

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	28-10-2026 17:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-10-2026 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	Chhattisgarh
विभाग का नाम / Department Name	Energy Department Chhattisgarh
संगठन का नाम / Organisation Name	Chhattisgarh State Renewable Energy Development Agency (creda)
कार्यालय का नाम / Office Name	Raipur
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	HOD Email id : bhanu.pratap10@cg.gov.in Buyer Email id: bhupendragilhare.creda@gmail.com
वस्तु श्रेणी / Item Category	Hiring of Agency for IT Projects- Milestone basis
अनुबंध अवधि / Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	100 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 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
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),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 दस्तावेजों 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	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
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	3 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	7000000
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
ईएमडी राशि/EMD Amount	70000

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).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.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

CREDA

Raipur, Energy Department Chhattisgarh, Chhattisgarh State Renewable Energy Development Agency (CREDA), (Creda)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. 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.

2. 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.

3. 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.

4. 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

Buyer to specify Minimum number of IT Professionals on payroll of service provider and specify documentary evidence:AS PER ATC

Certification Requirements of service provider:AS PER ATC

Scope of Work:[1791381680.pdf](#)

Payment Terms:[1791382000.pdf](#)

Pre-Qualification Criteria:[1791382203.pdf](#)

Instructions to Bidder:[1791382256.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The parameter wise qualification requirement is as under:-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
ANNUAL TURNOVER	15	12	View File
BIDDER EXPERIENCE 3 YEARS IN GOVERNMENT	20	16	View File
SIMILAR GOVERNMENT PROJECT	15	12	View File
SOFTWARE MAINTENANCE	10	8	View File
CALL CENTER EXPERIENCE	10	8	View File
EXPERIENCE OF DEDICATED ONLINE SERVER	20	16	View File
LOCAL PRESENCE	10	8	View File

Buyer Defined Total Qualifying Marks for Technical Qualification: 80

QCBS Weightage(Technical:Financial):70:30

Presentation Venue:CREDA HEAD OFFICE RAIPUR CHHATTISGARH

Hiring Of Agency For IT Projects- Milestone Basis (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Scope of Work	Operation & Maintenance (O&M) , Development and Maintenance of New and Existing Website and Mobile App
Resources Needed	As specified in Scope of work
Deployment of core team	hybrid(Buyer to specify model in scope of work)
Deliverables / Timelines	As per ATC
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
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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	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Bhoopendra Kumar Gilhare	492015,VIP Road, Airport Road, Near Energy Education Park	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions**1. Generic**

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 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 25 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 25 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.

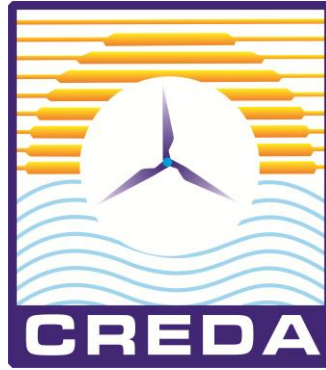
This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and

[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---



Chhattisgarh State Renewable Energy Development Agency (CREDA)

VIP (Airport Road), Near Energy Education Park, Raipur-492015 (C.G.)
Ph: 8370009923, 8370009927

E-mail: contact.creda@gov.in, Website: www.creda.co.in

EOI (Expression of interest)

E.O.I. No: 9133 Date: - 07/10/2026

Notice Inviting EOI For: -

**“Development and Maintenance of New and Existing CREDA
Website, Dashboard, Android Apps, and Online Projects of
CREDA”**

CHATTISGARH STATE RENEWABLE ENERGY DEVELOPMENT AGENCY

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NIT Ref. No. 9124/CREDA/WEBSITE/2026-27

Date: 07.10.2026

NOTICE INVITING E.O.I.

CREDA invites Expression of Interest for “Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA” from eligible Companies /Agencies/ Firms. The details regarding scope of work, eligibility criteria general terms and condition etc. are available in EOI document.

S. No	Description of Work	EMD	Essentials
1	“Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA” as defined in Scope of Work section of this document.	Rs. 70,000/-	As per clause no.2.1.1 to 2.1.10 of Eligibility Criteria (Page no.09-10)

ESTIMATED PROJECT COST – Rs. 70.00 LAKH

Important Events and time schedule for this EOI are as follows–

Particulars	From Date & Time	To Date & Time	Place
Date of issue of notice inviting EOI	07.10.2026 05:00 PM	----	-----
Period of availability of Bidding document at website	07.10.2026 05:00 PM	28.10.2026 05:00 PM	https://gem.gov.in
Submission of Pre- Bid queries	07.10.2026 05:00 PM	13.10.2026 05:00 PM	Pre-Bid queries can be emailed on credatendercell@gmail.com
Pre-bid meeting	14.10.2026 12:00 PM	14.10.2026 02:00 PM	To be held at Conference Hall CREDA HO, Raipur
Submission of Online Bid (Technical +e Price Bid) and submission of Documents in hard copy	07.10.2026 05:00 PM	28.10.2026 05:00 PM	Online Bid On https://gem.gov.in & Hard Copy At CREDA H.O., Raipur (C.G.) Via Speed / Registered post.
Opening of Technical Bid	30.10.2026 12:00 PM Onwards		At CREDA H.O., Conference Hall, Raipur. (https://gem.gov.in)
Evaluation of Technical bid	02.11.2026 12:00 PM Onwards		At CREDA H.O., Conference Hall, Raipur.
Declaration of shortlisted Eligible bidder for Presentation	04.11.2026 03:00 PM Onwards		www.creda.co.in/Tenders
Presentation of Shortlisted Eligible Bidder	12.11.2026 12:00 PM Onwards		At CREDA H.O., Conference Hall, Raipur.
Opening of e-Price Bid	16.11.2026 12:00 PM Onwards		At CREDA H.O., Conference Hall, Raipur.

Technical Bid and Price Bid shall be submitted online only at <https://gem.gov.in>. Bidders are advised to follow the instructions provided for Registration and e-Submission Process accordingly in the Gem Portal. (For any query about e-bidding please visit user manual at <https://gem.gov.in>). Details of this EOI are mentioned at EOI Documents which can be downloaded from our website-www.creda.co.in and GeM portal.

The Bidder should have to deposit EMD as mentioned above through Demand Draft/Pay Order or NEFT/RTGS payable to CREDA Raipur while submitting EOI. The Hard Copy of original instruments in respect of earnest money deposit must be delivered to the CREDA Head Office on or before last date & time of Bid Submission as mentioned above.

The bid without EMD will be summarily rejected. The Xerox copy of EMD is to be scanned and uploaded along with the technical bid documents.

Bidders are requested to submit their suggestions/objections/ reservations if any with details so as to avoid any confusion and to ensure clarity and transparency regarding the Bid in writing or by e-mail.

Any Addendum/Corrigendum/Amendment/Cancellation Notice if arises will only be uploaded on CREDA's Website.

CREDA reserves all rights to accept/reject any or all EOI in full/part without assigning any reasons.

Chief Engineer
H.O.CREDA, Raipur (C.G)

CHECK LIST OF DOCUMENTS TO BE UPLOADED ON THE E-BIDDING PORTAL ON OR BEFORE TECHNICAL BID

To ensure that your Bid uploaded on the e-Procurement Gem portal i.e. <https://gem.gov.in/> is complete in all respects, please go through the following checklist & tick mark for the enclosures attached with your Bid –

S. No.	Envelope	Description	Attached	Not Attached
1	A.	EMD submission form of the bidder confirmed by CREDA. (as per Page No.-6)		
2		Scanned copy of Undertaking of the Bidder as mentioned of the EOI document on the letter head of bidder.		
3		Scanned copy of original EOI document duly signed & with stamp on each page, as a confirmation of acceptance of the Terms & Conditions (T&C).		
4		PAN, PF, ESIC and GST issued in the name of the bidder.		
5		Certificate from Bidder on not being a debarred from Government contract or a blacklisted company on Rs.100 non-judicial stamp paper		
6		Declaration of conflict of interest-by bidder about any relatives working with CREDA and Affidavit (Annexure II) (Hard Copy to be submitted)		
8		The bidder shall submit certified copies of the financial statements, like CA Certificates, Profit & Loss Account, Balance Sheet, and Income Tax Returns (ITRs), for the last three financial years i.e. 2023-24, 2024-25, & 2025-26.		
9		Proofs of past executed work in support of designing/developing of Website, Dashboard, Android Apps, and Online Projects as mentioned in Table of Criteria for Evaluation on submission of technical bid document (Page no-17-18).		
10	B.	Submission of Financial Bid		

DETAILS OF EMD (FORM)

Name of A/c	CREDA
Bank & Branch Name	ICICI Bank, Pachpedi Naka, Raipur
Bank Account Number	134601000400
Branch IFSC Code	ICIC0001346

Bid No. and Date	
Name of the Bidder	
Bidder's Bank Account Details	
Name of the bank	
Branch	
IFSC Code	
Account No.	
Transaction reference number	EMD -;
Date of transaction	EMD -;
EMD	Rs./- In Words (Rs.....)

(Sign & Seal of the Bidder)**NOTE–**

1. The EMD shall have to be deposited as mentioned in the NIT in CREDA's bank account (amount mentioned above). Bidder shall have to upload the transaction details as above or a scanned copy of the DD (if transaction is done through DD)
2. In case the transaction is done through DD, the original DD has to be submitted in envelope

UNDERTAKING OF THE BIDDER

(To be submitted on letter head)

I/We have read carefully and examined the notice inviting Bid, schedule, General Rules and terms and conditions of the contract, special conditions, Schedule of Rates and other documents and Rules referred to in the Bid document for **“Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA”**.

I/We hereby EOI my rates for CREDA as specified within the time stipulated in the schedule in accordance with all aspects with the **“Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects”** with such conditions so far as applicable.

I/We agree to keep the Bid valid for One Hundred Eighty (180) days from the due date of submission thereof and not to make any modifications in its terms and conditions.

A sum of **Rs. 70,000/- (Seventy Thousand only)** is hereby forwarded as **Earnest Money** in the form of crossed Demand draft/Pay order / RTGS / NEFT payable to CREDA at Raipur (C.G.). If I/We fail to commence our services ordered in specified time or fail to fulfill the any condition of Bid document, I/We agree that the CREDA shall, without prejudice to any other right or remedy, be at liberty to forfeit the said Earnest Money absolutely. The said Earnest Money shall be retained by CREDA for one year from the date of hand over of all Project data to competent authority of CREDA to their satisfaction towards security deposit to execute all the works referred to in the Bid documents upon the terms and conditions contained or referred to therein and to carry out such deviations as may be required by CREDA.

I/We hereby declare that I/We shall treat the Bid documents, specifications and other records connected with the work as secret/confidential and shall not communicate information derived there from to any person other than a person to whom I/We have authorized to communicate the same or use the information in any manner prejudicial to the safety of CREDA/Government.

I/We shall abide to all the laws and shall be responsible for making payments of all the taxes, duties, levies and other Govt. dues etc. to the appropriate Govt. departments.

Our GST Registration No. _____ The PAN No. under the Income Tax Act is _____.

I/We shall be responsible for the payment of the respective taxes to the appropriate authorities and should I/we fail to do so, I/we hereby authorize CREDA to recover the taxes due from us and deposit the same with the appropriate authorities on their demand.

I/We declare that none of our relatives is working in CREDA either on Regular/Contract/Placement basis or I/We don't have any partnership/subcontract obligation with any employee working in CREDA at present directly or indirectly and we will not enter in such obligation in future also. If any breach of declaration is found than we will be responsible for our debarment and any other action taken by CREDA.

Dated:

Place:

Signature

Name of Bidder with seal.....

Witness:

Signature:

Name:

Postal Address:

.....

SECTION - 1 INTRODUCTION

Chhattisgarh State Renewable Energy Development Agency (CREDA) is implementing various renewable energy and energy-related projects and schemes across the state of Chhattisgarh. For effective implementation, monitoring, management and reporting of these projects, CREDA has established and is operating a digital platform comprising its website, dashboard, online project portals, project-wise modules and android-based mobile applications.

The existing CREDA website and associated online systems facilitate various project-related activities, data management, monitoring, reporting, dashboards and other departmental requirements. In addition, various android applications have been developed and are being used for project-related field activities, data capture, monitoring and other operational requirements.

With the continuous expansion of projects and increasing use of digital platforms, regular maintenance, technical support, bug fixing, performance improvement, security-related maintenance, application updates and enhancement of existing systems are required to ensure their uninterrupted and efficient functioning.

The department also requires flexibility to modify existing functionalities and incorporate new features/modules in the website, dashboards, online project portals and android applications as per changing departmental requirements. Further, new project-specific websites, online portals, dashboards and android applications may be required to be developed during the contract period.

In order to ensure centralized hosting, reliable availability and efficient operation of these digital systems, a dedicated online server is also required for hosting the CREDA Website, project portals, dashboards, databases, APIs and application-related services. Domain management, server monitoring, backup, security, hosting and related technical support are also required as part of the overall IT support mechanism.

Accordingly, CREDA intends to engage a technically competent and experienced agency/vendor for “Development and Maintenance of New and existing CREDA website, dashboard, android apps, and online projects of CREDA”. The selected agency/vendor shall be responsible for comprehensive maintenance and technical support of the existing digital platforms and applications, hosting and server-related services, domain-related services, bug fixing and error resolution, permissible modifications and feature enhancements, Google Play Store maintenance, as well as development and maintenance of new websites, project portals, dashboards and android applications as and when required by the department.

The objective of this EOI is to ensure continuous availability, reliability, security, performance and effective utilization of CREDA's existing digital platforms and applications, while providing a scalable mechanism for future development and technology requirements of the department.

1. DEFINITIONS:

- 1.1 CREDA means Chhattisgarh State Renewable Energy Development Agency.
- 1.2 “Tendering Authority” means the CEO of Chhattisgarh State Renewable Energy Development Agency.
- 1.3 “Bidder” means the Firm /Company who participates in this EOI and submits its bid.
- 1.4 “Successful Firm/Agency” means the bidder to whom the EOI is awarded.
- 1.5 “EOI” shall mean Expression of Interest.
- 1.6 “Agreement” shall mean the agreement entered between the authority and the successful bidder for the execution of this contract.
- 1.7 “EMD” shall mean the security furnished by the Bidder, as Bid Security.
- 1.8 “Bid” or “Detailed Bid” shall mean the detailed bid submitted by the bidder in response to this EOI Including clarifications and/or amendments, if any.
- 1.9 “Bidder” means the Firm /Company who participates in this bid and submits its bid.
- 1.10 “Successful bidder/agency/selected bidder” shall mean the selected bidder whose offer has been accepted by the tender committee to whom the EOI is awarded.
- 1.11 “Contract” or “Agreement” shall mean the agreement between the CREDA and the successful bidder.

SECTION - 2

2.1 ELIGIBILITY CRITERIA

2.1 ELIGIBILITY CONDITIONS

2.1.1 EMD (Earnest money deposit of Rs.70,000.00 (Seventy Thousand only/-) shall be submitted through D.D./RTGS/NEFT in the name of CREDA, Raipur, Chhattisgarh ICICI Bank, Pachpedi Naka Branch, Account no-134601000400, payable at Raipur, Chhattisgarh without which proposal will not be accepted for further consideration and bid shall be summarily rejected. This EMD shall be retained with CREDA for the complete period of bid.

2.1.2 Bank solvency certificate (Shall Be Submitted Physically with Original Copy, Photo Copy Not Valid) of Rs.20,00,000.00 (Twenty- Lakhs only) shall be submitted in the name of bidder and its must be submitted without which proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.1.3 The bidder shall be a legally registered company, partnership firm or proprietorship firm, as applicable under the prevailing laws. Submit a copy of registration certificates without which proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.1.4 The bidder should have valid registration under PF, ESIC and GST in India. Submit a copy of registration certificates, failing of which the proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.1.5 The bidder should have registered office in Chhattisgarh state. Submit a copy of Gumasta or relevant document without which proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.1.6 Annual average turnover of more than one crore of the firm for last three financial years i.e. 2023-24, 2024-25 and 2025-26. This turnover should be generated entirely out of IT enabled services. (Certificates from a chartered accountant should be provided as proof of turnover) without which proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.1.7 Bidder should have minimum 3 years experience in developing software in open source (PHP, MySQL, DOTNET & JAVA etc) for any Government department. & Attach copy of work order.

2.1.8 Bidder should have experience in developing software / website and software/ website maintenance or adequately empanelled in similar categories under CHIPS or NIC or similar state nodal IT agency departments within India and must submit a copy of the work order/empanelment letter.

2.1.9 Work order for the development of minimum 6 software/website for any government

department. Also submit the copy of work order.

- 2.1.10 The bidder should not have been blacklisted by any State/Central Government in India during last three years for corrupt, fraudulent or any other unethical business practices or for any reason and the proprietor/partner/director of the bidding agency has not been convicted or charge sheet by court of law. Provide Self declaration certificate along with notarized affidavit on Rs.100 non-judicial stamp paper and it must be submitted before bid end date/time, without which proposal will not be accepted for further consideration and bid shall be summarily rejected.

2.2 APPLICATION FORM

The bidder has to fill the following details duly signed & sealed in this form.

S.No.	Name of the firm/Agency	
1	Official Address of the Firm/Agency	
2	Name of authorized signatory (In block letters) for the firm/agency	
3	Telephone Numbers of the Firm/agency	
4	E-mail address	
5	GST no. (Attached self-attested copy of the certificate)	
6	Firm registration certificate No. (Attached self-attested copy of the certificate)	
7	PAN No. (Attached self-attested copy of the certificate)	

Place:

Authorized Signature

Date:

Name in Full:-

Designation: -

Firm Seal: -

2.3 SCOPE OF WORK

2.3. New and Existing CREDA Website & Project Portals

- 2.3.1 Successful Bidder shall take over the existing systems provided by CREDA and shall configure/deploy the same on the Dedicated Server provided under this EOI, as required, and shall be responsible for their regular maintenance, technical support and proper functioning during the contract period.
- 2.3.2 Comprehensive maintenance and technical support of the existing CREDA website.
- 2.3.3 Maintenance of all existing projects, modules, online project portals, dashboards, MIS, reports and other web-based components incorporated in the website.
- 2.3.4 Resolution of bugs, errors, broken links, functional issues, performance issues and other technical problems in the website and associated project portals.
- 2.3.5 Performance improvement, routine maintenance and security-related maintenance of the website and project portals.
- 2.3.6 Permissible changes, modifications and enhancements in existing functionality as per the requirements of the department.
- 2.3.7 Incorporation of feasible new modules, features, forms, reports, dashboards and functionalities in the New and existing website/project portals will be as per departmental requirements. No additional service charges shall be payable for these activities during the contract period.
- 2.3.8 Provision of necessary technical support, 24 x 7 Customer Support for smooth functioning and availability of all new and existing projects/modules incorporated in the website.

2.4 New and Existing CREDA Website & Project Portals are Following: -

- 2.4.1 Grievances Portal with App Integration (New website/Portal Work)
- 2.4.2 Finance Module with App Integration (New website/Portal Work)
- 2.4.3 Operation and Maintenance Monitoring Portal with App Integration (Existing Website Work)
- 2.4.4 Saur Sujala Yojna (SSY) Portal with App Integration(Existing Website Work).
- 2.4.5 Jal Jeevan Mission (JJM) Portal with App Integration (Existing Website Work).
- 2.4.6 Solar Power plant Portal with App Integration (Existing website work)

- 2.4.7 High mast with App Integration (Existing Website Work)
- 2.4.8 Call Centre with App Integration (Existing Website Work)
- 2.4.9 Solar Dual Pump with App Integration (Existing Website Work)

2.5 Existing Android Applications

- 2.5.1 Provide Comprehensive maintenance and technical support of all existing android applications developed by CREDA/Department.
- 2.5.2 Provide Resolution of bugs, errors, application crashes, compatibility issues and other technical/functional issues.
- 2.5.3 Modification and enhancement of existing features of the applications as per departmental requirements.
- 2.5.4 Development and incorporation of feasible new features/modules in existing android applications.
- 2.5.5 Provide Necessary updates of applications in accordance with android OS requirements and Google Play Store guidelines.
- 2.5.6 Publishing, updating, hosting, and maintenance of all applicable CREDA/Department Android applications on the Google Play Store shall be carried out as per departmental requirements. No additional service charges shall be payable for these activities during the contract period.

2.6 List of New and Existing Android Applications of CREDA are Following: -

- 2.6.1 Grievances Portal Mobile App (New App development Work)
- 2.6.2 Finance Module Mobile App (New App development Work)
- 2.6.3 Operation Maintenance Monitoring Portal (Old App integration Work)
- 2.6.4 Saur Sujal Yojana (SSY) Mobile App (Old App integration Work)
- 2.6.5 Jal Jeevan Mission (JJM) Mobile App (Old App integration Work)
- 2.6.6 Solar Power plant Mobile App (Old App integration Work)
- 2.6.7 High mast Mobile App (Old App integration Work)
- 2.6.8 Call Centre Mobile App (Old App Integration work)
- 2.6.9 Solar Dual Pump Mobile App (Old App Integration work)

2.7 Future Website / Project Development

- 2.7.1 Development of new project websites, project portals, dashboards, online modules and other web-based applications as may be required by the department during the contract period.
- 2.7.2 Such development shall be undertaken as per the requirement, specifications and

directions of the department.

- 2.7.3 The bidder's quoted project-wise development cost in the financial bid shall be applicable for development of each new project/website/portal, as approved by the department.
- 2.7.4 The development cost shall cover the applicable development, database integration, API integration, testing, deployment and implementation activities as per the approved scope.
- 2.7.5 After successful development, testing, acceptance and deployment, the applicable Monthly Maintenance/AMC Charge for the respective website/project shall be payable separately.
- 2.7.6 The monthly maintenance charge for each future-developed project shall be quoted separately in the Financial Bid on a project-wise monthly basis.

2.8 Future Android Application Development

- 2.8.1 The department may require development of new android applications for new projects/schemes during the contract period.
- 2.8.2 Such applications shall be developed as per the requirement, specifications and directions of the department.
- 2.8.3 The bidder's quoted app-wise Development Cost in the financial bid shall be applicable for each approved new android application.
- 2.8.4 After successful development, testing, acceptance and deployment/publishing on the Google play store, the applicable monthly maintenance/AMC charge shall be payable separately.
- 2.8.5 The monthly maintenance charge for each future-developed android application shall be quoted separately in the financial bid on an app-wise monthly basis.
- 2.8.6 Grievances Portal Mobile App.
- 2.8.7 Finance Module Mobile App.

2.9 Maintenance, Bug Fixing & New Features

- 2.9.1 Regular maintenance and technical support shall be provided for all websites, project portals, dashboards, online projects and android applications covered under the contract.
- 2.9.2 Bugs, errors, crashes, database issues, API issues, security-related issues and other technical problems shall be identified and rectified.
- 2.9.3 Routine bug fixing, error correction, minor modifications and configuration changes shall be covered under the applicable monthly maintenance charges.

- 2.9.4 Existing features may be modified or enhanced as per the requirements of the department.
- 2.9.5 Feasible new features and modules may be incorporated into New and existing websites, projects, dashboards and applications as per departmental requirements.
- 2.9.6 Major new applications, new project portals or substantial new functionalities beyond routine maintenance may be treated as separate development work and shall be undertaken only against written approval/work order from the department at the approved development rate.

2.10 Dedicated Online Server

- 2.10.1 Provision of a dedicated online server for hosting all CREDA websites, project portals, databases, dashboards, APIs and applications covered under this EOI.
- 2.10.2 The dedicated online server shall be provided on a Monthly rental basis.
- 2.10.3 The successful bidder shall be responsible for server configuration, deployment, hosting, monitoring, uptime, backup, security, routine maintenance and technical support.
- 2.10.4 Existing websites, project portals, databases and applications shall be hosted on the designated server.
- 2.10.5 All future websites, project portals, dashboards and applications developed during the contract period under this EOI shall also be hosted on the designated server, as required by the department.
- 2.10.6 The server shall be maintained to ensure reliable availability and smooth functioning of all hosted applications and services.
- 2.10.7 The dedicated online server Rental shall be quoted separately in the financial bid on a monthly basis.

2.11 Domain & Related Services

- 2.11.1 Renewal and maintenance of all existing domain name(s) associated with CREDA/department websites and applications.
- 2.11.2 Registration and renewal of new domains required for future projects, as directed by the department.
- 2.11.3 DNS configuration, domain pointing, technical configuration and related technical support.
- 2.11.4 Ensuring continuity of domain-related services during the contract period.
- 2.11.5 Applicable domain registration/renewal charges, if separately payable, shall be as per the approved financial bid/BOQ.

2.12 Deployment of Call centre Executive

One call centre executive must be deployed in CREDA, Head office Raipur, for receiving and maintaining the complaints under all the Schemes of CREDA.

2.13 Data Submission

As and when required, CREDA may ask for all the data and details of software and app development & maintenance. Bidder must have to provide the same through suitable medium. The successful bidder should provide control panel access to CREDA as and when required. It should be very clear that all the database and its access along with the source code of hosting server are property of CREDA and shall be made available by successful bidder when required.

SECTION -3

1. SELECTION PROCESS (TECHNICAL EVALUATION)

The bid documents of bidders will be reviewed by the tender committee of CREDA, and will be evaluated on the basis of Quality and Cost based Selection (QCBS) tendering system.

- A. The bidder will submit all the required documents as per as the Eligibility Criteria for Evaluation (before opening of technical bid) as listed on Eligibility & Work Experience Point 2.1-2.10 and 2.2.
- B. The bidders who qualify in technical bid, will be invited to participate for Presentation. The Original hardcopy of documents as mentioned in Section-2 will be submitted by the technically qualified eligible bidders for Presentation. These submissions will be submitted online at <https://gem.gov.in> and in hardcopy to CREDA HO (CE), Raipur C.G.
- C. The committee after review of documents as per: Eligibility & Work Experience Point 2.1-2.10 and 2.2 point will shortlist eligible top 3 bidders on the basis of highest marks obtained to qualify for Presentation.
- D. After Presentation round Evaluation of the Power point presentation of the Previous Website and App Project work will be done by The Tender committee and committee will shortlist eligible bidder on the basis of highest marks obtained.
- E. The e-financial bid will be opened for the top 3 bidders and the eligible bidder will be finalized based on total marks obtained in technical and e-financial bid.

The evaluation by the technical committee will be done as prescribed below:

OVER ALL STAGE-WISE MARKS DISTRIBUTION

Particulars	Stage	Marks
Eligibility and Work Experience.	Submission of essential Technical Bid documents on or before technical bid.	100
PowerPoint Presentation of Previous Website and Application Project work done.	Live Presentation of work done in relevant sector.	30
Total Marks		130

A. Criteria for Evaluation on submission of Technical bid document: Eligibility & Work Experience

The marking and evaluation at shall be done as per the following parameters:-

- a. Submit the following documents for marking: - Evaluation against maximum 100 Marks: -

S.No.	PARAMETERS	Marks Assigned
A	Minimum Annual average turnover more than one crore of the firm for last three financial year i.e. 2023-24,2024-25 and 2025-26. This turnover should be generated entirely out of IT enabled services. (Certificates from a Chartered Accountant should be provided as proof of turnover)	1 Cr – 3 Cr : 5 marks 3 Cr – 5 Cr : 10 marks >5 Cr : 15 marks 15 marks
B	The bidder should have minimum 3 years experience in developing state level software in open source (PHP, MySQL, DOTNET & JAVA etc) for any Government organization/department. Provide copy of minimum 3 work order or relevant document.	10 marks for developing three software 20 marks for developing six software Subject to maximum 20 marks.
C	The bidder should have experience in similar project/work in any Government organization/department. Provide copy of work order or relevant document.	5 marks for 6 project/work 10 marks for 6-8 project/work 15 marks for >8 project/work Subject to maximum 15 marks.
D	Bidder should have experience in developing software / website and software/ website maintenance or adequately empanelled in similar categories under CHIPS or NIC or similar state nodal IT agency or departments within India and must submit a copy of the work order/empanelment letter.	 Subject to maximum 10 marks
E	The bidder should have experience in execution of Public Grievance System and Call Center Project Provide copy of work order or relevant document.	1 Project : 5marks >= 2 Projects : 10 marks Subject to maximum 10 marks.
E	The bidder should have experience in providing online Dedicated server space for Government organization/department. Provide copy of the work order or relevant document.	10 marks for one order 20 marks for more than one order. Subject to maximum 20 marks.
F	Years of local presence, (having office in Chhattisgarh). (Copies of relevant document from govt authority like Gumasta)	2 mark each for every year of presence Subject to maximum 10 marks
	Total	100

- b. Marking will be done for a total of 100 marks in technical Bid document submission stage. The bidders are expected to mandatorily submit all relevant valid and correct documents for marking and evaluation for the following parameter along with technical bid itself and failing which would bring zero marks to the bid against the specific parameters.

B. Criteria for Evaluation Power Point Presentation:-

S.No.	PARAMETERS	Marks Assigned
A	Provide a Power point Presentation on understanding of the scope of work, and present live Power Point demonstration of the Previous worked Websites and Mobile applications, meeting the scope of work with maximum of 25 nos. of slides.	Marks as evaluated by the committee Subject to maximum 30 marks
	Total	30

- i. The selection of shortlisted technically qualified bidders will be on the basis of total marks obtained from technical bid document submission stage & Presentation of the Previous worked Websites and Mobile applications, meeting the scope of work and extent of it etc.
- ii. Original self certified Hard copies of all technical documents need to be submitted at the time of opening technical bid. Only the top 3* bidders scoring highest marks at technical bid document submission shall qualify for giving their presentation.

****If participants are less than 3, then all the participants shall be considered to make presentation.***
- iii. The eligible top 3 bidders shall present their live Presentation of the Previous worked Websites and Mobile applications, meeting the scope of work and extent of it etc with maximum of 25 nos. of slides. The technically qualified shortlisted bidders will have to present their presentation on date **12-11-2026** at CREDA Head Office Raipur, C.G.
- iv. The maximum marks for presentation is limited to **30** marks. It is the sole discretion of the review committee to evaluate the presentation on the grounds of requirements of CREDA.

- v. The presentation includes live Presentation and demonstration of the Previous worked Websites and Mobile applications, meeting the scope of work and extent of it etc with maximum of 25 nos. of slides.
- vi. **Technical Evaluation marks = Marks (A) (Technical Bid document) + Marks (B) (Presentation)**
- vii. Only those eligible top **three bidders** who have secured minimum 80% marks in Technical Evaluation will be declared eligible for opening of their e-financial bid.

D. Evaluation of Financial Bid

- The proposal with the **lowest cost (F_m)** shall be given **financial score (F_s)** of 100 marks.
- The financial scores of other proposals shall be computed as follows:

$$F_s = 100 \times F_m / F$$

Where,

F = Total amount of Financial bid submitted by the bidder.

F_m = Total amount of minimum financial bid discovered in the bidding process.

- The **final score (S)** will be calculated as follows.

Combined technical and Cost Evaluation – The total score shall be obtained by weighting the combined technical and cost scores and adding them, as follows:

$$S = T_s \times T_w + F_s \times F_w$$

Where,

S = total score

T_s = technical score of the specific bidder

F_s = financial score of the specific bidder

T_w = weight assigned to technical score i.e 0.7

F_w = weight assigned to financial score i.e 0.3

SECTION - 4

4. GENERAL CONDITIONS OF CONTRACT

Bidders will have to submit experience certificates containing complete details from the concerned state/central agencies/department document issued by competent authority duly sealed and signed along with bid document. Experience certificate shall be submitted in attached format (as per Annexure – I) or other format containing similar information shall be considered only in-case submitted in Hindi / English Language only. If any of the documents submitted by the bidder are found to be false, forged, or misleading at any stage, the Department reserves the right to take appropriate action and reject the bidder's bid. At the time of opening of technical bid, bidders shall have to present certified copies of original certificates or self-certified copies of the same, as applicable as above.

For ease of accessing the e-bidding website and registration the following is to be done by bidder -

- i. Visit <https://gem.gov.in/>
- ii. Prospective bidders are requested to download, read and understand the Manuals present on the website so as to clearly understand the bid submission process.
- iii. The user will be directed to e-bidding page where all information regarding registration is available along with helpline details.
- iv. e-Financial Bid shall be submitted online only at <https://gem.gov.in/> latest by **5.00 PM on 28.10.2026**. Bids submitted after scheduled time and date shall not be considered.

4.1 EARNEST MONEY DEPOSIT

Earnest money (if shortlisted) in the form of Demand Draft/Pay Order or RTGS/NEFT as mentioned in the **EOI No. 9133/ CREDA/WEBSITE/2026-27, DATED: 07-10-2026**.

EMD submitted in any other form e.g. Cash/Bank Guarantee/FDR/TDR etc. shall not be accepted.

4.2 SUBMISSION OF TENDER/EOI DOCUMENTS:

A. Instructions

Interested agencies who qualify as per the criteria mentioned in the EOI document, may submit their proposals online through the <https://gem.gov.in/> only. The agencies/bidders are advised to study the EOI document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender/EOI document with full understanding of its implications. These tender/EOI documents are not transferrable.

a. Bid Submission :-

- i. Address :- VIP (Airport) Road, Near Energy Education Park, Raipur – 492015(C.G.), Phone : 8370009923
- ii. Bidders are requested to put their firm's endorsement on each page of the technical & financial bid as token of perusal.
- iii. The bids shall be signed either by the proprietor / owner / director of the firm or by a legally authorized person. In such circumstances, a "POWER OF ATTORNEY" in favour of the person authorized by the bidder is to be submitted. POWER OF ATTORNEY through FAX / E-mail shall not be accepted.
- iv. Offers received late due to any reason whatsoever, shall not be accepted.
- v. Incomplete bids not submitted as per requirement are likely to be rejected.
- vi. Bidders shall submit their bids strictly as per terms and conditions of the EOI document without any deviation.
- vii. Failure to furnish all information and documentary evidence as stipulated in the bid document or submission of a bid that is not substantially responsive to the bid document in all respects shall be summarily rejected.
- viii. Conditional tenders will not be acceptable.
- ix. This EOI document is non-transferable.
- x. Consortium and joint venture bids are not allowed.
- xi. Authorized person is required to sign each page of EOI document along with financial bid.
- xii. Applicable tax will be paid to selected bidder by the authority.
- xiii. Selected agency needs to maintain at most confidentiality and no data any kind to be shared with any party without authority permission.
- xiv. The EMD will be returned immediately after the decision for non-selected bidder.
- xv. After completion of the work, the selected bidder will not keep any data as soft copy or hard copy, neither use it in any other form nor use it for any other purpose without authority permission. Statutory penal action will be taken in case of default.
- xvi. The detailed schedule of events is as per this document. Authority shall not be responsible

for non-receipt/non-delivery of the bid/bids or any document due to any reason whatsoever.

- xvii. The agencies/organization quoting abnormally low/high price may be rejected from consideration during the financial bid analysis by the committee so constituted.

b. Submission of Financial bid

- i. EOI requires separate Financial Rates for different Components/Projects/Applications, the Bidder shall submit the detailed component-wise financial bid in the prescribed financial bid/price schedule format given in this EOI.
- ii. The Bidder shall duly fill, sign and seal the financial bid and shall keep the same in a separate sealed envelope, clearly super scribed as “FINANCIAL BID”, and shall submit the same along with TECHNICAL BID to CREDA.
- iii. The financial bid must reach the above specified address before the prescribed last date and time. It shall be the sole responsibility of the Bidder to ensure that the financial bid reaches the specified address within the prescribed time.
- iv. Any financial bid received after the prescribed date and time or not received at the above specified address shall be treated as invalid and the entire Bid of the concerned bidder shall be rejected/cancelled. No claim regarding delay, postal delay, loss, misrouting or any other reason for non-receipt of the Financial Bid within the prescribed time shall be entertained.
- v. The detailed financial bid shall clearly indicate the one-time development cost of each applicable project/application, monthly maintenance/rental charges and other applicable charges.
- vi. The financial value to be entered on the GeM portal shall be the total annual financial value excluding GST, based on the detailed financial bid, which shall include the applicable one-time development cost + monthly recurring charges.
- vii. The financial value entered on the GeM portal shall correspond with the total amount derived from the detailed financial bid submitted. In case of any discrepancy/mismatch between the financial value entered on the GeM portal and the detailed financial bid, the bid shall be liable for rejection.
- viii. The detailed financial bid shall be complete, duly signed and sealed and strictly as per the financial bid format prescribed in this EOI/EOI. Any financial bid submitted in any other or alternative format shall not be considered.
- ix. It will be open to CREDA, if required and as per rules, to negotiate the rates quoted by the bidder in the financial bid.

4.3 ACCEPTANCE OF BIDS

- 4.3.1 The successful eligible bidder shall have to enter into an agreement with the CREDA in the approved contract agreement form within 10 days of the receipt of call from CREDA.
- 4.3.2 In case of any contradictions between figures and words, the words shall be considered final or the bid might be rejected by EOI opening committee/competent authority as the case may be. The price bids should not contain any technical matter or other matter except price. After opening of technical bids, financial bids of technically qualified agency/firms/organizations/companies will be opened on date and time as per the schedule of events.

All the documents should be submitted online on GeM portal.:<https://gem.gov.in/> as per the items mentioned in the Checklist on page no.05 in this bid.

- a. Bidders are advised to finish all the bidding portal related activities such as registration, USB certificate/token approval, and payments etc. well in advance so as to avoid last minute difficulties during the bid submission.
- b. Bidders are also advised to make themselves fully aware with the bid submission mechanism to avoid last minute hassles and doubts during bid submission. CREDA shall only entertain genuine technical issues/glitches, provided that the bidder submits evidence regarding the same.
- c. Documents should be submitted in prescribed manner in envelopes as follows:
 - **Main Envelope:** Main Envelope must enclose all relevant documents with Bidder's Name, Address and status of firms mentioned on the envelope. The EOI name & no. should be mentioned on the top of the envelope. The main envelope should contain 2 **envelopes A and B** which should contain respective documents as mentioned in table at page no. 05/Checklist.

4.4 GST & PAN

Bidder shall have to submit copies of GST registration number and PAN numbers issued by the appropriate authority.

4.5 THE BID

- A. All related documents of technical bid submission must be uploaded in the portal i.e. <https://gem.gov.in/> **from 07-10-2026 05:00 PM onward till 28-10-2026 up to 05:00 PM.**
- B. The timeline for submission of e-Technical BID + e-Financial BID & all related documents like Presentation through power point is as mentioned in NIT of this EOI document.

C. Nobody is authorized to receive or grant receipt for Bid delivered on behalf of CREDA.

Bid received through any other means shall not be considered and shall be rejected.

4.6 ANALYSIS OF RATE

Bidder should quote their rates considering scope of work mentioned and all other factors in price and keeping the quantum and quality of work in mind.

4.7 VALIDITY OF OFFER / BID

Bid submitted shall remain valid for a minimum period of 3 months from the last date for submission of bid documents. Bidder shall not be entitled during the three months period, without the consent in writing of the authority, to revoke or cancel their bid or vary the bid submitted or any term thereof. In such cases of revoking or making variations subsequent to submission of bid at their own, the offer shall be treated as 'INVALID'.

4.8 TERMS & CONDITIONS

1. Terms & conditions of contract

A. The terms, conditions and specifications mentioned in Bid document shall be binding on the Bidders and no condition or stipulation contrary to the conditions shall be acceptable. It may please be noted that the Bidders who do not accept terms and conditions stipulated in this Bid documents, their offers shall be liable to be rejected out-rightly without assigning any reason whatsoever.

B. Each page of Bid document & enclosures shall be signed by the Bidder and seal affixed. All the pages of the documents issued must be submitted along with the technical offer. In case of any corrections / alterations in the Bid, the Bidder should attest the same; otherwise Bids may not be considered. Bidders are also instructed to submit their Bids in properly arranged manner (with index, proper paging and with flags on important documents). Incomplete, loose, conditional or improper arranged Bids will not be accepted.

The agency should attend meetings as per actual needs for this work at office of CEO, CREDA, Raipur, Chhattisgarh or at any other office/place.

2. Statutory rules & regulation

The Agency will abide by the rules, regulations, by-laws & statutes etc. prevailing & imposed by the Government / semi-Government and other local governing bodies for execution of this job.

3. Governing laws

The terms and provisions of the Contract shall be governed and interpreted in accordance

with the laws of India.

4. Settlement of disputes

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with the agreement or the interpretation thereof.

- i. Any dispute between the parties as to matters arising out of the agreement, which cannot be settled amicably within thirty (30days) after receipt, by one party on the other party's request for such amicable settlement may be submitted by either party for settlement in accordance with the procedure specified below.
- ii. For a dispute of any kind whatsoever arising between the officer in charge and the agency, be referred in writing within 14 days of its occurrence to the officer in charge for the contract for his review. The officer in charge will give the decision within 14 days of receipt of such reference.
- iii. If the agency disagrees with the decision of the officer in charge, an appeal may be referred, within 14 days of the decision of the officer in charge, to CEO, CREDA. If it is found that there is some substance to the appeal of the agency, The CEO, CREDA, will examine the matter and take decision on its merits within 30 days. The decision with the CEO, CREDA will be final and binding on both parties.

5. Jurisdiction

All disputes arising out of or in any way connected with the agreement shall be deemed to have arisen in Raipur, Chhattisgarh shall have jurisdiction to determine the same.

6. Assistance by authority

To facilitate smooth execution of assignment CEO, CREDA, Raipur, Chhattisgarh shall offer required co-operation while executing the job such as supplying the necessary information, available documents and relevant recommendations and approvals.

7. Proprietary rights

All works done by the agencies for the assignment including collection of data, reports submitted will be the sole property of CEO, CREDA, Raipur, Chhattisgarh.

8. Consortium / joint venture bids

The consortium / joint venture / Subletting are not allowed.

4.9 CREDA RESERVES RIGHT TO REJECT ANY OR ALL PROPOSALS

A. To reject or accept any or all Bids fully or partly without assigning any reason on the

grounds considered advantageous to CREDA, whether it is the lowest Bid or not. CREDA may undergo agreement with eligible Bidder who gives consent to CREDA and may allocate work to them.

B. Misrepresentation/improper response by the applicant may lead to the disqualification of the applicant. If such disqualification / rejection occurs after the proposals have been opened and the highest-ranking applicant gets disqualified / rejected, then the authority reserves the right to consider the next best applicant, or take any other measure as may be deemed fit in the sole discretion of the authority, including annulment of the selection process. The authority also reserves the right to forfeit the EMD in such circumstance.

CREDA reserves right to ask and take all CREDA Project data from successful bidder related to “CREDA's New and existing Websites, Software, Applications, Modules, Project Portals, Dashboards and other related online services” developed by

The Successful Bidder must provide all project data, Source code and database whenever asked by competent authority of CREDA.

The concerned party must maintain Data Backup of all Projects for any disaster recovery case and shall provide all backed up data whenever asked by competent authority of CREDA.

4.10 COMMUNICATIONS

All the communication between Bidder and CREDA shall be in writing. Notice sent by Fax or other Electronic means shall be effective on confirmation of the transmission. Notice sent by registered post or speed post shall be effective of delivery or at expiry of normal delivery period as under taken by Postal Service.

4.11 PRE-BID QUERIES

A. All suggestions, doubts, confusion, request, queries etc., shall have to be presented to CREDA in writing or through email to credatendercell@gmail.com on or before **13-10-2026 till 05:00 PM**. After that any representation in this regard shall not be considered.

B. The purpose of pre-bid queries is to clarify issues and questions related to this Bid that can be raised at that stage. Any amendments in the bid documents which may become necessary as a result of pre-bid queries received shall be part of original Bid document and communicated through corrigendum on CREDA website www.creda.co.in and on GeM Portal <https://gem.gov.in>.

4.12 TECHNICAL CRITERIA

Duly sealed & signed EOI document qualification documents & other required documents shall be submitted on or before last date **28-10-2026 Up-to 05:00 PM** (online) & in hard copies at the CREDA Head Office, VIP Road, Near Energy Park, Raipur (C.G.). The EOI/Tender should be addressed to Chief Engineer, CREDA, Head Office, Near Energy Park, VIP Road, Raipur, Chhattisgarh. Any EOI/Tender Document received through any other means like-Speed post, registered post etc. should be accepted if received within scheduled time. EOI document cannot be accepted after the last date of time line for receiving the document.

4.13 FORFEITURE OF EARNEST MONEY DEPOSIT

It should be clearly understood that shortlisted Bidders if fails to submit documents in stipulated timeline and in the event of Bidder failing to enter into the agreement in the prescribed format on their quoted rates and also fails to execute assigned works of CREDA, within stipulated time, if he is so communicated within the validity period of the offer, the full amount of earnest money will be forfeited and Bidder shall be debarred from future business with CREDA including future participation in bids up to three years. CREDA's decision in this regard will be final and binding on the Bidders.

4.14 CONDITION FOR SUBMISSION OF DOCUMENTS

- A. Intended bidder must not be black listed/debarred by any Central/State Govt. Organizations or Departments, PSUs or JVs.
- B. Documentary evidence for meeting the eligibility criteria must mandatorily be submitted.
- C. Intended bidder should have GST registration, PAN & other required certification mentioned in this EOI document.
- D. In case of any dispute referred to the CEO, the decision of CEO CREDA, will be final and binding to the Firm.
- E. All information called for in the enclosed forms shall be furnished against the relevant column in the forms. If for any reason, information is furnished on a separate sheet, this fact shall be mentioned against the relevant column. Even if no information is to be provided in a column, a "nil" or "no such case" entry shall be made in that column. If any particulars/query are not applicable in case of the bidder, it shall be stated as "not applicable". The bidders are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder

being summarily disqualified. Bidders made by telegram or telex and those received late will not be entertained.

- F. The authorized signatory of the bidder shall sign each page of the document of EOI and Enclosures.**
- G.** Overwriting should be avoided. Correction, if any, shall be made by neatly crossing out, initiating, dating and rewriting. All pages of the pre-qualification document are to be numbered. Additional sheets, if any, added by the bidder, shall also be numbered by him. They shall be submitted as a bound volume with signed letter of transmittal.
- H.** The bidder may furnish any additional information, which he thinks necessary to establish his capabilities to successfully complete the envisaged work. He is, however, advised not to furnish superfluous or irrelevant information. No information shall be accepted after submission of pre-qualification document unless it is called for by the Employer.
- I.** Any information furnished by the bidder found to be incorrect either immediately or later, would render him liable to be debarred from EOI awarding working CREDA.

4.15 ORGANISATIONAL INFORMATION

Bidder is required to submit the following information in respect of his organization:

- A.** Name & Postal Address, Telephone & Telex Number, E-mail ID, etc.
- B.** Certified copies of original documents defining the legal status, place of Registration and principal places of business.
- C.** Information on any litigation in which the bidder was involved during the last three years, including any current litigation.
- D.** Authorization for employer to seek detailed references.
- E.** Number of Technical & Administrative Employees in parent company, subsidiary company and how these would be involved in this work.

4.16 AWARD CRITERIA

CREDA reserves the right, without being liable for any damages or obligation to inform the bidder to:

- A.** Amend the scope and value of contract to the bidder.
- B.** Reject any or all of the applications without assigning any reason.

4.17 TERMS OF PAYMENT AND COMPLETION PERIOD

- The payment in respect of the above work as quoted in the accepted 'financial bid' shall be paid on the basis of completion of assigned work.
- Income Tax & any other statutory taxes shall be deducted at source at the prevailing

rate from the agency's bills and TDS Certificates shall be issued for the same. Any other deduction made from agency bill shall be paid after 6 months from deduction date.

Payment schedule for payments to be made to the agency by CREDA: -

- 80% payment of New/Future Project/Module/Application/Android App/Software/website after functioning and hosting in website/Google play store as per quoted rate.
- Balance 20% payment after One Year from the date of 80% Invoice Submission as per quoted rate.
- New/Future Project/ Module/ Application/ Android App/ Software/ website maintenance charges payment of on completion of every month after service for the month as per quoted rate. (applicable after one year from the date of issue work order)
- ExistingProject/Module/Application/Android App/ Software/ website maintenance charges payment of on completion of every month after service for the month as per quoted rate.
- Domain registration charges payment of on completion of registration as per quoted rate.
- Domain renewal charges payment of on every renewal done as per quoted rate.
- Google play store hosting charges payment of on completion of hosting App in Google play store as per quoted rate.
- Google play store maintenance charges payment of on completion of every month after service for the month as per quoted rate.
- Dedicated online server rental of on completion of every year after service for the year as per quoted rate.
- **Quarterly Billing and Payment:** -The bidder shall raise the bill for all monthly maintenance charges, server rental charges and other applicable monthly recurring charges on a quarterly basis. Payment against such monthly recurring charges shall be made by CREDA on a quarterly basis upon submission of the requisite invoice and documents as per the terms and conditions of the EOI.

4.18 FINANCIAL COMPONENT: -

S. No.	Financial Component	Payment Basis
1	Dedicated Online Server Rental	Monthly / Project-wise
2	Existing Website & All Existing Project Portals – Maintenance/AMC	Monthly / Project-wise
3	Existing Android Apps – Maintenance/AMC	Monthly / App-wise
4	Google Play Store Hosting/Publishing and maintenance	App-wise, one-time
5	Domain Registration	Domain-wise, one-time
6	Domain Renewal	Domain-wise, Yearly
7	New/Future Website/Project Development	Project-wise, one-time
8	New/Future Android App Development	App-wise, one-time
9	New/Future Website/Project Maintenance	Monthly / Project-wise
10	New/Future Android App Maintenance	Monthly / App-wise
11	Deployment of Skilled & Professional Call Centre Executive	Monthly

4.19 FINANCIAL BID

Name of Work: - “Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA”.

The quoted fee shall cover for all the activities (i.e. out of pocket expenses including conveyance charges towards site/office visits.) related with the work. In case, there is any discrepancy in the quoted fee in the figures & words, the fee quoted in words shall be considered as final.

To,

CEO, CREDA,

Raipur, Chhattisgarh.

Subject: EOI for “Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA”

Dear Sir,

Having examined EOI for “Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA” I/ we further herewith submit the ‘Financial Bid as follows: -

S. No.	Financial Component	Payment Basis	Rate (in figure) (ex. GST)	Rate (in words) (ex. GST)
1	Dedicated Online Server Rental	Monthly / Project-wise		
2	Existing Website & All Existing Project Portals – Maintenance/AMC	Monthly / Project-wise		
3	Existing Android Apps – Maintenance/AMC	Monthly / App-wise		
4	Google Play Store Hosting/Publishing and Maintenance	App-wise, one-time		
5	Domain Registration	Domain-wise, one-time		
6	Domain Renewal	Domain -wise, yearly		
7	New/Future Website/Project Development	Project-wise, one-time		
8	New/Future Android App Development	App-wise, one-time		
9	New/Future Website/Project Maintenance	Monthly / Project-wise		
10	New/Future Android App Maintenance	Monthly / App-wise		
11	Deployment of Skilled & Professional Call Centre Executive	Monthly		
	Total			

1. In case of any contradictions or confusion between figures and words, the words shall be considered final.
2. Above quoted price shall be valid for the 2 years from date of signing of agreement. Further extendable for another 3 years. Addition area shall be allotted for survey depending on the requirement. For the third year of the extension period, the price of the line item shall be increased by 5% over the prevailing price (Subjected to final decision approved by competent of CREDA)
3. Above rate should be excluding GST.
4. GST shall be paid additional on actual basis.
5. CREDA reserves right to ask and take all Project data from successful bidder related to CREDA's New and existing Websites, Software, Applications, Modules, Project Portals Dashboards and other related online services.
6. The Successful Bidder must provide all project data, Source code and database whenever asked by competent authority of CREDA.
7. The concerned party must maintain Data Backup of all Projects for any disaster recovery case and shall provide all backed up data whenever asked by competent authority of CREDA.

I/We also agree that the right to accept or reject without specifying any reason there to lies with the CEO CREDA.

(SIGNATURE OF THE AGENCY)

Name and Seal

NAME OF THE PARTNER OF THE FIRM

OR

NAME OF THE PERSON HAVING POWER OF ATTORNEY TO SIGN THE CONTRACT

4.20 ANNEXURE-“I”

**(EXPERIENCE CERTIFICATE ON THE OFFICIAL LETTER HEAD OF CONCERNED
GOVERNMENT DEPARTMENT/ PRIVATE ORGANIZATION WITH SEAL AND SIGN
BY AUTHORIZED SIGNATORY)**

Ref.No.....

Date.....

CERTIFICATE OF COMPLETION

This is to certify that Name of Bidder, Address of Registered Office has successfully completed the work of **Development/ Maintenance of Website/Dashboard/Android Apps and Online Projects** in Name of State, as per following details –

S.no	Project Name	Year of completion	Specific Focus Area-	Remarks

The **Development/ Maintenance of Website, Dashboard, Android Apps, and Online Projects** supervision performance of the above project are found satisfactory.

This certificate is being issued against the request of M/s For their intent for participation in the following EOI:

S.N.	EOI Number
01	EOI No. 9133/ CREDA/WEBSITE/2026-27, DATED: 07-10-2026

**Seal & Sign
(Authorized Signatory)**

**4.21 ANNEXURE – “II”
FORMAT FOR THE AFFIDAVIT**

(Declaration of conflict of Interest)

(Note: This affidavit should be on a non-judicial stamp paper of Rs. 100/- and shall be attested by Magistrate/Sub-Judge/ Notary Public)

I,.....(Name of the bidder authorized representative of the bidder)
son/ daughter of..... resident of
..... (full address), aforesaid solemnly affirm and state as under:

I hereby certify that all the information furnished with the bid submitted in response to **EOI No. 9133/ CREDA/WEBSITE/2026-27, DATED: 07-10-2026** issued by Chhattisgarh State Renewable Energy Development Agency (CREDA) (authority inviting e-Tender) for **Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA**”, Chhattisgarh, with complete development and maintenance services work for **New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA** as defined in the scope of work are true and correct.

I hereby certify that I have been authorized by..... (Company name) to sign on their behalf, the bid mentioned in Sr.No.1 above.*

Information furnished in the bidding documents is correct in all respects to the best of my knowledge and belief.

The near relations in CREDA, are not in employment of the firm/company. (Note: - By the term near relatives is meant Wife, Husband, Parents and Son, Brother, Sister, Brother-in-law, Father-in-law, Mother-in-law etc.) (if working mention the name/names)

.....
.....

The name of near relative who retired/removed within the last two years. (If None, clearly State None)

.....
.....

No near relative is working as Financial Accountant in the CREDA. (if working mention, the name)

.....
.....

No person is working in the company in any capacity, who are near relatives to any Officer in Chhattisgarh State Renewable Energy Development Agency (CREDA) (If working mentions the name)

.....
.....
Our company/firm/ or otherwise is not under the clarification of ineligibility for corrupt and fraudulent practices by the Central Government, the State Government or any public undertaking, autonomous body, authority by whatever name called under the Central or the State Government as mentioned in EOI document.

I hereby authorize the CREDA Officials to get all the documents verified from appropriate sources.

Deponent

Place:

Date:

* Not applicable if the bidder is an individual and is signing the bid on his own behalf.

Verification

I..... S/o.....do here by affirm that contents stated above and contents submitted in technical & financial bid are true to the best of my knowledge and believe and are based on my/our record.

Verified that this date of at (Place).....

Deponent

4.22 ANNEXURE- “III” AGREEMENT

This agreement is hereby made today the ----- day of ----- 2026 at CREDA, Raipur between M/s -----, a company/firm registered under the Companies Act, 1956 / Partnership Act / ----- Act, having its registered office at ----- India (hereinafter called as “successful firm”, the term which includes its successors, assigns and legal heirs), through ----- on one hand and Chhattisgarh State Renewable Energy Development Agency (CREDA) registered under Societies Act having its Registered office at Head Office, CREDA, Near Energy Education Park, VIP Road Raipur (C.G) hereinafter called as “CREDA” the term which includes its successors, assigns and legal heirs; through C.E., CREDA Raipur on the other hand on the following terms and conditions:-

1. Whereas, the “CREDA” intends to select & hire Firm for **Development and Maintenance of New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA** Raipur, Chhattisgarh, with Complete Services as mentioned in the scope of work (hereinafter called as “Contract” for as per **EOI No. 9133/ CREDA/WEBSITE/2026-27, DATED: 07-10-2026** “Party/Firm” had submitted their rates and agreed to supply/perform the “Contract” to CREDA on the rates appended hereto in Part-1, as per the terms and conditions of the EOI already agreed upon, and,
2. Whereas, the “Party/Firm” is committed to provide Development and maintenance of **New and Existing CREDA Website, Dashboard, Android Apps, and Online Projects of CREDA**, on the rates already agreed upon, within the schedule mentioned in the Work/Supply orders that shall be issued from time to time and,
3. Whereas, it has been also agreed upon that during any disputes regarding interpretation of any of the clauses of this agreement, the decision of the “CEO, CREDA” shall be final and binding on both the parties,
4. Whereas, it is agreed upon that all the terms and conditions of the EOI and work/supply orders which have already been agreed upon shall form part of this agreement and,
5. Whereas, it has also been agreed that for any disputes arising, the jurisdiction shall be the Courts of Raipur, in witness whereof, both the parties there to, put their signatures below:

Witness:

1-----

For and on behalf of CREDA

2-----

For and on behalf of Successful Firm

Seal & Signature of Bidder

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4.23 INFORMATION / DOCUMENTS TO BE SUBMITTED ALONG WITH TECHNICAL BID

01	Name of the Firm /Company	
02	Proprietor/Director Name	
03	Address of the Firm	
04	Telephone Number Office	
05	Mobile No.	
06	E-Mail	
07	Website, If any	
08	GST No.	

I / we certify that the above particulars are correct and if it is found to be incorrect or false at any point of time, the CEO, CREDA, Raipur, Chhattisgarh reserves the right not to consider the application or terminate the services at any point of time and The EMD shall be liable for forfeiture.

(SIGNATURE OF THE AGENCY)

Name and Seal

Name of the Partner of The Firm

Or

Name of the Person having Power of Attorney to Sign the Contract

(Certified True Copy of the Power of Attorney Should Be Attached)