



बिड संख्या / Bid Number: GEM/2025/B/6329096

दिनांक / Dated: 04-07-2025

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	26-07-2025 12:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	26-07-2025 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Power
विभाग का नाम / Department Name	Na
संगठन का नाम / Organisation Name	Eastern Regional Power Committee (erpc)
कार्यालय का नाम / Office Name	Kolkata
वस्तु श्रेणी / Item Category	Custom Bid for Services - Development and maintenance of Website
समान श्रेणी / Similar Category	<ul style="list-style-type: none">• Web/mobile based AR/VR or AR/VR related Application Development• Hiring of Professionals for Application Development and Maintenance• Web Application Firewall• Software Support Services 2.0
अनुबंध अवधि / Contract Period	3 Year(s) 1 Month(s) 15 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	48 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	40

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Member Secretary
Eastern Regional Power Committee (ERPC), 14, Golf Club Road, Kol- 33
(Member Secretary Erpc)

UIN Number NCTGC2415P

विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Instruction To Bidder:[1751605618.pdf](#)

Introduction about the project /services being proposed for procurement using custom bid functionality:[1751605619.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1751605626.pdf](#)

Payment Terms:[1751605639.pdf](#)

Scope of Work:[1751605645.pdf](#)

Penalties:[1751605658.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1751605675.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1751605679.pdf](#)

Educational Qualification including Profile of SME/Consultants /Professional Resources /Technical Resources if they are part of Project .:[1751605679.pdf](#)

Buyer's Competent Authority Approval:[1751605821.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1751605845.pdf](#)

Any other Documents As per Specific Requirement of Buyer -2:[1751605870.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1751605884.pdf](https://www.geac.gov.in/portal/attachment/1751605884.pdf)

GEM Availability Report (GAR):[1751606067.pdf](https://www.geac.gov.in/portal/attachment/1751606067.pdf)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
The bidder must have in existence for minimum 3 years as on 01.04.2025	15	8	View File
The average turnover of the firm/agency must be 0.48 Cr from the last 3 financial years (2022- 23,2023-24,2024-25)	10	5	View File
The bidder must have experience of developing, maintenance and similar service of Website for any Central Govt./State Govt. / PSU/ Quasi Government/ Semi Government with the minimum value of Rs. 5 Lakh each within last 3 Years as on 01.04.2025	20	10	View File
No. of Website Dev./Mnt./similar service done in any Central/State/PSU/Quasi/Semi/ Govt. with the min. value of Rs. 5 Lakh each within last 3 Yrs. as on 1st April. PO along with Completion certificate is must.	20	10	View File
Website developed with STQC certificate.	15	8	View File
Presentation (Including Technical Approach and Methodology)	20	9	View File

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):70:30

Presentation Venue:2nd Floor Conference Hall, ERPC Building, 14 Golf Club Road, Tollygunge Kolkata 33

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
11-07-2025 11:00:00	2nd Floor Conference Hall, ERPC Building, 14 Golf Club Road, Tollygunge Kolkata 33

Custom Bid For Services - Development And Maintenance Of Website (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Development and maintenance of Website
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	अतिरिक्त आवश्यकता /Additional Requirement
1	Anup Das	700033,14 Golf Club Road, Tollygunge	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.

4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



पूर्वी क्षेत्रीय विद्युत समिति
Eastern Regional Power Committee.

Request for Proposal (RFP)
For
Revamping, Development, Implementation, Hosting &
Maintenance of the website
for
Eastern Regional Power Committee
14, Golf Club Road Tollygunge Kolkata-700033

Glossary

S.#	Term	Meaning
01	RFP	Request for Proposal
02	ERPC	Eastern Regional Power Committee
03	PBG	Performance Bank Guarantee
04	GIGW	Guidelines for Indian Government Websites
05	STQC	Standardization Testing and Quality Certification (STQC)
06	CERT-IN	Indian Computer Emergency Response Team
07	MeitY	Ministry of Electronics and Information Technology

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1 Overview

ERPC Secretariat is regional office of Ministry of Power, Government of India. It is committed to integrate and secure the operation of the eastern regional electricity grid. ERPC has a central role in coordination of the power system utilities in Eastern Region. Major decisions with respect to the technical, operational, planning, and commercial issues are taken in various meetings of ERPC. Endeavor of this office is to ensure grid operation within permissible limits in coordination with all constituents including the load dispatcher. Its website is very important one for integrating the operational, protectional and commercial aspects of Eastern Regional power scenario.

1.1 About the Project

The Eastern Regional Power Committee (ERPC) intends to redesign, develop, host, and maintain a new version of its official website, while also migrating all existing content from the current site [<https://erpc.gov.in/>]. To execute this project effectively, ERPC seeks to engage a qualified agency with proven expertise in website development and content migration along with maintaining the website for a period of 3 (three) Years from the date of Go-Live.

2 Invitation to Proposal

2.1 RFP Notice

- a) This RFP Document is being published by Eastern Regional Power Committee, known as “ERPC”, for the Project **“Revamping, Development, Implementation, Hosting & Maintenance** of the website for ERPC for a period of 3 (three) Years from the date of Go-Live”
- b) Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- c) This RFP document is not transferable.

2.2 Critical Information

S. No	Information	Details
1.	Project Name	Revamping, Development, Implementation, Hosting & Maintenance of the website for ERPC for a period of 3 (three) Years from the date of Go-Live
2	Date & Time of pre-bid meeting	As per GeM document
3	Release of response to clarifications	As per GeM document
	Last date (deadline) for receipt of proposals in response to RFP notice	As per GeM document
5	Time and Date of opening of Technical proposals received in response to the RFP notice	As per GeM document
6.	Time and Date of opening of Financial proposals received in response to the RFP notice	As per GeM document
7.	Contact Person for queries	Executive Engineer Email: ts.erpc@gov.in
8.	Submission Type	Through GeM
9.	Mode of assessment of tender	QCBS (70:30 ratio)
10	Permission time for development of website	45 days from issuance of the work order.
11	Period of AMC	3 years from the Successful Go-Live of the website
12	EMD	NIL
13	PBG Amount	5% of the contract Value

3 Instructions to Bidder

3.1 Instructions to Bidder

Eastern Regional Power Committee (ERPC) invites the reputed bidders to submit their technical proposals and financial offers for “Revamping, Development, Implementation, Hosting & Maintenance of the website for ERPC for a period of 3 Years from the date of Go-Live” in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

3.2 Purpose

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm that would conduct revamp & design, develop, test, implement, host and maintain for a period of 3 Years from the Go-Live of the dynamic website, along with training of personnel. This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The detailed scope of work is provided in Section 7 of this RFP document.

3.3 Transfer of RFP

The RFP document is not transferable to any other bidder.

3.4 Completeness of the RFP

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

3.5 Proposal Preparation Cost

- a) The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the purchaser to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) This RFP does not commit the department to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.
- c) All materials submitted by the Bidder become the property of the purchaser and may be returned at its sole discretion.

3.6 Signing of Communication to the ERPC

All the communication to the ERPC including this RFP and the **bid documents shall be signed on each page** by the authorized representative of the bidder and authority letter should be attached with it.

3.7 Pre-Bid Meeting

- a) ERPC will host the Pre-Bid Meeting. It is **mandatory for all bidders** to attend this meeting at 2nd Floor Conference Hall, ERPC Building, 14, Golf Club Road, Tollygunge, Kolkata-700033. Vendor must carry authorisation letter for attending the pre-bid meeting and same need to be signed by officials of ERPC. This duly signed authorisation letter is required to be uploaded in the bid document.

- b) The purpose of the meeting is to provide bidders with information regarding the RFP and the Project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project. However, the purchaser reserves the right to hold the pre-bid Meeting.

3.8 Bidder's Inquiries & the ERPC's response.

- a) All enquiries / clarifications from the bidders, related to this RFP, must be directed in writing or through email to The Deputy Director/EE (TS&C) ERPC (ts.erpcc@gov.in).
- b) The preferred mode of delivering written questions to the aforementioned contact person would be through email/ letter. In no event will the purchaser be responsible for ensuring that bidders' inquiries have been received by the ERPC.
- c) After distribution of the RFP, ERPC will begin accepting written questions from the bidders. ERPC will endeavor to provide a full, complete, accurate, and timely response to all questions. However, the purchaser makes no representation as to the completeness or accuracy of neither any response, nor does the purchaser undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all bidders will be distributed to all.

3.9 Amendment of RFP Document

- a) At any time till (seven) 07 days before the deadline for submission of bids, the purchaser, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- b) The bidders are advised to visit the GeM tender/ website (<https://erpcc.gov.in/>) on regular basis for checking necessary updates. ERPC also reserves the rights to amend the dates mentioned in this RFP for bid process.
- c) In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, ERPC may, at its discretion, extend the last date for the receipt of Bids.

3.10 Supplemental Information to RFP

If ERPC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

3.11 ERPC's rights to modify submission deadline

ERPC may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum.

3.12 ERPC's rights to terminate the Process

ERPC may terminate the RFP process at any time and without assigning any reason. ERPC makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by ERPC. The bidder's participation in this process may result in ERPC selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by ERPC to execute a contract or to continue negotiations. ERPC may terminate negotiations at any time without assigning any reason.

3.13 Submissions of Bids

The bids will be submitted through GeM Portal Only.

3.14 Authentication of Bid

The Proposals/bids shall be typed or written in indelible ink. A letter of authorization shall be issued by authorised person of the vendor. All pages of the bid shall be signed and stamped by the person or persons signing the bid.

3.15 Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the bid.

3.16 Cost of Bidding

The Bidder shall bear all costs associated with the preparation, attending meeting and submission of its bid. ERPC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

3.17 Site Visit

The bidders may visit the sites and obtain additional information at their own cost and responsibility. He may contact Deputy Director (TS&C) ERPC between 10 AM to 5 PM of all working day.

3.18 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and ERPC, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.

3.19 Bid Submission Format

The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format may be rejected.

3.20 Award Criteria

ERPC will award the Contract to the bidder based on QCBS only. The award criteria are explained in details in the Section 6.

3.21 ERPC's Rights to Accept/Reject any or all Proposals

ERPC reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for ERPC's action.

4 Pre-Qualification Criteria/Minimum Eligibility Criteria

Sl. No.	Pre-Qualification Criteria	Proof of Documents Required (All Documents required)
General Requirements		
1	Bidder must be Company registered under Indian Companies Act, 1956/2013 with GST and operating for last 3 years as on 01.04.2025.	a) Incorporation Certificate. b) PAN c) GST Registration Certificate
2	Minimum average annual turnover of Rs 48 Lakhs in the last 3 financial Years (2022-23, 2023-24 and 2024-25)	a) Copies of Certified audited Balance sheet /Profit & Loss statement. b) Average Annual Turnover certificate should be certified by CA.
3	Other Financial documents Required	a) Copy of GST Returns for last three Assessment Years starting from 2021-22. b) Copy of IT Returns for last three Assessment Years starting from 2021-22.
4	The bidder must have experience of developing, maintaining and providing similar service for minimum 3 nos. Website for any Central Govt./State Govt. / PSU/ Quasi Government/ Semi Government with the minimum value of Rs. 5 Lakh each within last 3 Years as on 01.04.2025. (Orders from Private Organizations shall not be accepted) (Similar Services- website design, development, hosting, maintenance)	Bidder should submit the PO / Work orders which should mention name of the client, contact details and address, description of as per Format- II (mandatorily)
5	Minimum 2 Nos of Completion certificate of Website Development /Maintenance/ similar service done in any Central Govt./State Govt. / PSU/ Quasi Government/ Semi Government with the minimum value of Rs. 5 Lakh each within last 3 Years as on 01.04.2025.	Bidder should submit the PO / Work orders along with completion certificate which should mention name of the client, contact details and address, description of as per Format- II (mandatorily).
6	The bidder should have developed minimum one STQC certified Website.	Submit details of website along with STQC Certification
7	Bidder should have obtained the following certifications 1) ISO 9001:2015 or higher 2) ISO 27001:2013 or higher 3) CMMi level 3 certification	Copy of valid certificate
8	They should have an office in Kolkata for providing support as when required.	Rental Agreement/ Utility Bill in the name of the company/declaration to open an office within 15 days of signing the contract.
9	The Bidder should have employed at least 10 experienced IT professionals in the field of Web Development as on last date of bid submission on its payroll.	Bidder should submit the self- certified copy by the authorized signatory/HR consisting employee name, designation, total experience, area of expertise, skill or certification on company's letter head.

Sl. No.	Pre-Qualification Criteria	Proof of Documents Required (All Documents required)
10	The Bidder should not have been blacklisted by any Central/state Government, Ministry or Agency/PSU/Donor Agencies/Quasi Government Organizations as on last date of bid submission.	Bidder should submit Self declaration that the Bidder is not blacklisted and is not in any legal disputes as on last date of bid submission Self-Declaration Certificate to be enclosed in the bid duly signed by the authorized signatory on a Rs 100 non-judicial stamp paper.
12	Copy of stamped and signed document of all pages of this RPF.	As stated
13	Authorization letter duly signed by ERPC officials on attending Prebid meeting	As stated

5 Notifications of awards

Upon completion of the tendering process, the successful vendor would be notified about the same. The Vendor shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within three (3) days of receiving the notification.

5.1 Signing of Contract

The notification of the award shall constitute signing of the agreement as per GeM and RFP document.

5.2 Performance Bank Guarantee

- a) The Vendor shall at his own expense, deposit with department, within seven (7) working days of the date of notice of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/Scheduled Bank acceptable to ERPC, payable on demand, for the due performance and fulfilment of the contract by the bidder.
- b) This Performance Bank Guarantee will be for an amount equivalent to 5% of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- c) The performance bank guarantee shall be valid till the end of three months after the expiration of contract period and should be in the format prescribed as per GeM.
- d) The Performance Bank Guarantee may be discharged/ returned by ERPC upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- e) In the event of the Bidder being unable to service the contract for whatever reason, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- f) Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

5.3 Maintenance

- a) The Vendor shall provide a comprehensive maintenance for a period of three years commencing from the date when the website goes “live” or when the acceptance is completed as per the Acceptance Criteria.
- b) The maintenance activities should include all the deliverables designed and developed by the Vendor under this Contract shall have no defect arising from design or workmanship or from any act or omission of the Vendor that may develop under normal use of the supplied Software. The Bidder shall specify normal operating environmental conditions in the Contract.
- c) Department shall promptly notify Vendor in writing of any claims arising under this maintenance phase. Upon receipt of such notice, the Vendor shall, within the maintenance period and with all reasonable speed, repair or replace the defective Systems, without costs to ERPC and within time specified and acceptable to department.
- d) If the Vendor, having been notified, fails to remedy the defect(s) within the period specified in the contract, ERPC may proceed to take such reasonable and remedial action as may be necessary, like imposition of penalties as decided by competent authority in ERPC at the Vendor’s risk and expense and without prejudice to any other rights which department may have against the Vendor under the Contract.
- e) During the maintenance period, the Vendor will provide all updates, patches/ fixes, if any within 15 days of their availability and should carry out installation and operationalization of the same at no additional cost to department.
- f) The Vendor hereby represents and warrants that the Software as delivered does not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights, or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for department to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Vendor shall secure all necessary written agreements, consents and transfers of rights from its employees and other persons or entities whose services are used for development of the Software.

5.4 The Vendor warrants

- a) The system proposed to be developed and maintained by bidder represents a complete, integrated solution meeting ERPC’s requirements and will provide the functionality and performance, as per the terms and conditions of the contract.
- b) The Vendor shall accept responsibility for the successful implementation and operation of the proposed System and for the compatibility of the various software, hardware and networking components.
- c) The Vendor must pass on the standard OEMs’ warranty which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this tender document.
- d) The Vendor has to provide documentary evidence for back-to-back support agreement with the respective OEM, in case it has used in products or services from such OEM.
- e) The Vendor undertakes to ensure the maintenance of the acceptance criteria /standards in respect of the systems.

5.5 Failure to agree with the Terms & Conditions of the RFP/Contract

Failure of the Vendor to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

5.6 Rejection of Tender

Bidders shall furnish the required information on their Pre-Qualification, technical and financial proposals in the enclosed format only. Any deviations in format may make the tender liable for rejection. Do not, otherwise, edit the formats.

- a) Withholding or Misrepresentation of Information sought in the RFP
- b) Quoting of Financial bid Information in the Technical Proposal.
- c) Adherence to Instructions laid down in the RFP.

5.7 Penalty Clause

The agency shall maintain a "COMPLAINT REGISTER" during maintenance period which shall be accessible to all who desire to register a complaint. The complaint shall be attended to immediately and got cancelled by the coordinator to the satisfaction of the person making the complaint. The complaint register shall be produced before the Member Secretary or any other officer as directed for perusal. In case any complaint not getting resolved within sufficient time as decided by the Member Secretary, the office shall be at liberty to deduct penalty up to a maximum of Rs. One Thousand only (Rs. 1000/-) on each occasion from the bills submitted by the agency.

Penalty provision for any other default on the part of vendor will be decided by the competent authority in ERPC. However, vendor will be given a chance to submit its views on the matter.

5.8 Delay in Execution of the Go-Live of the website-

Vendor must complete the website development and its Go-Live withing 45 days from the issuance of the work order. Otherwise, ERPC will be at liberty to levy LD at a rate of 0.5% of the contract value (excluding tax) and at maximum of 20% of the contract value.

6 Technical Evaluation Criteria (QCBS)

The evaluation committee shall not adopt any other criteria other than the ones already stipulated in the Request for Proposals.

Each bidder will be assessed for technical evaluation as per the below mentioned marking criteria after it becomes eligible in Pre-Qualification Criteria/Minimum Eligibility Criteria-

Sl. No.	Particulars	Score Criteria	Score	Maximum Score	Cut Off Score
1	The bidder must have in existence for minimum 3 years as on 01.04.2025	3 to less than 5 Years	8	15	8
		5 to less than 7 Years	10		
		7 to less than 10 Years	12		
		> 10 Years	15		
2	The average turnover of the firm/agency must be 0.48 Cr from the last 3 financial years (2022-23,2023-24,2024-25)	0.48Cr to less than 0.6Cr	5	10	5
		0.6 Cr to less than 0.8Cr	8		
		> 0.8 Cr	10		
3	The bidder must have experience of developing, maintenance and similar service of Website for any Central Govt./State Govt. / PSU/ Quasi Government/ Semi Government with the minimum value of Rs. 5 Lakh each within last 3 Years as on 01.04.2025	3 Work Order	10	20	10
		4 Work Order	12		
		5 Work Order	15		
		6 Work order or more	20		
4	No. of Website Development /Maintenance/similar service done in any Central Govt./State Govt. / PSU/ Quasi Government/ Semi Government with the minimum value of Rs. 5 Lakh each within last 3 Years as on 01.04.2025. Work Order along with Completion certificate will consider as valid proof.	2 Work Order	10	20	10
		3 Work Order	12		
		4 Work Order	15		
		5 Work Order or more	20		
5	Website developed with STQC certificate.	1 STQC Certificate	8	15	8
		2 STQC Certificate	10		
		3 STQC Certificate	12		
		4 STQC Certificate or more	15		
6	Presentation (Including Technical Approach and Methodology)	Presentation to be given by pre-qualified vendor	20	20	9
				100	50

Only those bidders who qualify in the point 1 to 5 will be called for Presentation before opening the financial quote via email from ts.erpc@gov.in on dates as specified by ERPC. No request of changing presentation dates would be entertained by this office.

The minimum qualifying technical score is 50 out of 100. Financial proposals of only those Bidders shall be opened who obtain at least 50 marks in the technical evaluation stage.

6.1 Award Criteria

- Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70% and Financial Bid Score a weightage of 30%.
- The bidder would be technically evaluated out of 100 marks. All the bidders who secure overall minimum of 50% (50 Marks out of 100 across all the components together) will be considered as technically qualified. Technical score of all bidders will be calculated based on the following formula:

Technical Score of bidders (TS) = Technical Marks received by the bidder x 70%

- c) The Bid having the Lowest Financial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial marks and score of all the other bidders will be calculated based on the following formula:

$$\text{Financial Marks of bidders} = \frac{\text{Financial Quote of the lowest bidder} \times 100}{\text{Financial Quote of the bidder}}$$

$$\text{Financial score of bidders (FS)} = \text{Financial Marks received by the bidder} \times 30\%$$

- d) Final Score of the bidder: Final Score of each bidding party will be computed by adding the technical score and Financial Score on the basis of the following formula:

$$\text{Total Score} = \text{TS} + \text{FS}$$

- e) The bidder whose bid has secured the “Highest Total Score” out of 100 as per above evaluation will be considered as best evaluated Bid. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the higher technical score will be invited first for negotiations.
- f) ERPC is not bound to accept the best evaluated bid or any bid and reserves the right to accept any bid, wholly or in part.

Example demonstrating the calculation of Technical Score and Financial Scores is provided below:

Bidder	Marks Received By Bidder	Technical Score of Bidder (TS) (adjusted to 2 decimals)
Bidder 1	88	61.6
Bidder 2	90	63
Bidder 3	80	61.6
Bidder 4	75	52.5

Financial Marks of a bidder = {lowest discounted quote / Bidder’s discounted quote} X 100 (adjusted to 2 decimals)

Bidder	Marks Received By Bidder	Financial Score of Bidder (FS)
Bidder 1	100	30
Bidder 2	92.75	27.82
Bidder 3	80	24
Bidder 4	77.56	23.27

The bidder with the highest final score shall be treated as the successful bidder. In the above example, Bidder 1 will be treated as successful bidder.

However, all these calculations will be automatically done by GeM. Auto calculation of GeM is required to be accepted by all tenderers.

7 Scope of Work

Revamping, Development, Implementation, Hosting & Maintenance of the website for ERPC for a period of 3 (three) Years from the date of Go-Live.

The website will be based on a custom-built Content Management System. Facility to update content by multiple users from anywhere through browser based administrative module.

The selected bidder shall monitor & optimize Website for performance (e.g. ensuring sites have enough storage space, computing capability and memory for quick application loading) and ensure adherence to the uptime guarantee, backup frequency and success, etc. Maintenance of all pages and modules should necessarily be developed and maintained in the CMS.

All the new development(s) should comply to existing best industry standards as per GOI guidelines (GIGW) and should be free from all known vulnerabilities and Bugs.

1) **Web Content Management System**

A full-fledged easy-to-use web content management system (WCMS) should be developed which can be maintained effortlessly and can be learnt easily by users. All the pages including home page must be editable. The content management system should provide an easy User Interface functionality to create event photo gallery, video gallery and it should have Menu Management.

2) **Technology:**

The new website should use Web 3.0 based tools and open-source software.

3) **Bilingual language support:**

All the Web Pages of the new web application should be in Bi-lingual formats (English and Hindi).

4) **Clean and focused design:**

Website must be visually appealing, polished and professional. There should be good use of colour. It should have easily readable text, meaningful graphics, quality photography and simplicity in design.

5) **Professional Look and Branding:**

The purpose is also having an improved look and feel with latest design features, elements and technology. The website should be elegant and uncluttered in look and user friendly.

6) **Functionality:**

Menu driven functionality should be adopted to show the content. Each component of website should work quickly and correctly. It should be kept simple and well organized. It should have fast-loading pages, minimal scroll, consistent layout, prominent and logical navigation and descriptive link text.

7) **Cross-platform/browser compatibility:**

The website should work for all the different kind of browsers and their different versions. It should not break or look different across the different platforms.

8) **Screen Resolution:**

The screen resolution of the website should be high enough so that the content looks attractive and easily readable.

9) Search Engine Optimized (SEO):

The website should be optimized for the search engine so that it is appearing high in the search results.

10) Mobile Website:

The website should be responsive and working well when opened from the different mobile devices and should look attractive in mobile too as many users are using mobile devices to browse the websites.

11) Web Content Accessibility:

Website should follow Web Content Accessibility Guidelines (WCAG) as per GOI guidelines (GIGW), refer <http://guidelines.gov.in/> and certified by the **Standardization Testing and Quality Certification (STQC)**, refer <http://meity.gov.in>.

12) Testing:

All types of post-development testing to be performed by the bidder (like Beta testing, Load testing, User Acceptance Testing etc.) before handing over to ERPC.

13) Social media integration:

The website should have social media integration.

14) Copyright and Property:

All the designed, technical documents and source code is the property of the ERPC. Hence, the bidder is required to submit all the required documents/source code post go live and after implementation in organised manner as per the satisfaction of the ERPC. The bidder should not use any copyright material on website.

15) Bottom of the Home Page:

Terms & Conditions / Privacy Policy / Copy right Policy / Hyperlink Policy / Accessibility Statement / Feedback / Disclaimer / About this Site / Terms of Use etc. are to be used at the bottom of the home page.

16) Hosting Infrastructure:

The hosting infrastructure will be provided by the bidder in Meity Empanelled Cloud-VM of 4 vCPU 16 GB RAM, 512 GB Storage, Windows Server 2012, MySQL DB 2012.

Cost of maintaining the cloud infrastructure during the AMC period will be under the scope of the Vendor.

17) Documentation of the Technical Coding

A technical documentation of all the coding of the website needs to be submitted by the vendor to ERPC at the time of Go-Live of the website. This documentation should be as per the satisfaction of ERPC and to ensure independency from the original developer during subsequent maintenance phase.

18) VAPT Audit, SSL Certification.

Vendor need to take care of VAPT audit from CERT-IN empanelled vendor as per the standard Government rule and purchase of SSL certificate during hosting and maintenance.

19) Cyber Security of the website.

Protecting the website from any type of cyber security threat will be on the scope of the vendor.

8 Payment Terms

- 70% of payment of the contract value will be done after successful Go-Live of Website. A satisfactory development certificate to be procured from ERPC before submission of the bill.
- 10% of payment will be done after Success execution of AMC of Website after the first year.
- 10% of payment will be done after Success execution of AMC of Website after the second year.
- 10% of payment will be done after Success execution of AMC of Website after the third year.

9 Miscellaneous Terms & Conditions

9.1 Miscellaneous Terms & Conditions

- a) The end product of the work assignment carried out by the Vendor, in any form, will be the sole property of the ERPC.
- b) The Vendor shall not outsource the work to any other associate / franchisee / third party under any circumstances.
- c) The Vendor shall perform the services and carry out its obligations under the Conditions with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national / international professional bodies and shall observe sound management practice. It shall employ appropriate advanced technology and safe and effective methods. The Vendor shall always act, in respect of any matter relating to these Conditions of Empanelment, as faithful advisors to the ERPC and shall at all times, support and safeguard the ERPC's interests.
- d) The Vendor automatically agrees with the ERPC for honoring all aspects of fair-trade practices in executing the work orders placed by the State.
- e) In the event the Vendor or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement with ERPC, should be passed on the compliance by the new company new Division in the negotiation for their transfer.
- f) The bidder/Contractor shall indemnify ERPC under Workmen's Compensation Act 1923, Personal Insurance Act 1963 etc. and or other Industrial Legislation in force from time to time. The contractor shall be responsible for any violation/ non-compliance of the Labour Laws and ERPC shall stand indemnified against any claim or compensation of whatsoever nature in this regard. ERPC will not be responsible for any accident/ death or any other mishap of the manpower of the vendor.

9.2 Arbitration

- a) The Vendor shall indemnify the ERPC against all third-party claims arising out of a court order or arbitration award for infringement of patent, trademark/ copy right arising from the use of the supplied services or any part thereof.
- b) ERPC and the Vendor shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the purchase order. In the event of any dispute or differences arising under these conditions or any special conditions of the contract in connection with this contract, the same shall be referred to The Member Secretary, Eastern Regional Power Committee, for final decision and the same shall be binding on all parties.
- c) Any other terms and conditions, mutually agreed prior to finalization of the order / agreement shall be binding on the Selected Implementing Firm.
- d) The Courts of Kolkata shall alone have jurisdiction to decide any dispute arising out or in respect of this Contract.

9.3 Confidentiality

Neither the Vendor nor ERPC will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services. Each party will take measures to protect the confidential information of the other party.

9.4 Force Majeure

Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.

- a) The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The ERPC will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the bidder in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- b) In case of a Force Majeure all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure. Force majeure clause shall mean and be limited to the following in the execution of the Conditions of Empanelment placed by the State:
- ▶ War / hostilities
 - ▶ Riot or Civil commotion
 - ▶ Earth quake, flood, tempest, lightning or other natural physical disaster
 - ▶ Restriction imposed by the Government or other statutory bodies, which is beyond the control of the Vendor, which prevent or delay the executive of the order by the Vendor
 - ▶ The Vendor shall advise the State in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, the State reserve the right to cancel the Conditions of Empanelment without any obligation to compensate the Vendor in any manner for what so ever reason, subject to the provision of clause mentioned.
 - ▶ Applicable Law - The Conditions shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

Profile of Contractor
(with an outline of the experience of the firm for similar works during last three financial years)

- a) Name of the firm
- b) Year of registration
- c) Type of firm (Individual/Proprietary/Limited Company or any other)
- d) Profile of agency
- e) PAN No
- f) GST No
- g) Trade License No
- h) GST Returns Amount for last three Assessment Years

FY 2022-23	FY2023-24	FY2024-25

- i) IT Returns for last three Assessment Years

FY 2022-23	FY2023-24	FY2024-25

- j) Profit Loss Balance Sheet Amount for last three Assessment Years

FY 2022-23	FY2023-24	FY2024-25

- k) No of Manpower-
- l) TAN No, if available-
- m) EPF registration No-
- n) ESI registration No-
- o) Any other additional Information-

Sign of Contractor:

Date:

Place:

EXPERIENCE OF CONTRACTOR

Experience of similar work completed during last three years preceding 01.04.2025. Details of completed, ongoing works, works tendered etc. Use separate sheet for each work.

1	Project title:	
2	Name of the Client, Address, Contact details:	
3	Describe area of participation (Specific Work done/ services rendered by the applicant)	
4	Date of issue of the work order	
5	Period of work Done/ Services rendered for the project and present status.	
6	Total cost of work	
7	Whether Completion Certificate available. If yes, kindly enclose	
8	Whether the work was done satisfactorily. If yes, attach document.	
9	Whether the Website developed is having STQC certificate	
10	URL of the Website	
11	Any other details	

NOTE: -

Supporting authenticated documents, like certificates from the client in support of each of the above works/project to be furnished in original when asked for.

Sign of Contractor:

Date:

Place:

END