shrine Board. Based on the verified Management Information System (MIS), transaction records, and reconciliation of collections, the Shrine Board shall release the Successful Bidder's admissible revenue share on a monthly basis, ordinarily during the month succeeding the month to which the collections pertain, after adjusting applicable deductions, recoveries, penalties, taxes, or any other dues payable under the Agreement.
- d) The aforesaid user charges are subject to revision by the Shri Mata Vaishno Devi Shrine Board (SMVDSB) from time to time. The SMVDSB reserves the absolute right to determine, revise, increase, decrease, cap, approve, or otherwise regulate the tariff structure, including the base user charges, hourly extension charges, surcharge for overstay, concessions, exemptions,

promotional tariffs, and charges applicable to different categories of lockers or users. The Successful Bidder shall not revise or levy any charge other than those approved by the Shrine Board and shall strictly implement all directions issued by the Shrine Board in this regard from time to time. Any revision in the approved tariff structure shall be binding on the Successful Bidder without entitling it to any claim for compensation or modification of the revenue-sharing arrangement, unless otherwise approved in writing by the Shrine Board.

13. **Delivery:**

The implementation period shall be reckoned from the date of issuance of the Work Order. The Successful Bidder shall complete the Project in the following phases:

- Phase-I: Supply, installation, and commissioning of Smart Lockers at all identified locations within 45 (Forty-Five) days from the date of issuance of the Work Order.
- Phase-II: Development, deployment, and commissioning of the Smart Locker Management Software, including integration with the Shrine Board's systems, payment gateway, web portal, WhatsApp interface, and establishment of a dedicated network with dual Internet connectivity for redundancy, within 55 (Fifty-Five) days from the date of issuance of the Work Order.
- Phase-III: Completion of end-to-end testing, trial runs, system integration, user acceptance testing (UAT), and successful commissioning of the entire Smart Locker System within 60 (Sixty) days from the date of issuance of the Work Order.

The Smart Locker Project shall be fully commissioned and made operational within 60 (Sixty) days from the date of issuance of the Work Order. In the event of failure to achieve commissioning within the stipulated period, the Successful Bidder shall be liable to pay liquidated damages at the rate of ₹5,000/- (Rupees Five Thousand only) per day for the period of delay, subject to a maximum period of 30 (Thirty) days.

If the Successful Bidder fails to commission the Project even after the expiry of the aforesaid 30-day grace period, the Shrine Board shall have the absolute right to cancel the Work Order and/or terminate the Agreement, forfeit the Earnest Money Deposit (EMD) and Performance Security, debar/blacklist the Successful Bidder from participating in any tender of the Shri Mata Vaishno Devi Shrine Board for a period of five (05) years, and recover any consequential loss or additional expenditure incurred in getting the work executed through an alternate agency, without prejudice to any other rights or remedies available under the Agreement or applicable law.

14. The successful Bidder shall provide uniform to all its workers deployed for the intended operation as per below mentioned detail:

S. No.	Season	Uniform
1.	Summer	i. T-Shirt Full Sleeves of Red color with company logo on front side. ii. Trouser black color.

		iii. Cap with company's logo
2.	Winter	a) Full sleeves sweater of grey color with company logo on front side. b) Trouser black color. c) Cap with company's logo
The bidder shall provide a windcheater of Black colour with Company's logo on front to each and every employee who shall use the same in case of rainy weather		

15.

Penalty:

The Shrine Board is at liberty to impose penalty on Smart Locker operations on grounds of any below mentioned complaints:

S. No.	Type of complaint	Amount
1.	For non wearing Uniform by operator's staff	₹500/- per employee per violation
2.	For non wearing of I-card operator's staff	₹500/- per employee per violation
3.	Poor services to the pilgrims in terms of drop or collection of luggage.	₹5,000/- per complaint
4.	Complaint about the Smoking of cigarettes or use of any tobacco products or pan chewing / playing of cards	₹2,000/- per complaint
5.	Failure to maintain the prescribed service levels, performance standards, or operational requirements	₹1,000/- per complaint.
6.	Unauthorized collection of tariffs, fees, charges, or any amount from pilgrims/users beyond the approved rates	₹2,000/- per complaint
7.	Revenue leakage, under-reporting of revenue, concealment or suppression of transactions, manipulation of financial records, diversion of collections, or any other financial irregularity or fraudulent practice	Immediate termination of the Contract, forfeiture of the Earnest Money Deposit (EMD) and debarment/blacklisting of the Successful Bidder from participating in any tender of the Shri Mata Vaishno Devi Shrine Board for a period of five (05) years, without prejudice to any civil, criminal, or other legal action that may be initiated under the applicable laws.

16. **Execution of agreement:**

The Successful Bidder shall execute an Agreement with the Shrine Board, in the prescribed format, within **fifteen (15) days** from the date of award of the contract. Failure to do so within the stipulated timeframe shall attract the penalties as specified below:

- a) Upto 15 days @ Rs. 20,000/- per day, (b) From 16 days upto 22 days @ Rs. 40,000/- per day, (c) From 23 days upto 30 days @ Rs. 60,000/- per day, (d) Beyond 30 days, the work order shall be deemed to have been cancelled automatically. In case of cancellation of work, the EMD of the successful Bidder shall be forfeited in favour of SMVDSB, Katra and the work may be allotted to the H2 bidder at the H1 approved rates.
- b) The Successful Bidder shall bear all the legal expenses, which shall be incurred on the execution of the agreement.

17. **Termination for Default:**

Without prejudice to any other rights, remedies, or powers available under the Contract or applicable law, the SMVDSB may terminate the Contract, in whole or in part, by issuing a written notice to the Operator if:

- a) The Operator continuously fails to restore, resume, or maintain the services within the timelines prescribed by the Authority;
- b) The Operator commits repeated or material breaches of the Contract;
- c) The Operator fails to rectify deficiencies or non-compliances within the period specified by the Authority;
- d) The Operator is found involved in fraud, misrepresentation, revenue leakage, unauthorized collections, or any activity detrimental to the interests of SMVDSB or pilgrims; or
- e) Penalties are imposed repeatedly or frequently for the same or different violations, or where the nature, severity, frequency, or cumulative impact of the violations indicates persistent non-performance, negligence, or inability of the Operator to discharge its contractual obligations satisfactorily.

The Shrine Board may, at its sole discretion, terminate the Contract if the Operator incurs penalties beyond the permissible limits prescribed by the Authority or if the recurring imposition of penalties demonstrates unsatisfactory performance. The decision of the Shrine Board regarding the levy of penalties and/or termination of the Contract shall be final and binding upon the Operator.

In the event of termination of the Contract on account of default, breach, or non-performance by the Successful Bidder, the Earnest Money Deposit (EMD) and/or Performance Security, as applicable, shall be liable to forfeiture. Further, the Firm/Company shall be liable to be debarred/blacklisted from participating in any tender or procurement process of the Shri Mata Vaishno Devi Shrine Board for a period of five (05) years, without prejudice to any other rights, remedies, or legal action available to the Shrine Board under the Agreement or applicable law.

18. Shrine Board shall not be liable for whatsoever consequences arising out of any accident, incident, mishap or any event relating to the operation of Smart Lockers by the successful Bidder, who shall be solely and exclusively liable for any injury, damage or liability of any kind arising out of its operations. Further, the successful bidder has undertaken to indemnify and keep indemnified the Shrine Board

against any damages, compensation, costs, charges, or expenses arising out of any claims or proceedings related to its operations and/or this RFIQ.

19. **Arbitration:**

In case of any dispute arising between the parties hereto, relating to the “operation & maintenance of smart lockers” and all matters connected therewith, both parties shall make every effort to resolve it amicably by direct informal negotiation. If 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:

- i) 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 nominate / appoint a sole arbitrator mutually for the resolution of dispute and venue/seat of Arbitration shall be at Jammu.
- ii) In the event that the parties cannot agree upon the nominate / appoint of the sole Arbitrator, either of the party or both of the parties may move an application before the Hon'ble High Court at Jammu, under The Arbitration and Conciliations Act, 1996, for the appointment of sole Arbitrator with seat/venue at Jammu for the resolution of disputes between the parties.
- iii) The competent authority of SMVDSB reserves the right to exempt any of the qualify criteria, in case the bidder (manufacturer or principal of authorized representative) who is a successful past supplier of 'The Product' in at least one of the recent past three procurements, who do not meet any or more of requirements above, would also be considered to be qualified in view of their proven credentials, for the maximum quantity supplied by him in such recent past, subject to meeting the specifications and quality of the product.

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

21. **Jurisdiction:**

All the disputes are subject to Jurisdiction in the Court of Law at Katra. The arbitration proceedings shall be conducted as per The Arbitration and Conciliation Act, 1996.

22. The SMVDSB shall have absolute right to reject any bid or all the bids at any stage without assigning any reason thereof.

23. **Queries may be addressed to:**
General Manager (Adm. & Oprs.)
operations@maavaishnodevi.net,

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

No.: CO/Oprs./328/1490
Dated: 30.08.2026



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD**
Central Office, Jammu Road, Katra (J&K) – 182301
E-mail: operations@maavaishnodevi.net

Schedule – “A” Technical Bid

Name of the Bidder: _____

Detail of RFIQ Fee:

a. DD No. CDR/FDR/TDR/BG/UTR No. _____, Amount: _____

Date: _____, Bank _____, Branch _____

a.

Detail of EMD:

b. CDR/FDR/TDR/BG/UTR No. _____, Amount: _____

Date: _____, Bank _____, Branch _____

To,

Chief Executive Officer,
Shri Mata Vaishno Devi Shrine Board,
Katra.

Sir,

I hereby submit RFIQ for the work namely “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” along-with the particulars given below:

Clause No.	Particulars	Documents enclosed at page No.
CREDENTIALS OF THE BIDDER		
2 (A) (a)	Firm / Company Registration Certificate	
2 (A) (b)	GST Certificate	
2 (A) (c)	Pan Card	
2 (A) (d)	Authorized manufacturer / distributor/ dealer certificate	
2 (A) (e)	Scanned copy of RFIQ Fee	
2 (A) (f)	Scanned copy of EMD	
2 (A) (g)	Operational experience certificates	
2 (A) (h)	Self Certificate	

2 (A) (i)	Financial Turnover	
2 (A) (j)	Schedule – 'C'	
2 (A) (k)	Schedule – 'D'	
2 (A) (l)	Schedule – 'E'	

RFIQ No. & Date: CO/Oprs./328/1490

Dated 30.08.2026

Signature of the Bidder

Name:_____

Designation_____

Date _____



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Schedule – “B”

Financial Bid

S. No.	Particulars	Percentage in numeric	Percentage in word
1.	Revenue Sharing percentage per locker to Shri Mata Vaishno Devi Shrine Board.		

Note:

The revenue-sharing percentage quoted by the Bidder in the Financial Bid shall be inclusive of all applicable taxes, including GST. The respective share accruing to the Shri Mata Vaishno Devi Shrine Board (SMVDSB) and the Successful Bidder shall be treated as GST-inclusive, and each party shall be solely responsible for discharging its own GST liability and other applicable statutory taxes in accordance with the provisions of the applicable tax laws. The Shrine Board shall not bear any additional tax liability on account of the Successful Bidder's quoted revenue-sharing percentage.

Illustration (for understanding only):

If the approved locker usage charge is ₹50/- and the Successful Bidder has quoted a 25% revenue share in favour of the Shrine Board, then ₹12.50 (i.e., 25% of ₹50/-) shall accrue to the Shrine Board. The amount of ₹12.50 shall be deemed to be inclusive of applicable GST, and the Shrine Board shall discharge the applicable GST liability from its own share. The remaining amount of ₹37.50 shall accrue to the Successful Bidder and shall likewise be deemed to be inclusive of applicable GST, with the Successful Bidder being responsible for payment of GST and all other applicable taxes on its share in accordance with law. The same percentage method shall also be applicable for additional locker usage charge collected.

Note: Schedule 'B' (Price Bid) of this RFIQ is provided solely for the information and understanding of the Bidders. The same shall not be required to be filled in or submitted along with the Technical Bid documents.

The Financial Bid shall be submitted strictly online through the www.jktenders.gov.in in the relevant Financial Bid document provided on the e-tendering portal. Bidders shall ensure that the Financial Bid is submitted only through the prescribed online mode.



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD**
Central Office, Jammu Road, Katra (J&K) – 182301
E-mail: operations@maavaishnodevi.net

Schedule-‘C’

(ON THE LETTER HEAD OF THE FIRM)

DECLARATION

I / We hereby declare that no case is pending with the police / court against the bidder / firm / company (Agency). Also, I / We have not been suspended / blacklisted by any PSU / Government Department / Financial Institution / Court etc.

RFIQ No. : CO/Oprs./328/1490

Dated 30.08.2026

Signature of the Bidder

Name: _____

Designation _____

Date _____



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SHRI MATA VAISHNO DEVI SHRINE BOARD
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Schedule-‘D’

(ON THE LETTER HEAD OF THE FIRM)

NO DEVIATION CERTIFICATE

Notwithstanding anything mentioned in our bid, we hereby accept all the terms and conditions mentioned in the RFIQ. We hereby undertake and confirm that we have understood the terms & conditions and shall provide the Smart Lockers as per the RFIQ to SMVDSB during the Contract Period.

e RFIQ No. : CO/Oprs./328/1490

Dated 30.08.2026

Signature of the Bidder

Name:_____

Designation_____

Date _____



**OFFICE OF THE CHIEF EXECUTIVE OFFICER
SHRI MATA VAISHNO DEVI SHRINE BOARD**
Central Office, Jammu Road, Katra (J&K) – 182301
E-mail: operations@maavaishnodevi.net

Schedule-‘E’

**(ON THE LETTER HEAD OF THE FIRM)
BIDDER’S DETAIL**

- a) Name of the Supplier / Party / Firm
- b) Name of the Authorized Representative
- c) Mailing Address:
- d) Phone/Landline No
- e) Mobile No.
- f) Fax No.
- g) E-mail Address
- h) Website Address (if any)
- i) Bank details for payment through NEFT / RTGS
- j) Name of the Bank:
 - Branch Account No
 - IFSC Code MICR No

Note: Submit a cancelled cheque for verification of above bank details.

RFIQ No. : CO/Oprs./328/1490

Dated 30.08.2026

Signature of the Bidder

Name: _____

Designation _____

Date _____