बिड संख्या/Bid Number: GEM/2026/B/8314984
दिनांक /Dated: 25-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-12-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-12-2026 17:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Power
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Joint Electricity Regulatory Commission
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :secy-jerc@nic.in Buyer Email id: aao-jerc@nic.in
वस्तु श्रेणी /Item Category	Custom Bid for Services - Custom Bid for Service-AMC for Website and Deployment of SSL and Redesigning of the Website according to the Guidelines of GIGW 3 and DBIM 3
समान श्रेणी/Similar Category	• Customized AMC/CMC for Pre-owned Products
अनुबंध अवधि /Contract Period	1 Year(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	20 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes | Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
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
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	1290000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	PUNJAB NATIONAL BANK
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	15

(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 :

Admin cum Accounts Officer
Joint Electricity Regulatory Commission, NA, N/A, Ministry of Power
(Dheeraj Yadav)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. 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.
7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
8. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
9. 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.
10. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:1795602130.pdf

Payment Terms:1795602136.pdf

Penalties:1795602141.pdf

GEM Availability Report (GAR):1795602151.pdf

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:1795602183.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
07-12-2026 15:00:00	Joint Electricity Regulatory Commission (For the State of Goa & UTs) Plot no. 55-56, 3rd Floor, Udyog Vihar, Phase-IV, Sectro-18, Gurugram, Haryana-122015

Custom Bid For Services - Custom Bid For Service-AMC For Website And Deployment Of SSL And Redesigning Of The Website According To The Guidelines Of GIGW 3 And DBIM 3 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Custom Bid for Service-AMC for Website and Deployment of SSL and Redesigning of the Website according to the Guidelines of GIGW 3 and DBIM 3
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Dheeraj Yadav	122015,JOINT ELECTRICITY REGULATORY COMMISSION,3rd & 4th Floor, Plot No. 55-56, Udyog Vihar, Phase-IV,Sector-18, Gurugram Haryana	Project / Lumpsum Based	N/A

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

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. 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 catalogues 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. 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 shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into

force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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---

JOINT ELECTRICITY REGULATORY COMMISSION
(For the State of Goa and Union Territories)
3rd& 4th Floor, Plot No. 55-56, Phase IV, Udyog Vihar, Sector 18, Gurugram-122015.
E-mail: secy.jercuts@gov.in, Website: www.jercuts.gov.in

REQUEST FOR PROPOSAL (RFP)

Buyer-Added Bid-Specific Additional Terms & Conditions (ATC)

Procurement Mode: Government e-Marketplace (GeM) – Custom Bidding

Selection of System Integrator for Comprehensive Annual Maintenance Contract (AMC of the existing website of the Commission), GIGW 3.0 Compliance & DBIM 3.0 Alignment / Revamp of Official Web Portal (www.jercuts.gov.in) and deployment of SSL (DV) for a period of one year.

SECTION 1: NOTICE INVITING TENDER & PROCUREMENT FRAMEWORK

1.1 Notice Inviting Bid

The Joint Electricity Regulatory Commission (JERC for Goa & UTs), hereinafter referred to as the "Commission" or "JERC", invites online bids through the Government e-Marketplace (GeM) portal from competent, experienced, and eligible IT service providers/agencies for the comprehensive redesign, development, hosting support, application security, GIGW 3.0 compliance, DBIM 3.0 alignment, Annual Maintenance Contract (AMC) and deployment of SSL (DV) for its official web portal (www.jercuts.gov.in)

1.2 Procurement Framework& Bidding Terms

This procurement is conducted under the **Custom Bid mechanism on GeM** and shall be governed by the GeM General Terms and Conditions (GTC) and the terms set forth in RFP /Buyer-Added Bid-Specific Additional Terms & Conditions (ATC). In case of any conflict or inconsistency, the RFP/ Buyer-Added Bid-Specific Additional Terms & Conditions (ATC) and conditions incorporated in the awarded contract shall prevail.

SECTION 2: BACKGROUND & INSTITUTIONAL CONTEXT

JERC is a statutory body constituted by the Government of India under the Electricity Act, 2003, exercising regulatory jurisdiction over the State of Goa and the Union Territories (Andaman & Nicobar Islands, Chandigarh, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, and Puducherry).

The Commission's official web portal serves as a vital public regulatory platform to publish Tariff Orders, Multi-Year Tariff (MYT) Petitions, Acts, Regulations, Public Hearing Notices, Daily Orders, and Circulars. The primary objectives of this procurement are:

1. Ensure 24x7x365 uninterrupted availability, high-speed data transmission, and cyber-resilience.
2. Redesign and revamp the portal layout in compliance with the Digital Brand Identity Manual (DBIM 3.0) and Guidelines for Indian Government Websites (GIGW 3.0).
3. Structure regulatory content into intuitive, searchable repositories categorized by State and Union Territory.
4. Provide accessible, mobile-first, responsive navigation for general citizens, utilities, consumer advocates, and legal practitioners.

SECTION 3: COMPREHENSIVE SCOPE OF WORK

The selected agency shall execute the scope of work under three integrated components:

COMPONENT I: Comprehensive Annual Maintenance Contract (AMC) of the website of the Commission i.e. www.jercuts.gov.in

1. AMC for the existing website of the Commission- "The period shall commence from the date of award of the contract and shall extend up to the date of Go-Live of the redesigned website, ensuring compliance with GIGW 3.0 and DBIM 3.0 guidelines." "The AMC charges shall be payable to the vendor for this AMC period."

2. AMC for the redesigned website (for a period of up to one year after go-live of the redesigned website as per GIGW 3.0 and DBIM 3.0 compliance)- The Service Provider shall provide Annual Maintenance Contract (AMC) services for a period of one (01) year from the date of successful Go-Live of the redesigned website, at no additional cost to the Commission. The cost of such services shall be deemed to be included in the overall contract price.

Terms & conditions:-

i. **24x7x365 Technical Maintenance:** Technical troubleshooting,

operational management, software updates, database optimization, broken link fixing, layout defect corrections, and application performance monitoring.

ii. **Content Uploading & Management:** Providing consultations (if required) in day-to-day uploading and updating of Tariff Orders, Petitions, Public Notices, Regulations, Daily Orders, Press Releases, Tenders, and Vacancy Circulars etc. through the CMS.

iii. **Minor Modifications & Page Additions:** Accommodation of dynamic/static page updates, homepage adjustments, and new inner section creation (up to 10% of total page volume). Minor out-of-scope work requiring <48 hours of effort shall be absorbed without extra charge (up to once per quarter).

iv. **Data Backup & Disaster Recovery:** Automated daily on-site and off-site backup of database and regulatory documents. Full application restoration must be achieved within four (4) hours in case of system disruption. Periodic backup integrity and restoration checks must be conducted.

v. **Cybersecurity & Log Monitoring:** Proactive mitigation against OWASP Top 10 vulnerabilities (SQL Injection, XSS, CSRF, Session Hijacking). Maintenance of HTTPS encryption, server log monitoring, and immediate resolution of security advisories issued by CERT-In, NIC, or the Ministry of Power.

COMPONENT II: GIGW 3.0 Compliance & Accessibility Remediation

- **Web Accessibility (WCAG 2.1 Level AA):** Implementation of screen reader compatibility, keyboard navigation, color contrast optimization, accessible PDF labeling (with title, format, and file size), font resizing utilities, and semantic ARIA tagging.

Quality & Lifecycle Governance: Establishing explicit content review and archival policies, standardized page titles, updated disclaimers, sitemap generation, accessibility statements, and accessible search tools.

- The commercial quote shall be included of the fee payable for GIGW **3.0 to any** authorised third-party certification body.

COMPONENT III: Digital Brand Identity Manual (DBIM 3.0) Revamp & Alignment

- **Visual Identity Standardization:** Implementation of official Government of India / JERC emblem display, standardized headers, footers, typography, prescribed colour palettes, component cards, and icon styling in full alignment with DBIM 3.0.

- **Responsive Mobile-First UI/UX:** Complete redesign of homepage and internal page templates to guarantee seamless adaptability across mobile, tablet, laptop, and desktop viewports.

- **Information Architecture:** Restructuring primary navigation menus, quick links, search features, breadcrumbs, and footer links for effortless citizen discoverability.

- The commercial quote shall be included of the fee payable for **DBIM 3.0 to any** authorised third party certification body.

COMPONENT IV: Deployment of SSL Certificate (Domain Validation) to the: Supply, deployment, and management of a Domain Validation (DV) SSL Certificate to ensure a secure, encrypted connection and mitigate data vulnerabilities for a period of one year.

SECTION 4: DELIVERABLES AND IMPLEMENTATION SCHEDULE

Sl. No.	Key Deliverable	Target Timeline
1	Inception Report, Technical Takeover, and Maintenance Plan	Within 15 days from Commencement
2	Initial GIGW 3.0 Gap Assessment & Compliance Matrix	Within 30 days from Commencement
3	Initial DBIM 3.0 Gap Assessment & Compliance Matrix	Within 30 days from Commencement
4	Prioritized Remediation Plan & Implementation Schedule	Within 35 days from Commencement
5	Deployment of SSL Certificate & Fixes for High-Priority / Critical Bugs	As and when required by the Commission or the deployment is due during the contract period.
6	Implementation of Approved High-Priority/Critical Corrections	Within 60 days from Commencement
7	Implementation of Remaining Compliance Corrections & Revamp	Within 90 days from Commencement or 31st March 2027 whichever is earlier.
8	Final GIGW & DBIM Compliance Reports with Audit Evidence	Within 90 days from Commencement or 31st March 2027 whichever is earlier.
9	Monthly Maintenance, SLA, Backup & Security Monitoring Reports	Monthly (End of each cycle)

10	Complete Source Code, Credentials, and Handover Documentation	Upon Contract Completion / Handover

Note : The service provider shall submit details of deliverables in accordance with the timelines stipulated in Section 4, prior to the release of any quarterly or pro-rata payment.

SECTION 5: MANDATORY ELIGIBILITY & QUALIFICATION CRITERIA

Bidders must upload verified, scanned copies of all supporting documents as a single consolidated PDF format with an index page as mentioned at Section 10 (**Technical Compliance Verification Sheet)**. Failure to fulfil any criterion will result in immediate disqualification during technical evaluation.

#	Eligibility Parameter	Mandatory Supporting Document Required
1	**Legal Registration**	Incorporation Certificate under Indian Companies Act / LLP / Society; operating continuously for ≥ 5 years as on bid issuance date.
2	**Govt Empanelment**	Valid registration/empanelment certificate with MeitY, NICSI (Tier-3), NIC, or NSIC.
3	**Experience Track Record**	Proof of ≥ 5 years in website maintenance/development. Work orders / Completion certificates for: - a) ≥ 3 website maintenance contracts for Govt/PSUs/Autonomous Bodies/Regulatory Commissions; AND b) ≥ 3 website design/development projects for public sector entities.
4	**Client Satisfaction**	At least one satisfactory performance certificate on official Government/PSU client letterhead.
5	**Financial Standing**	Minimum Average Annual Turnover of **₹20.00 Lakhs** specifically from website activities/IT services during the last 3 financial years, certified by a Chartered Accountant with

		audited P&L/Balance Sheets.
6	**Statutory Clearances**	Valid GST Registration Certificate and Corporate PAN Card copies.
7	**Quality Certifications**	Valid ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System) certificates.
8	**Geographic Proximity**	Fully operational office in Delhi-NCR located within a **50 KM radius** of JERC Headquarters in Gurugram (supported by Google Maps distance proof + office lease/utility bill).
9	**Local Support Commitment**	Signed undertaking guaranteeing prompt local on-site and 24/7 remote technical support.
10	**Technical Team Capability**	Self-declaration confirming technical proficiency in PHP, Drupal, ASP.NET, RDBMS, JavaScript, Web Accessibility, and CMS tools.
11	**Non-Blacklisting/ debarment**	Affidavit on company letterhead confirming no debarment/blacklisting by any Government/PSU body and no active litigation.
12	**Technical Maintenance Blueprint**	One-page analytical write-up detailing the maintenance methodology, security strategy, and JERC website architectural understanding.

LIQUIDATED DAMAGES & PENALTY CLAUSE

5.1 General Principles

1. Time of the Essence: Time is of the essence in the execution of this contract. The selected System Integrator/Service Provider shall execute all work, deliver all milestones, and ensure compliance with GIGW 3.0, DBIM 3.0, and SSL deployment strictly within the target timelines specified in Section 4.
2. Performance Standard: Services must meet the technical, quality, and operational standards set forth in Section 3 and Section 6 of this RFP. Any delay, service interruption, unexcused non-compliance, or deficiency in service delivery shall attract penalties as stipulated herein.

5.2 Liquidated Damages (LD) for Implementation Delays

If the service provider fails to complete the deliverables within the target timelines outlined in Section 4 (or extended time granted in writing by the Commission), Liquidated Damages shall be levied as follows:

- Delay in Phase Deliverables (Sl. Nos. 1–4, 6–8 of Section 4): A penalty of 0.5% per week (or part thereof) of the total contract value, calculated for each day of delay beyond the stipulated timeline.
- Hard Cut-off Deadline (Sl. Nos. 7 & 8): For deliverables tied to the 31st March 2027 deadline, a penalty of ₹1,000 per day of delay shall be levied from 1st April 2027 onwards until full compliance and final report submission.
- Maximum Ceiling on Liquidated Damages: The cumulative Liquidated Damages for implementation delays shall be capped at 10% of the total estimated contract value.

SECTION 6: SERVICE LEVEL AGREEMENT (SLA) & PENALTY MATRIX

The contractor must guarantee an application availability uptime of **99.9%** on a 24x7x365 basis.

Incident Severity Matrix

Priority	Severity Definition	Response Time (MTTA)	Resolution Time (MTTR)	Status Updates	Penalty / SLA Standard
P1 - Critical	Complete website outage, defacement, or severe security breach	15 Minutes	4 Hours	Every 30 Mins	**₹2,000 per hour** of delay beyond MTTR.
P2 - Medium	Major functional failure, core page layout defect, CMS upload failure	30 Minutes	8 Hours	Every 1 Hour	Pro-rata penalty deduction as evaluated.
P3 - Low	Routine content update	1 Hour	24 Hours	Every 4 Hours	Deducted from monthly SLA

	delay, minor broken link, display glitch				evaluation.

- **Downtime Penalty Cap:** Total penalties levied under the SLA shall be capped at **10% of the total annual contract value**. Broad national network/hosting hardware outages beyond application control shall be excluded.

SECTION 7: COMMERCIAL BID & FINANCIAL SCHEDULE

7.1 Financial Baseline

S.No.	Service Component Description	Service Tenure	Total Estimated Value (Inclusive of GST & Taxes)
1	Comprehensive Annual Maintenance Contract (AMC) for the existing website www.jecuts.gov.in **for the period from contract award to the go-live date of the redesigned website, as per GIGW 3.0 and DBIM 3.0 compliance.**	**Till the go-live of the redesigned website**	**30,000/-**
2	GIGW 3.0 Compliance, DBIM 3.0 Alignment, Security Hardening, CMS Operations, and Design Revamp of www.jercuts.gov.in (Note : AMC shall be provided the service provider after go-live of the re-designing of the website for a period of one year **without additional cost)**	**1 Year** *(Extendable as per the GeM guidelines)*	**₹5,50,000/-**
3.	fee payable for **DBIM 3.0 certification and GIGW 3.0 certification**	**----------**	**₹ 700000/-**
4.	Supply, Development, and Management of the Domain Validation (DV) SSL Certificate	**1 Year**	**₹ 10,000/-**
	Total ESTIMATED CONTRACT VALUE (1+2+3+4)	**1 Year**	**₹12,90,000/-**

7.2 Performance Security (PBG)

The successful bidder must submit a Performance Guarantee equivalent to **3% of the total contract value** via Demand Draft, FDR, or e-Bank

Guarantee favoring "*Joint Electricity Regulatory Commission*" (Punjab National Bank, A/c No: 0987100100000370, IFSC: PUNB0098710, Overseas Branch, Gurugram) within 14 days of receiving the Letter of Award (LOA).

7.3 Payment Terms

- Payments for the Annual Maintenance Contract (AMC) shall be processed on a quarterly upon verification of satisfactory service delivery, subject to statutory deductions (TDS, GST-TDS, etc.). For the redesigned website, 90% of the payment shall be released upon successful go-live, subject to GIGW 3.0 and DBIM 3.0 compliance, and the remaining 10% shall be released after successful completion of the one-year AMC period post-go-live.
- Statutory TDS, GST-TDS, and penalty deductions (if any) shall be applied at the time of invoice processing.

SECTION 8: GENERAL TERMS, TERMINATION & JURISDICTION

1. **Contract Period:** The initial contract period shall be **12 Months (1 Year)** from the date of commencement, extendable on mutual agreement subject to satisfactory performance and GeM provisions.
2. **Relocation Clause:** In the event JERC relocates its headquarters within the Delhi-NCR region, the contractor shall continue providing uninterrupted technical and on-site support at the new premises under identical terms.
3. **Termination for Convenience:** Either party may terminate the contract by giving **15 days written notice**.
4. **Termination for Default:** JERC reserves the right to terminate the contract with **5 days notice** in case of critical service deficiency, persistent SLA breaches, or security lapses. Mid-stream abandonment by the agency shall result in immediate forfeiture of the PBG and debarment/blacklisting.
5. **Arbitration & Governing Law:** Disputes arising out of this contract shall be settled amicably through the designated Nodal Officer. Unresolved legal matters shall be governed under the *Arbitration and Conciliation Act, 1996*, subject to the exclusive jurisdiction of courts in **Delhi .**

SECTION 9 : FINANCIAL PROPOSAL FORMAT

(To be completed on the GeM Portal inclusive of GST)

S.No.	Service Component Description	Total contract Value (Inclusive of GST & Taxes)

1	Comprehensive Annual Maintenance Contract (AMC) for the existing website www.jecuts.gov.in **for the period from contract award to the go-live date of the redesigned website, as per GIGW 3.0 and DBIM 3.0 compliance.**	
2	GIGW 3.0 Compliance, DBIM 3.0 Alignment, Security Hardening, CMS Operations, and Design Revamp of www.jercuts.gov.in (Note : AMC shall be provided the service provider after go-live of the re-designing of the website for a period of one year **without additional cost)**	
3.	fee payable for **DBIM 3.0 certification and GIGW 3.0 certification**	
4.	Supply, Development, and Management of the Domain Validation (DV) SSL Certificate	
	Total CONTRACT VALUE (1+2+3+4)	

SECTION 10. TECHNICAL COMPLIANCE VERIFICATION SHEET

(Bidders must submit this sheet duly filled out on their official company letterhead, signed and stamped)

Sl. No.	**Required Document / Eligibility Parameter**	**Document Submitted (Yes/No)**	**Page No. in Bid pdf File**
1	Incorporation Certificate under Indian Companies Act / LLP / Society; operating continuously for $\geq$ 5 years as on bid issuance date.		
2	Valid registration/empanelment certificate with MeitY, NICSI (Tier-3), NIC, or NSIC.		
3	Proof of $\geq$ 5 years in website maintenance/development. Work orders / Completion certificates for: - a) $\geq$ 3 website maintenance contracts for Govt/PSUs/Autonomous Bodies/Regulatory Commissions; AND		

	b) ≥ 3 website design/development projects for public sector entities.		
4	At least one satisfactory performance certificate on official Government/PSU client letterhead.		
5	Minimum Average Annual Turnover of **₹20.00 Lakhs** specifically from website activities/IT services during the last 3 financial years, certified by a Chartered Accountant with audited P&L/Balance Sheets.		
6	Valid GST Registration Certificate and Corporate PAN Card copies.		
7	Valid ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System) certificates.		
8	Fully operational office in Delhi-NCR located within a **50 KM radius** of JERC Headquarters in Gurugram (supported by Google Maps distance proof + office lease/utility bill).		
9	Signed undertaking guaranteeing prompt local on-site and 24/7 remote technical support.		
10	Self-declaration confirming technical proficiency in PHP, Drupal, ASP.NET, RDBMS, JavaScript, Web Accessibility, and CMS tools.		
11	Affidavit on company letterhead confirming no debarment/blacklisting by any Government/PSU body and no active litigation.		
12	One-page analytical write-up detailing the maintenance methodology, security strategy, and JERC website architectural understanding.		

Authorized Signatory Name: _____

Designation: _____

(Bidder's Official Seal & Date)

SECTION 11 : UNDERTAKING

(Bidders must submit this undertaking on their official company letterhead, signed and stamped)

To,

The Secretary,
Joint Electricity Regulatory Commission (Goa & UTs),
3rd & 4th Floor, Plot No. 55-56, Phase IV, Udyog Vihar, Sector 18, Gurugram – 122015

Subject: Undertaking for Website AMC, GIGW 3.0, and DBIM 3.0 Compliance Services

Sir,

1. We confirm that we have thoroughly read and understood the complete RFP scope, eligibility conditions, SLA penalty matrix, and GeM contract terms for www.jercuts.gov.in.
2. All information, documents, and credentials submitted with our bid are true, correct, and authentic.
3. We possess the required technical expertise, legal standing, and manpower capabilities to execute this assignment.
4. We confirm that our firm is not blacklisted or debarred by any Central/State Government, PSU, or Autonomous Body.
5. We guarantee compliance with all cybersecurity, GIGW 3.0, and DBIM 3.0 requirements within the stipulated implementation schedules as per the section 4 of the RFP.

Name of Bidder: _____

Authorized Signatory: _____

Designation: _____

Date & Place: _____

Company Seal: _____