

**OFFICE OF ELECTRICITY OMBUDSMAN
(Govt. of NCT of Delhi)**

**B-53, Paschimi Marg, Vasant Vihar
New Delhi – 110057**

**Hosting and Maintenance of Website in
Open Domain**

TENDER NOTICE

Submission deadline: 21st August, 2026 14:00 hrs

1. The Office of the Electricity Ombudsman (EO) has been established under section 42 (6) of the Electricity Act, 2003. Any electricity consumer aggrieved by non-redressal of grievance by the Forum appointed by the Distribution Licensee under section 42 (5) of the Electricity Act, may make a Representation to the Electricity Ombudsman.

A dynamic website for the EO has been developed and is live. Office of EO is seeking proposals to **hiring the cloud server for hosting the website for one year w.e.f. 25.09.2026 and also security and maintenance of site which shall include updation of software through applicable patches and repair of any technical Glitches.**

2. The server details for the EO's website are as mentioned below:

(a) Web Server : Linux-Web (RHEL7.1) (4 vCPU, 16 GB RAM, 250 GB Storage)

(b) Db Server : Linux-DB-Mysql5.5 (4 vCPU, 16 GB RAM, 250 GB Storage)

- Processor: Minimum 4 vCPU
- Memory/RAM: Minimum 16GB
- Disk Space: 250 GB SSD
- Application Server: Apache/Mysql
- Platform: Linux
- Cloud Backup: Minimum 10GB (daily/weekly/Monthly)
- Bandwidth: Minimum 1000GB/month
- Support: Ticket/Phone – 24x7
- Failover: Automatic & 99.9% uptime
- Scaling: Addition of more servers based on future loads/more server as load grows, multi-location options.
- Security & Malware Protection: Perimeter Level Firewall, Spam Antivirus & Daily Protection Scan
- Visit: At least one per quarter to the buyer's office.

3. General guidelines

- No modification/alteration or any other change can be made in the Electricity Ombudsman's website already developed.
- The contract period will be for one year and extendable by another two years depending upon satisfactory service and willingness to continue.

- The quotation should include all the applicable taxes.
 - Rent will be paid on monthly basis. For this, bill should be raised on every 1st of the succeeding month and payment will be released within ten days of submission of the bill.
 - Penalty will be imposed for non-functioning of the website on hourly basis proportionate to the value of the contract.
 - Security of the website is to be ensured. If during the contract period, it is found that website is not working properly, the contract can be terminated.
 - All legal matters will be 'Subject to Delhi jurisdiction' only.
 - After awarding of the contract, the vendor should host the website within ten days.
4. The sealed quotations alongwith EMD in form of a **Demand Draft (D.D.) of Rs. 10,000/- (Rs. Ten Thousand only) in name of Electricity Ombudsman, payable at Delhi** are to reach the undersigned by 14:00 hrs. on 21st August, 2026. The Demand Draft of unsuccessful bidders will be returned as such.
5. The quotations will be opened on 21st August, 2026 at 15:00 hrs. at Office of Electricity Ombudsman. The tenderers or their authorised representatives are welcome to be present during the opening of quotations.
6. The process of tendering can be cancelled at any time by Electricity Ombudsman without any liability of any compensation to the participating parties.


Secretary
O/o Electricity Ombudsman