

# QORA – Water Treatment & Refill

## Refillable Glass Water Service for Hotels (Client-Ready Proposal)

**Version:** v1.0

**Prepared by:** QORA – Water Treatment & Refill (Bhaktapur Plant)

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**Service Area:** Kathmandu Valley (Kathmandu, Lalitpur, Bhaktapur)

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### 1) Executive Summary

QORA (Water Treatment & Refill) supplies hygienically cleaned, refilled, and tamper-sealed **glass water bottles** to hotels/restaurants, replacing single-use plastics at a **like-for-like price**. We operate an off-site clean–fill–seal plant co-located with our existing laundry facility in **Bhaktapur**, enabling reliable city-loop logistics and quality control.

**Commercial headline (Still water):**

- **500 ml @ NPR 15 + VAT**

- **750 ml @ NPR 17 + VAT**

**Sparkling (both sizes):** planned; pricing **TBD** (to be agreed post-pilot).

Benefits to hotel partners: consistent guest experience, sustainability impact (plastic reduction), simplified store-room operations (full-crate handling only), and transparent rotation + reconciliation.

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### 2) Scope of Service

**SKUs:** Still water in **500 ml** and **750 ml**. **Sparkling** (both sizes) is planned using pressure-rated glass and resealable caps.

**Supply format:** **Full crates of 12 bottles only; no loose units.**

**Branding:** Pooled branding. Bottles carry “**Property of QORA**” and QORA label artwork.

**Ownership:** Bottles and crates remain the property of QORA at all times.

**Service area:** **Kathmandu Valley only** (Kathmandu, Lalitpur, Bhaktapur).

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### 3) Product Specifications (Annex A)

**Still water bottles**

- Material: Food-grade flint glass; nominal volumes: **500 ml, 750 ml**.

- Neck finish: **28 mm ROPP** (tamper-evident band).
- Closure: ROPP TE cap; color coding **Still = Silver**.
- Marking: “**Property of QORA**”; label/lot/date code as per QORA SOP.

#### **Sparkling bottles (planned)**

- Pressure-rated glass suitable for carbonated water.
- Closure: **28 mm ROPP (pressure-capable)** for resealability (default).
- Color coding: **Sparkling = Black**.
- Final pressure/closure specs to be confirmed before launch.

#### **Crates**

- Size-specific: **500-ONLY** and **750-ONLY** variants, **12 bottles** per crate.
  - Embossed/printed size marking; stack height/weight limits per Annex A.
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## 4) Quality, Hygiene & Safety

QORA operates under Good Manufacturing Practices and HACCP-style controls aligned with **Nepal National Drinking Water Quality Standards** expectations. Hygiene controls, wash chemistry, filtration, and sealing SOPs are maintained internally and available for inspection.

#### **Testing visible to hotels:**

- **Monthly lab report** (microbiological basics) **or on client request**; client-requested ad-hoc tests are charged at cost (lab fee + handling).
- Tamper-evident seal must be intact at receipt; any anomalies should be rejected on delivery.

Internal plant scrap logging is part of QORA's private manufacturing records and is not included in client documentation.

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## 5) Ordering, Lead Times & Delivery Cadence

**Ordering channel: Email – QORA@laundrybag.com**

**Minimum order per dispatch: 8 crates combined across sizes** (e.g., 5×500 ml + 3×750 ml).

**Routine lead times: Next-day (T+1) if order is received before 14:00; otherwise T+2.**

**Surge orders: 24–48 hours best-effort (not guaranteed).**

**Baseline delivery & pickup cadence by hotel size:**

- **< 100 rooms: 1×/week**
- **100–200 rooms: 2×/week**
- **> 200 rooms: 2–3×/week**

QORA may propose adjustments after the pilot based on actual consumption.

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## 6) Hotel Store-Room SOP (Annex B)

1. Segregate **500 ml** and **750 ml** crates; **no mixed-size returns**.
2. Store full crates in a clean, dry area away from heat/chemicals.
3. On pickup day, prepare **only full-crate multiples of 12** per size.
4. At delivery: verify crate counts and seals; sign the e-dispatch note.
5. At pickup: hand over empties, per size; sign the e-return note.

**Non-compliant returns:** At QORA's discretion, the driver may **reject** the handover (hotel to re-organize) **or accept with a sorting/re-crating fee of NPR 100 per non-compliant crate**.

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## 7) Pricing & Fees

### Still water service rates:

- **500 ml @ NPR 15 + VAT**
- **750 ml @ NPR 17 + VAT**

**Sparkling (planned):** pricing **TBD** and subject to pressure-rated packaging confirmation.

### Operational fees (if applicable):

- Sorting / re-crating of non-compliant returns: **NPR 100 per crate** (at QORA's discretion if accepted).
- Off-schedule urgent pickup/delivery: available on request; quoted case-by-case.

QORA reserves the right to revise rates with 30 days' notice in case of significant input cost changes.

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## 8) Reconciliation & Statements

QORA tracks movements **per size** and **per item type** (bottles vs crates). The hotel sees a simple monthly statement:

### Per size (500 / 750):

- **Opening Outstanding** (bottles)
- **Bottles Dispatched** (full)
- **Bottles Returned** (empty)
- **Closing Outstanding** (bottles)

**Per size (500 / 750):**

- **Opening Outstanding** (crates)
- **Crates Dispatched**
- **Crates Returned**
- **Closing Outstanding** (crates)

**Ageing:** First-in-first-out (FIFO) by dispatch batch number. Any outstanding bottles/crates beyond **14 days** may be billed as provisional losses (see §9). If later returned, a credit note is issued.

**Accounting cut-off: Month-end calendar day.** The last pickup before month-end serves as the period cut-off.

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## 9) Loss, Breakage & Liability

- **No free allowance:** any unreturned bottle/crate is chargeable.
- **Ageing rule:** outstanding beyond **14 days** (FIFO) may be invoiced as provisional loss; late returns receive credit.
- **Visible damage** to bottles/crates at hotel hand-over may be charged at replacement rates.
- **Mixed-size returns:** see SOP fee policy above.
- QORA retains ownership of all bottles and crates; the hotel is responsible for safeguarding QORA assets while in custody.

**Replacement rates (initial, subject to revision):**

- **Bottle (500 ml): NPR 250**
  - **Bottle (750 ml): NPR 300**
  - **Crate (either size): NPR 3,000**
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## 10) Deposits & Rotation Caps (Annex C)

To ensure adequate security for circulating assets, QORA requires **refundable deposits**. Deposits are calculated **per size** and **separately** for bottles and crates.

**Rotation Cap (bottles, per size):**

Daily Need × Cycle Days

*(Cycle Days typically 3–4 for valley logistics; to be agreed during pilot.)*

**Coverage Factor:** A buffer applied to deposits to cover normal timing swings in outstanding stock. QORA standard = **1.2** (i.e., +20% over straight replacement value). The same factor applies to **crates**.

**Deposit formulas (per size):**

- **Bottle Deposit** = Rotation Cap (bottles) × Replacement Cost × **1.2**

- **Crate Cap** =  $\text{ceil}(\text{Rotation Cap} / 12)$
- **Crate Deposit** =  $\text{Crate Cap (crates)} \times \text{Crate Replacement Cost} \times 1.2$

**Illustrative worksheet (fill during onboarding):**

Hotel: \_\_\_\_\_

500 ml – Daily Need: \_\_\_\_\_ Cycle Days: \_\_\_\_ → Rotation Cap: \_\_\_\_\_ bottles

750 ml – Daily Need: \_\_\_\_\_ Cycle Days: \_\_\_\_ → Rotation Cap: \_\_\_\_\_ bottles

Calculated Deposits (auto-calc in onboarding sheet) → **Payable before first dispatch.**

Deposits are reviewed after the 4-week pilot and whenever Rotation Caps change.

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## 11) Sustainability Reporting (Annex D)

QORA will provide a simple monthly “**single-use plastic bottles avoided**” counter (by size), with an optional CO<sub>2</sub> proxy. This one-pager is suitable for the hotel’s ESG reporting and guest-facing communications.

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## 12) Commercial Terms

- **Billing: Monthly** invoices; **Net 30** payment terms.
  - **Taxes:** All prices **Plus VAT**.
  - **Dispute window: 7 days** from statement/invoice date.
  - **Price review:** Semi-annual or on material cost change; 30 days’ notice.
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## 13) Term, Pilot & Termination

- **Initial Term: 3 years.**
  - **Pilot Period: 4 weeks**, used to confirm actual Daily Need, Cycle Days, and Rotation Caps. Deposits may be adjusted post-pilot.
  - **Termination:** standard for-cause and convenience clauses (30 days’ notice for convenience after the pilot; immediate for cause).
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## 14) Insurance & Compliance

- **Product liability insurance: In place; details available on request.**
  - **Compliance:** Operations aligned with Nepal NDWQS expectations; documentation and SOPs available for review.
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## 15) Governance & Contacts (Annex E)

- **Primary Operations POC:** \_\_\_\_\_
  - **Logistics / Scheduling:** \_\_\_\_\_
  - **Accounts & Billing:** \_\_\_\_\_
  - **Escalation Ladder:** Supervisor → Ops Manager → Director
  - **Quarterly Business Review (QBR):** QORA will share a short KPI pack (volume, service levels, sustainability counter).
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## 16) Hotel-Specific Onboarding Sheet (to be filled jointly)

- 1) Hotel legal name & billing details (PAN/VAT, address, email for invoices).
  - 2) Outlets/points of use (rooms, F&B venues, spa, gym, events).
  - 3) Daily Need estimates by size (500/750) and by outlet.
  - 4) Agreed Cycle Days (3 or 4 to start).
  - 5) Rotation Caps (auto-calc).
  - 6) Deposit amounts and payment date.
  - 7) Delivery & pickup days/time windows.
  - 8) Delivery location(s) & dock access rules.
  - 9) Any special storage constraints at the hotel.
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## 17) Acceptance & Sign-off

### For Hotel

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Sign & Seal: \_\_\_\_\_

Date: \_\_\_\_\_

### For QORA – Water Treatment & Refill

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Sign & Seal: \_\_\_\_\_

Date: \_\_\_\_\_

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## Annex A – Technical Specs (Still & Sparkling)

(1) Bottle glass grade and tolerance; (2) Neck finish; (3) Closure specification and color coding; (4) Label substrate & adhesive; (5) Crate dimensions, material, stack height; (6) Handling & storage instructions.

## Annex B – Hotel SOP (Receipt, Storage, Returns)

(1) Seal check on delivery; (2) Size-segregated storage; (3) Pickup prep in full-crate multiples; (4) Non-compliant return policy (reject or accept with **NPR 100/crate** fee); (5) Escalation for quality concerns.

## Annex C – Deposits & Rotation Worksheet

Auto-calculation sheet to be shared at onboarding; includes the **1.2 Coverage Factor** for both bottles and crates.

## Annex D – Sustainability One-Pager

Monthly “plastic bottles avoided” counter (by size), optional CO<sub>2</sub> proxy; brief narrative suitable for guest-facing communications.

## Annex E – Contacts & Service Levels

Named POCs, service windows, and QBR cadence; includes service area map for Kathmandu Valley.