Tender for "**Development of official website for MahaGenco REL along with 3 years AMC**"			
Pre-bid queries with reply			
Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
1	The NIT refers to https://www.bharat-electronictender.com and https://www.mahagenco.in and tender details also appear on other portals. Please confirm the single official portal to be used for (a) bidder registration, (b) tender fee payment /claiming the fee exemption, (c) download of the tender document, and (d) online submission of the techno-commercial and price bids.	Section III (INSTRUCTIONS TO BIDDERS) clause 3.3 in Annexure II from	All the tender Procedure is to be carried out on Bharat e-tender Portal only
2	Please confirm whether any separate vendor registration on the MAHAGENCO/MREL portal is required	Section III (INSTRUCTIONS TO BIDDERS) clause 3.3 in Annexure II from	All the tender Procedure is to be carried out on Bharat e-tender Portal only
3	Please also confirm the type of Digital Signature Certificate (Class III) required	Section III (INSTRUCTIONS TO BIDDERS), Clause 3.2 in Annexure II	Class III DSC is required
4	whether the portal charges any registration fee.		Bidder to Contact Tender Platform on +91-124-4229071, 4229072
5	Please confirm the address and officer to whom the physical Envelope-1 is to be submitted (Clause 6 of the NIT schedule).	Section III (INSTRUCTIONS TO BIDDERS), sub header [C]-PREPARATION OF BIDS	Refre the mentioned clause from Tender Document.
6	Please confirm that the tender document fee (Rs. 5,900) is exempt for NSIC-registered MSEs under the Public Procurement Policy for MSEs Order, 2012. Please also advise how an exempted bidder may download the tender document from the portal.	Corrigendum II dated 27.10.2026	Refer Corrigendum II.

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Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
7	Please confirm that the EMD (Rs. 50,000) is exempt on submission of the NSIC certificate, and which documents are to be uploaded /submitted physically for the exemption.	Corrigendum II dated 27.10.2026	Refer Corrigendum II.
8	The tender processing fee is written as Rs. 12,980 in figures, but "One Lakh Eighteen Thousand" in words. Please onfirm the correct amount and whether NSIC-registered MSEs are exempt from it.	Sr.no.11 in BID INFORMATION SHEET.	Bidder has to pay tender processing Fee ₹ 12,980 (GST Inclusive)
9	Please confirm the evaluation method: pass/fail qualification followed by L1, or any technical scoring (QCBS). If scoring applies, kindly share the marking criteria.	Section III (INSTRUCTIONS TO BIDDERS), [E] Bid opening and evaluation	Refer mentioned clause of Tender Document.
10	Please share the price bid / BOQ format. Should development, 3-year hosting, 3-year AMC, SSL/domain, and VAPT/STQC audits be quoted separately?	SECTION – VII - FORMS & FORMATS, Annexure -VI- Schedule of Rates (SOR)/Financial Bid format	Refer mentioned Annexute format from Tender Document.
11	Please share the project timeline, milestone-wise payment terms, Performance Bank Guarantee, and LD/penalty clauses.	Section – VI (PAYMENT TERMS & LIQUIDATED DAMAGES) Clause 1	Refer the mentioned Clause from Tender Document.
12	Is a work order with a completion certificate sufficient?	Clause 2.2.2 of Brief NIT OR Section IV- QUALIFYING REQUIREMENTS Tender Document	Refer the mentioned clause of Brief NIT/ Tender Document.

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Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
13	Please confirm whether the work order value is inclusive of GST. Can an order covering development plus AMC/hosting be considered at full value?	Clause 2.2.2 of Brief NIT OR Section IV- QUALIFYING REQUIREMENTS Tender Document	The Order Values are inclusive of GST.
14	Please confirm the period within which the completed work orders should fall (e.g., last 5/7 years). Please also confirm whether private/ corporate client orders are acceptable.	Clause 2.2.3 of Brief NIT OR Section IV- QUALIFYING REQUIREMENTSTender Document	Refer the mentioned clause of Brief NIT/ Tender Document.
15	Are websites for subsidiaries of State PSUs, municipal bodies, and boards/ corporations acceptable?	Clause 2.2.3 of Brief NIT OR Section IV- QUALIFYING REQUIREMENTS of Tender Document	Refer the mentioned clause of Brief NIT/ Tender Document.
16	Please clarify whether the requirement is the average turnover or the turnover in each of the three years.	Clause 2.4.1 of Brief NIT OR SECTION – IV- QUALIFYING REQUIREMENTS, Clause 1.3 FINANCIAL ELIGIBILITY CRITERIA sub-clause 1.3.1	Refer the Ammendment-I to the clause on Page no. 10 of this document.
17	Will total IT services turnover certified by a CA be accepted?	Clause 2.4.1 of Brief NIT OR Section IV- Qualifying Requirment, Clause 1.3.1	Refer mentioned Clause of Brief NIT/ Tender Document.
18	The clause reads "with prior experience requirement". Kindly confirm whether "without" was intended.	Clause 2.3 of Brief NIT OR Section IV- Qualifying Requirment, Clause 1.2.3	Bids Specification Prevails: Refer the Clarification on page no.09

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Pre-bid queries with reply			
Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
19	Is there an existing MREL website? If yes, please share the approximate number of pages/documents to be migrated.		No, existing MahaGenco REL website present at this moment.
20	Will MREL provide content in both Marathi and English, or is translation in the bidder's scope (static pages only, or PDFs also)?	Section II Scope of Work, Clause 2.1	MahaGenco REL will provide in information in english , the translation is in the scope of bidder. (Static and PDF Both)
21	Will brand guidelines, logo files, and project photographs be provided? Is photography/ videography in scope?	Section II Scope of Work, Clause 2.14	Yes. All the data will be provided by the MahaGemco REL
22	Who is the approving authority?	Section II Scope of Work, Clause 2.14	Competent Authority of MahaGenco REL is the Approval Authority
23	Please confirm the accessibility standard (GIGW 3.0 / WCAG 2.1)	Section II Scope of Work, Clause 2.5.20 & 2.5.21	Refer the mentioned clauses. Both standards/guidelines GIGW 3.0 & WCAG including Government 100 days Programme along with applicable W3C accessibility standards, cybersecurity requirements and other guidelines issued by MeitY, CERT-In, STQC and other competent authorities from time to time..
24	Is the STQC certification fee in the bidder's scope?	Section II Scope of Work, Clause 2.5.21	STQC Certification fee is in the scope of bidder.
25	Please confirm which modules are required: tender notices, online careers/applications, RTI/ grievance, project locator map, live generation dashboard, chatbot, newsletter/SMS alerts.	Section II- Scope of Work of Tender Document	Refer mentioned clause of Tender Document. The Bidder can go through MAHAGENCO website for refernce.
26	Is integration required with SAP, HRMS, the MAHAGENCO website, SCADA/plant data, social media, a payment gateway, or an SMS gateway? Will APIs be provided?	Section II- Scope of Work of Tender Document	Interlinking with Existing MAHAGENCO website is needed; Data will be provided by MahaGenco REL; API to be provided by Bidder.

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Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
27	Will MREL procure the MeitY-empanelled cloud directly, or is hosting for 3 years in the bidder's scope? Please share the expected traffic/storage and the DR requirement.	Section II- Scope of Work Clause 2.8 of Tender Document	Hosting for 3 years is in the Bidders scope; Initially traffic of 20000 hits may be consider which increrase upto 50000 hits within 3 years: Bidders has to manage data/storage accordingly with unlimited backup and should restore in 2 hour.
28	Please specify the domain (.gov.in / .co.in / .in). Who will own the domain and SSL?	Section II- Scope of Work Clause 2.4 of Tender Document	**mrel.in**' domain is already with the MahaGenco REL.
29	Is there a preferred CMS platform? How many CMS users/roles and approval levels are required?	Section II- Scope of Work Clause 2.4.1 of Tender Document	REAct will be the preferred CMS platform; approx 10 users and 01 admin. user will be required.
30	Is the CERT-In empanelled VAPT required only before go-live, or annually during the AMC as well? Is the audit cost in the bidder's scope?	Section II- Scope of Work Clause 2.5.21 of Tender Document	VAPT is required before go-Live and its in the scope of Bidder.; Audit cost is in bidders Scope.
31	During the AMC, are content updates by the bidder included? Please specify the change-request hours per year, SLA response/ resolution times, and the uptime commitment.	Section II- Scope of Work Clause 2.8 of Tender Document	There will be no change in the Framework /Technology However required updation, addition, deletion of data/module is in scope of Bidder.
32	Is any on-site/resident manpower required at the MREL office?	Section II- Scope of Work of Tender Document	As of now. NO any resident manpower required at MahaGenco REL's Office, However as and when required, bidders representative shall visit to MahaGenco REL's office.

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Pre-bid queries with reply			
Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
33	Will the bidder's pre-existing reusable frameworks be excluded from the IPR transfer, subject to a perpetual licence and full source code being provided to MREL?	Section II- Scope of Work of Tender Document	No any pre-existing Framework However, Full source Code of the Website to be handed over to MahaGenco REL before commencement of AMC.
34	We request consideration of documented government/PSU web applications,citizen-facing digital portals and web-based content/service platforms as similar work, where their design, development, deployment and support scope is comparable to the required official website. Ifacceptable, please publish the relevant scope/experience clarification through a corrigendum.	Clause 2.2.3 of Brief NIT OR Section IV- Qualifying Requirments, Clause 1.2.2 of Tender Document.	Bid Specifications Prevails
35	DPIIT-recognized startup relaxation: Clause 2.3.1 indicates relaxation in prior experience, while clause2.3.4 makes this subject to MahaGenco REL's discretion. Kindly confirm whether an eligible DPIIT-recognized startup may be considered without meeting the exact 3 × ₹5 lakh / 2 × ₹6 lakh / 1 × ₹12 lakhcompleted website-work-order thresholds under clause 2.2.2 and the government website completionrequirement under clause 2.2.3, subject to proof of appropriate technical and delivery capability. Kindlyclarify whether any other specific documentary criteria remain mandatory.	Section IV Qualifying Requirments, Clause 1.2.3 Startup Exemption of Tender Document	Refer Clarification on Page no.09
36	For the careers, investor/partner, ESG, and stakeholder engagement sections, are informational pages sufficient, or are interactive features such as application forms, feedback forms, or automated updates required?	Section II Scope of Work, clause 2 Core Website Sections & Features	Bid Specifications Prevails.

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Pre-bid queries with reply			
Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
37	Are any third-party integrations required, including analytics platforms, government portals, external APIs, or other departmental systems? If yes, kindly share the available API documentation.	Section II Scope of Work	Bid Specifications Prevails.
38	Please specify the required uptime, performance benchmarks, security monitoring arrangements, backup frequency, retention period, and disaster recovery requirements, including RTO and RPO.	Section II- Scope of Work Clause 2.5.20 of Tender Document	99% uptime is require; Refer mentioned clause of Tender Document.
39	Please confirm the required support hours, incident response and resolution SLAs, escalation process, and whether support is required on weekends and public holidays.	Section II Scope Of Work, Clause 2.11 of Tender Document	All working day support for 12 hrs, and if required (in urgent case) on holiday as well.
40	Should hosting, domain and SSL renewals, cloud resources, WAF/CDN, backup storage, monitoring, software licenses, and recurring security assessments be included in the three-year AMC quotation?	Section II Scope Of Work, Clause 2.11 of Tender Document	Yes, Charges are included in AMC
41	Please specify the number of personnel to be trained, expected training sessions, preferred delivery mode (onsite or remote), and any prescribed documentation formats.	Section II Scope Of Work, Clause 2.13 of Tender Document	Bidder has to train MahaGenco REL Team of 6 officials.
42	Are there any specific requirements or restrictions concerning source code ownership, repository handover, open-source components, third-party licenses, and transfer of credentials and technical documentation?	Section II Scope Of Work, Clause 2.10 Intellectual Propert Right & Data protection of Tender Document	Refer the mentioned clause of Tender Document.

Tender for "**Development of official website for MahaGenco REL along with 3 years AMC**"			
Pre-bid queries with reply			
Sr. No.	**Query details (Technical/Finance/Commercial)**	**existing clause**	**Reply**
43	We request confirmation that a formal MoU or undertaking with a CERT-In-empanelled auditor, submitted at the time of bidding, will satisfy this requirement.	Section IV Qualifying Requirments, Clause 1.21 of Tender Document	Bid specification Prevails
44	Kindly provide the detailed technical evaluation criteria, marking scheme, minimum qualifying marks, if any, and the process for opening the financial bids.	Section III (INSTRUCTIONS TO BIDDERS), [E] Bid opening and evaluation	Refer mentioned clause of Tender Document.
45	Large Government portal projects are often awarded as one work order with several phases (design and development, UAT, go-live, O&M). Please confirm that a **completion or UAT certificate from the client for the design and development phase**, together with the work order, will be accepted as a "completed work order". The **total work order value** should be considered for the value threshold where the completed phase covers design and development.	Clause 2.2.2 of Brief NIT OR Scetion-IV Qualifying Requirments, Clause 1.2 of Tender Document.	Bid specification Prevails
46	Please confirm that a **UAT/completion certificate issued by the client department, or a committee constituted by it**, is acceptable as documentary proof.	Clause 2.2.2 of Brief NIT OR Scetion-IV Qualifying Requirments, Clause 1.2 of Tender Document.	Bid specification Prevails
47	Please confirm that this will be shown through the **Certificate of Incorporation, MoA objects and work orders**. Organisations operating for more than 5 years in IT/e-Governance solutions should qualify.	Clause 2.2.2 of Brief NIT OR Scetion-IV Qualifying Requirments, Clause 1.2 of Tender Document.	Bid specification Prevails

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	Clarification		
48	Clarification. On SECTION – IV- QUALIFYING REQUIREMENTS Clause 1.2 - TECHNICAL ELIGIBILITY CRITERIA sub-clause 1.2.3 - Start-up Exemption	**a.** The prior experience requirement shall be relaxed for Startups recognized (if any) by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India. Such DPIIT-recognized Startups shall be eligible to participate in the tender with prior experience requirement. **b.** The DPIIT-recognised Startup shall submit a valid DPIIT Startup Recognition Certificate as documentary proof of its eligibility for the exemption. **c.** The relaxation shall not dilute or waive any requirement relating to the bidder's technical capability, cybersecurity/VAPT compliance, qualified manpower, infrastructure, project execution capability or ability to successfully deliver the scope of work. **d.** However, MahaGenco REL at its own discretion, shall take decision on relaxation and qualification of start-up as specified by DPIIT, if any.	DPIIT recognised start-ups agencies are eligible for relaxation in the Minimum Average Annual Turnover (MAAT) and net worth criteria. The relaxation shall be subject to the bidder submitting a valid DPIIT recognition certificate and other supporting documents as required under the applicable Government of India guidelines.

Tender for "**Development of official website for MahaGenco REL along with 3 years AMC**"	
	Ammendment-I

Sr.No.	Clause Details	Clause	Updated Clause
1	SECTION – IV QUALIFYING REQUIREMENTS Clause 1.3 FINANCIAL ELIGIBILITY CRITERIA sub-clause 1.3.1 (Page No. 59)	Minimum Average Annual Turnover (MAAT) of the Bidder from IT/website development services should not be less than ₹ 15 Lakh during each of the last three (3) audited financial years (FY2023-24, 2024-25 and 2025-26), certified by a practising Chartered Accountant.	Minimum Average Annual Turnover (MAAT) of the Bidder from IT/website development services should not be less than ₹ 15 Lakh during ~~**each of the**~~ last three (3) audited financial years (FY2023-24, 2024-25 and 2025-26), certified by a practising Chartered Accountant.