



**Tender No. - NATRAX/PROC/A&IT/24/52R**



**NATIONAL AUTOMOTIVE TEST TRACKS**

**Tender For**

**Procurement of OS Ticket Helpdesk System with XDR and  
Disaster Recovery at NATRAX  
Pithampur, Dist. Dhar (Madhya Pradesh)**

**Tender No. - NATRAX/PROC/A&IT/24/52R**

**National Automotive Test Tracks (NATRAX)**

NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover,

Post Khandwa (Near Pithampur)

Dhar District, Madhya Pradesh-454774

Phone: +919893892310, Fax - 07292-256101

Email: [a.prabhakar@natrip.in](mailto:a.prabhakar@natrip.in), [anuj.kumar@natrip.in](mailto:anuj.kumar@natrip.in)



1. सामान्य निर्देश:/General Instructions:

नेशनल ऑटोमोटिव टेस्ट ट्रैक्स (NATRAX) NATRiP कार्यान्वयन सोसायटी (NATIS)/नेशनल ऑटोमोटिव बोर्ड (NAB) के अंतर्गत एक ऑटोमोटिव परीक्षण एवं प्रमाणन केंद्र है, जो भारत सरकार के भारी उद्योग मंत्रालय द्वारा गठित एक स्वायत्त निकाय है। NATRAX की स्थापना लगभग 3000 एकड़ भूमि पर सभी प्रकार के ऑटोमोबाइल के व्यापक परीक्षण और मूल्यांकन के लिए पीथमपुर, जिला धार, (मध्य प्रदेश, भारत) के पास की गई है।/ National Automotive Test Tracks (NATRAX) is an Automotive Testing & Certification Centre under NATRiP Implementation Society (NATIS)/National Automotive Board (NAB) which is an autonomous body constituted by Ministry of Heavy Industries, Government of India. NATRAX has been set up on approx. 3000 acres of land for comprehensive testing and evaluation of all types of automobiles, near Pithampur, Dist. Dhar, (Madhya Pradesh, India).

नेशनल ऑटोमोटिव टेस्ट ट्रैक्स (NATRAX), इस बोली दस्तावेज में निहित नियमों और शर्तों पर कार्य करने, निष्पादित करने और कार्यान्वित करने के लिए निर्धारित प्रोफॉर्मा में इस दस्तावेज में निर्दिष्ट पात्रता मानदंडों को पूरा करने वाले योग्य और अनुभवी बोलीदाताओं से पासवर्ड संरक्षित या सीलबंद कोटेशन/बोलियाँ आमंत्रित करता है। कार्यों का संक्षिप्त विवरण और NIQ/निविदा के लिए समयसीमा नीचे दी गई तालिका में संक्षेपित हैं:/ The National Automotive Test Tracks (NATRAX), invites **Password Protected OR Sealed Quotations/Bids** from the qualified and experience Bidder(s) who meets the specified eligibility criteria in this document in the prescribed Proforma for performing, executing and implementing the works on the terms and conditions contained in this Bid document. Brief description of works and the timelines for NIQ/tender are summarised in the table below:

Description of Work	Period of Contract	Date of start of floating of tender	Last date for submission of Bid	Date & Time of Bid opening
Procurement of OS Ticket Helpdesk System with XDR and Disaster Recovery at NATRAX Pithampur, Dhar (MP)	<b>1 year, one month</b>	22 <sup>nd</sup> Nov 2024	Latest by 28 <sup>th</sup> Nov 2024 at 1500 Hrs	28 <sup>th</sup> Nov 2024 at 1530 Hrs

**Pre bid meeting - 25th Nov 2024 at 11:00 hrs through online mode or at NATRAX HUB.**



Link for pre bid meeting: <https://calendar.app.google/4MQ9Un6qquzKapRo8>

बोली लगाने वाले को दिए गए निर्देश (आईटीबी) में उल्लिखित न्यूनतम पात्रता मानदंड (एमईसी) को पूरा करने वाले बोलीदाता बोली प्रक्रिया में सफल होने के लिए पात्र हो सकते हैं। संयुक्त उद्यम/संघ के रूप में बोली लगाने वालों को अनुमति नहीं है।/ The Bidder(s) who meet the minimum eligibility criteria (MEC) as mentioned in the Instruction to Bidder (ITB) may be eligible to become successful in the Bidding process. **The bidder(s) in the form of JV/Consortium is not permitted.**

2. बोली प्रस्तुत करने का विवरण:/ Bid Submission details:

- a. पासवर्ड से सुरक्षित बोलियां/कोटेशन बोलीदाता(ओं) द्वारा निम्नलिखित ईमेल आईडी पर पूर्वोक्त समय व तिथि से पहले या पूर्व सूचना पर अगली सुविधाजनक तिथि व समय पर प्रस्तुत किए जाने हैं। (पासवर्ड सुरक्षा विवरण के लिए कृपया इस दस्तावेज़ के अनुलग्नक IV देखें)।/ **Password protected** Bids/Quotations are to be submitted by the Bidder(s) at the following email ID's not later than the aforesaid time & date or as next convenient date & time on pre-intimation. (for password protection details please refer Annexure IV of this document).  
mail to: [a.prabhakar@natrip.in](mailto:a.prabhakar@natrip.in), [anuj.kumar@natrip.in](mailto:anuj.kumar@natrip.in),

या/OR

सीलबंद बोलियां/कोटेशन, तकनीकी बोली और वित्तीय बोलियों सहित हार्ड कॉपी में दो अलग-अलग सीलबंद लिफाफों में, उपरोक्त तिथि और समय पर NATRAX हब कार्यालय में प्रस्तुत किए जा सकते हैं।/ Sealed Bids/quotations may also be submitted in the hard copy containing **Technical Bid and Financial Bids in TWO different sealed envelopes at NATRAX Hub office** in the aforesaid date and time.

- b. उपरोक्त तिथि और समय के बाद कोई भी बोली स्वीकार नहीं की जाएगी। हालाँकि, अपवादात्मक मामलों में, NATRAX बोली खोलने से पहले बोली जमा करने की समय/अंतिम तिथि को अगली सुविधाजनक तिथि/समय तक बढ़ाने का अधिकार सुरक्षित रखता है।/ No Bids will be accepted after the aforesaid date and time. However, on exceptional cases, NATRAX reserves the right to extend the time/last date of submission of Bid to a next convenient date/time before opening of the Bids.
- c. टेलीग्राफिक या अन्य माध्यमों (टेलीफैक्स आदि) से भेजी गई बोलियां, जो पासवर्ड संरक्षित नहीं हैं, उन्हें दोषपूर्ण, अमान्य माना जाएगा और उन्हें अस्वीकृत कर दिया जाएगा।/ Bids sent telegraphically or through other means of transmission (telefax, etc.) which are not **Password Protected** shall be treated as defective, invalid and shall stand rejected.

**कृपया ध्यान दें: - ऑनलाइन बोली प्रस्तुत करने के मामले में तकनीकी बोली और वित्तीय**



बोली के लिए अलग-अलग पासवर्ड होने चाहिए// Please Note: - In case of online Bid submissions Technical Bid and Financial Bid should have different passwords.

और and

जो बोलीदाता ऑफलाइन मोड में सीलबंद लिफाफे में बोली प्रस्तुत करने के इच्छुक हैं, उन्हें सलाह दी जाती है कि वे बोली खोलने के समय NATRAX HUB में उपस्थित रहें// In case of Bidder who are willing to submit the Bid in Sealed envelop in offline mode are advised to be present while Bid opening at NATRAX HUB.

- d. नैट्रैक्स किसी भी प्रकार की देरी के लिए जिम्मेदार नहीं होगा, जैसे कि रसीद न मिलना/डिलीवरी न होना/या किसी तकनीकी त्रुटि या गलत पते के कारण देरी होना। बोलीदाता नैट्रैक्स से अपनी बोली जमा करने की रसीद की पुष्टि कर सकते हैं।/ NATRAX shall not be responsible for any delays for non-receipt /non-delivery/or any technical errors or due to wrong addressee. Bidders may confirm the receipt of their Bids submission from NATRAX.

**3. अस्वीकरण/ Disclaimer:**

NATRAX बिना कोई कारण बताए किसी भी या सभी प्रस्तावों को स्वीकार/अस्वीकार/संशोधित/विभाजित करने का पूरा अधिकार सुरक्षित रखता है। बोलीदाताओं के पास NATRAX के किसी भी निर्णय के लिए उसके विरुद्ध कोई कार्रवाई या दावा करने का कारण नहीं होगा।/ NATRAX reserves all rights to accept/ reject/modify/split any or all proposals without assigning any reasons. Bidders shall not have any cause of action or claim against NATRAX for any of its decisions.

यह दस्तावेज़ हिंदी और अंग्रेजी दोनों भाषाओं में है; हालाँकि किसी भी विसंगति की स्थिति में अंग्रेजी को प्राथमिकता दी जाएगी।/ This document in both the languages Hindi & English; however in case any discrepancy English will be prevails.

NATRAX के लिए/ For NATRAX

**खरीद और स्टोर प्रमुख/Head Procurement & Stores**

इस निविदा में पांच अनुलग्नक शामिल हैं/ This tender further contain five Annexures

- A. Annexure-I-Instructions to Bidders (ITB)
- B. Annexure-II- Special conditions of contract (SCC).
- C. Annexure-III- Technical conditions of contract (TCC).
- D. Annexure-IV- Financial Proposal
- E. Annexure V -Method of submission (online through email).



ANNEXURE I

INSTRUCTION TO BIDDERS (ITB)

1. Bidders are required to submit their Bids in two parts in a **Password Protected PDF format**, named as “**Bid for Tender No. NATRAX/PROC/A&IT/24/52R**” on the subject of the email, containing two separate **Password Protected PDF document**, as given below. The **Password Protected** Bids shall be submitted at the mentioned email ID(s) before the closure of Bid submission date/time.

OR

Sealed Bids/quotations may also be submitted in the hard copy containing Technical Bid and Financial Bids in TWO different sealed envelopes at NATRAX office in the aforesaid date and time.

- a) The first **Password Protected document** marked as “**Technical Bid for Tender No. NATRAX/PROC/A&IT/24/52R**” shall consist of all the technical details eligibility, commercial terms and conditions and documents sought in the NIQ/Tender along with the signed copy the NIQ/Tender document. **Further, the Technical Bid must include a copy of the unfilled Financial Bid of the Bidder without any information on the prices**

OR

**In case of offline Bid submission, the sealed document** marked as “**Technical Bid for Tender No. NATRAX/PROC/A&IT/24/52R**” shall consist of all the technical details eligibility, commercial, terms and conditions and documents sought in the NIQ/Tender along with the signed copy the NIQ/Tender document. **Further, the Technical Bid must include a copy of the unfilled Financial Bid of the Bidder without any information on the prices**

- b) The second **Password Protected document** marked as “**Financial Bid for Tender No. NATRAX/PROC/A&IT/24/52R**” should consist of the Financial Bid duly filled and signed by an authorised person from the Bidder’s.

OR

**In case of offline Bid submission, the sealed document** marked as “**Financial Bid for Tender No. NATRAX/PROC/A&IT/24/52R**” shall consist of Financial Bid duly filled and signed by an authorised person from the Bidder’s.

- c) In case of online Bid submission, the password of the documents shall be submitted by the Bidders at the time of the Technical Bid opening and the Financial Bid Opening respectively.

- d) *The bidders are advised to submit the bid after due signature on each page and numbered, the bids received without sign and numbered may be rejected by NATRAX, which is the discretion of NATRAX.*



*Please Note: - Technical Bid and Financial Bid should have different passwords.*

**2. Technical Bid Opening:**

The Technical Bids are opened at the first instance and evaluated. At the second stage, financial Bids of only technically qualified Bidder shall be opened with prior intimation about the date and time for further scrutiny, evaluation, ranking & placement of order.

3. The Bidders are expected to meet the minimum eligibility criteria (MEC) as given in this document. NATRAX will disqualify the Bid(s) those do not meet the minimum eligibility criteria as laid down, based on their submission along with the Tender documents even after the Bid opening process is concluded.

4. The Contract shall be governed by the terms and conditions specified in this tender document including amendments, work order etc.,

5. All Bidders are hereby explicitly informed that "CONDITIONAL OFFERS" or "OFFERS WITH DEVIATIONS" from the conditions of Contract, the quotation not meeting the minimum eligibility criteria, technical specifications, or any other requirements as stipulated in the Tender documents are liable to be "REJECTED".

6. **Bidders if required may provide details of their technical soundness and provide list of customers/client of previous works of similar nature in Government Departments/ Undertakings/ Public / Private sectors/Autonomous etc.,**

**7. Minimum Eligibility Criteria: -**

**Documents to be submitted along with the Bid:**

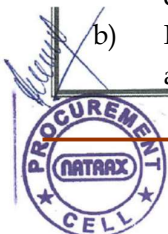
The Bidders who's Bid meet the following criteria would only be considered as responsive and evaluated by NATRAX.

**i. MEC 1: -**

**Legal Valid Entity:** The Bidder shall necessary be a legal valid entity either in the form of Proprietary/Private Partnership/ Public Limited Company/ Private/ Govt./ Public/ Autonomous, documentary evidence should be submitted. **In form of JV/Consortium not permitted.**

**Following List of acceptable documents should also be submitted along with under above-**

- a) Certificate of Incorporation/Commercial establishment of firm/License certificate of the firm, etc.
- b) PAN Card/GST registration, PF registration, ESI Registration, Labor License and any other applicable statutory requirements, etc.,



ii. **MEC - 2: Financial Capabilities:** The Bidder should have minimum 3 years' experience with Minimum **Average Annual Financial** turnover during the last three years, ending on 31st March of the previous financial year **(2021-22, 2022-23 & 2023-24)**, should be as **Rs 05 Lakh**. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods OR a Certificate (with UDIN NO.) from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the Bid.

In case the date of constitution / incorporation of the Bidder are 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 criterion.

**For startups registered firms, no turnover is required and same shall be dealt as per the Start-up policy.**

**Any of the following acceptable documents to be submitted with Bid:**

- a) Certified balance sheets for relevant period mentioned above, must necessarily have UDIN.
- b) Certificate from chartered accountant / cost accountant indicating turnover details for relevant period mentioned above, must necessarily have UDIN.

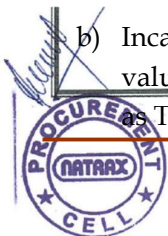
iii. **MEC-3 Part-I-Experience:** The Bidder should have at least 5 years experience in Software Module Developer and have successfully completed **similar works\*** component also in last 5 years meeting the following criteria: -

- a. Three similar completed works costing not less than the amount Rs. 0.30 Lakh;  
or
- b. Two similar completed works costing not less than the amount Rs. 0.40 Lakh;  
or
- c. One similar completed work costing not less than the amount Rs. 0.50 Lakh;

**Part-II Similar Works\*:** *successfully completed at least 2 work pertaining to "TICKETING SYSTEM MODULES.", for any Govt. Dept./Reputed firm Private Institution/Academic Institutions/etc.*

**List of accepted documents as proof of MEC-3 (Part-I&II) above:**

- a) Completion certificate along with PO/ work order, with value of works, etc.,
- b) In case completion certificate/Purchase order (PO) does not clearly mention the value of work executed, then the Bidder shall submit the fresh summary & proof as TDS, CA certificate, Excise, GST returns etc.,



- c) In case PO/Work order/completion certificate issued by any private employer, than form 26AS should be submitted to support the genuineness of the same.
8. **Tender Fee & Exemptions: -**
- a) This tender is free of cost.
  - b) If registered under Startups and “Micro & Medium Small Enterprises” (MSME’s), supporting documents need to be submitted to avail exemption from Earnest Money, subject to verification of certificate.
  - c) *The Benefits & Exemptions for Startups and MSME Bidders (Udhyam Registration Certificate) - Shall be dealt as per the guideline.*
9. The Bidders are expected to carefully examine all the contents of the Tender documents/NIQ including instructions, conditions, terms, specifications, drawings (if any), shall inspect the Site with prior notice to NATRAX and at Bidders own cost, acquaint himself/themselves with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto & take them fully into account before submitting their offer. Failure to comply with the requirements as detailed in these documents shall be at the Bidder’s own risk. Bids which are not responsive to the requirements of the Tender will be rejected.
10. While all efforts have been made to avoid errors in drafting of the Tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the Tender documents shall be entertained.
11. The Bidder shall carry out all the work strictly in accordance with Specification, Standard Practices and instructions of NATRAX or NATRAX’s representative and deviation on any account will not be permitted. If in the opinion of NATRAX, changes have to be made and it desires the Bidder to carry out the same. The decision of NATRAX in such cases shall be final and shall not be open to arbitration.
12. The successful Bidder is bound to carry out associated work necessary for the completion of the job even though such items are not included in the quantities to achieve end results and deemed to be priced in the other items. No claim on this account shall be entertained.
13. Addendum / Corrigendum (if required) to the Tender may be issued prior to the date of opening of the Bid to clarify or to intimate any changes/modifications etc. All such addendum / corrigendum shall be treated as an integral part of the Tender.
14. Any effort by a Bidder to influence NATRAX or any of its functionaries in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning award of contract, may result in rejection of the Bid.





15. In order to afford prospective bidders, reasonable time for preparing their Quotes after taking into account such amendments, NATRAX may, at its discretion, extend the deadline for submission of Bids.
16. Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations concerning the award of Contract shall not be disclosed to Bidders or other persons not officially concerned with such process.
17. NATRAX reserves the right to accept / reject or modify any Bids, and to annul the Tender process and reject all Bid(s)/quotation(s), at any time prior to award of Contract, or to divide the Contract between/amongst Bidders without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for NATRAX's action. Any Bidder not following ITB stands rejected.

#### **18. TECHNICAL BID EVALUATION**

- a) NATRAX shall follow the **Segregated Bid evaluation** system (No bearing of technical score in the financial Bid evaluation and L-1 in the financial Bid shall be deemed as successful Bidder) to determine the successful Bidder. (Bidders may also refer the SCC)
- b) The Bidder must qualify the all three MEC's.
- c) The Bidder is requested to specify what particular value he is offering for each particular requirement, rather than just stating he is fulfilling the Minimum Requirement.
- d) During the technical Bid evaluation process, NATRAX may ask clarifications to the Bidder through E-mail for confirming and consolidating their technical offers.
- e) All such clarifications are required to be answered by the bidders by E-mail, within the time specified by NATRAX.
- f) Only the technically qualified bidders shall be intimated for financial bid opening in writing.
- g) The Financial Bids of the Technically qualified Bidders shall be opened through online mode and the Financial Bids received through off-line mode shall also be opened on the same day and time at NATRAX Hub.



19. FINANCIAL BID EVALUATION:

- a) For the evaluation of the Financial Bids, the eventual Bid prices shall be ascertained after considering all the terms and conditions associated with the Bid price specified in the Financial Bid document and after detailed scrutiny of the financial bid.
- b) No Bidder shall be allowed to propose/carry out any revision / correction / modification in his Price Bid offer.
- c) If there is a discrepancy between the sub total/s and the total price that is obtained by multiplying the unit price and quantity/adding the sub total/s, the sub total/s shall prevail and the total price shall be corrected, unless in the opinion of the Employer that there is an obvious misplacement of the decimal point in the sub total price, in which case the total price as quoted shall govern and the sub total/s shall be corrected;
- d) If there is an error in a total, corresponding to the addition or subtraction of sub totals, the subtotal/s shall prevail and the total shall be corrected; and
- e) The Bidder needs to fill the rates against each item in word as well as in figures as mentioned in BOQ (Financial Bid). In case of any discrepancy, the rate provided in word shall prevail and correct the amount against the item. **All the prices should be inclusive of all taxes and GST.**
- f) The amount stated in the Letter to Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount of Bid, the bid will be rejected.
- g) Contract negotiations, if any, will be held before the issuance of Letter of Acceptance/ Notification of Award. The negotiation shall conclude with a revised offer letter from the successful bidder, affecting the discounts if any and accepted by NATRAX.

20. Award of Work:

- a) Prior to the expiry of the period of Bid validity prescribed, NATIS will issue to the Successful Bidder, the Work Order. The Successful Bidder shall return one copy of the Work Order to NATRAX duly acknowledged and signed by the authorized signatory, within two [2] days of receipt of the same by him.



b) NATRAX shall notify all the unsuccessful Bidders and discharge/ return their Earnest Money Deposit. No correspondence will be entertained by NATRAX from the unsuccessful Bidders.

**21. Validity of bids:**

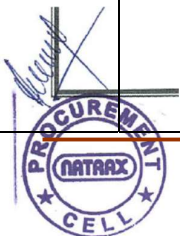
The rate quoted should be valid for a **minimum period of 90 days** from the last date of Submission of Quotation. No claim for escalation of rate will be considered at any point of time.

22. Prospective bidders requiring any clarification of the Tender may write to [a.prabhakar@natrip.in](mailto:a.prabhakar@natrip.in); [anuj.kumar@natrip.in](mailto:anuj.kumar@natrip.in), [je.procurement@natrax.in](mailto:je.procurement@natrax.in),

23. The Bids / related correspondences shall be made in English/Hindi language.

**Annexure-II  
Special Conditions of contract (SCC):**

a.	Scope of work	Procurement of OS Ticket Helpdesk System with XDR and Disaster Recovery at NATRAX Pithampur, Dhar (MP)
b.	Contract Period	<ul style="list-style-type: none"> <li>i. <b>For customization:</b> 30 days from the date of work order.</li> <li>ii. <b>For subscription &amp; technical support:</b> shall be 1 year from the date of acceptance of software by NATRAX, the subscription may be extended for further period as mutually agreed by NATRAX and services provider on mutually agreed terms and condition.</li> </ul>
c.	Engineer Incharge (EIC)	Shall be notified to successful bidder.
d.	Rate Firmness	<p>The charges/rate quoted by supplier must be firm throughout the Contract period and no escalation of any kind is permissible.</p> <p>The "final contract value" shall be derived on the completion of work at actual.</p>
e.	Payment, Mode and Retention	<ul style="list-style-type: none"> <li>i. <b>For Customization of software:</b> 100% payment shall be released after successful implementation &amp; acceptance of software by NATRAX, within 15 days, on submission of Tax Invoice.</li> <li>ii. <b>For technical support:</b> the amount shall be paid in four equal instalments on successful completion of respective quarter and duly certified by NATRAX, within 15 days, on submission of Tax Invoice with supporting documents.</li> </ul>



		<p>iii. The GST/Taxes &amp; duties of Govt. will be reimbursed on actual basis upon the submission of original receipt / documentary evidence.</p> <p>All the payments shall be made through RTGS only.</p>
f.	Liquidated Damages for customization of software	LD shall be up to maximum of 10% of the Contract Price on the discretion of NATRAX.
g.	Project Facility / Place of Installation/delivery	NATRAX Site NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover, Post Khandwa (Near Pithampur), Dhar District, Madhya Pradesh-454774
h.	Performance Security	10% (Ten) of the Contract price (customization portion) should be submitted as Performance Security by the Successful Bidder on award of Contract. Performance Security may be furnished in the form of an A/C Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from a Scheduled Commercial Bank favouring "National Automotive Test Tracks" & payable at <b>Pithampur</b> and should remain valid for a period of Sixty days beyond the date of completion of all Contractual Obligations.
i.	Returning of Performance Security (PBG)	The performance security shall be returned after 15 Days of acceptance of software by NATRAX.
j.	Termination of Contract	If the work/service is found to be not satisfactory or not found as per the specification indicated in this document, the Contract will be terminated with short notice of 14 days in writing. In case of termination the balance work shall be completed by NATRAX through any other party on the risk & cost of contractor.

24. The bidder should give the following, duly signed and sealed, failing to which the bids will be summarily rejected:



**25. DECLARATION:**

**(To be executed on Bidder's letter head)**

I/We having acquainted with the content & requirement of this Tender No. NATRAX/-----  
-----, dated \_\_\_\_\_ and do hereby accept to furnish the same in compliance  
with all terms & conditions. I/we have not tampered/modified the tender in any manner  
and breach of any such, will result in rejection of Tender and / or prosecuted.

I / We hereby declare that the firm/company has not been blacklisted or debarred in the  
past by any other Government organization from taking part in Government tenders.

In case the above information found false or in case of breach of any of terms and conditions  
at any stage of Tender or Contract, I/We are fully aware that the Tender/ Contract will be  
rejected / cancelled by NATRAX and Payments (for completed/partially completed),  
Retention, Bid Security (EMD), Performance Security, etc., shall be forfeited.

**Signature of the Bidder:** \_\_\_\_\_

**Name and Designation:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact details:** \_\_\_\_\_

**Place:**

**Date:**

**Seal of the Bidder's Firm**



**ANNEXURE - III- SCOPE OF WORKS & TECHNICAL SPECIFICATION**

**Request for Proposal (RFP) for OS Ticket Helpdesk System with XDR and Disaster Recovery**

**1. Introduction**

NATRAX Ltd. ("NATRAX") is seeking proposals from qualified vendors to implement a comprehensive helpdesk solution that includes the following components:

- **OS Ticket:** A robust, customizable, and user-friendly helpdesk ticketing system.
- **Extended Detection and Response (XDR):** An advanced security solution integrated with the helpdesk to monitor, analyse, and respond to cyber threats.
- **Disaster Recovery (DR):** A reliable and efficient disaster recovery setup to ensure business continuity in the event of a primary system failure.

**2. Background**

We require a helpdesk system that can streamline Support service management, enhance cybersecurity, and provide operational resilience. The selected vendor will be responsible for the implementation, customization, integration, and ongoing support of the solution.

**3. Scope of Work**

The vendor will be responsible for the following tasks:

- **OS Ticket Implementation:**
  - Installation and configuration of OS Ticket on a MeitY empanelled cloud service provider (CSP).
  - Customization of the OS Ticket interface, workflows, email notifications, user roles, and hierarchies to meet NATRAX's specific requirements.
  - Creation of admin accounts and comprehensive training materials for NATRAX's IT staff.
  - Unlimited User Licenses.
- **XDR Integration:**
  - Deployment of a robust XDR solution on the OS Ticket server.



- Configuration of XDR rules, policies, and alerts to detect and respond to potential threats in real time.
- Integration of XDR alerts and events into the OS Ticket system for efficient incident management.
- **Disaster Recovery Setup:**
  - Establishment of a secondary server in a geographically separate location as a DR site.
  - Configuration of data replication between the primary and DR servers to ensure data integrity and availability.
  - Thorough testing of DR failover and failback processes to validate the system's resilience.

#### **4. Technical Requirements**

The proposed solution must meet the following technical requirements:

- **OS Ticket:**
  - Latest stable release.
  - Compatibility with MySQL/MariaDB database.
  - Support for Apache or Nginx web server.
- **XDR:**
  - Advanced threat detection and response capabilities.
  - Real-time monitoring and analysis of security events.
  - Integration with OS Ticket for incident management.
- **Cloud Service Provider:**
  - Must be a MeitY empanelled CSP.
  - Scalable and reliable cloud infrastructure.
- **Disaster Recovery:**
  - Recovery Point Objective (RPO) of 4 hours or less.
  - Recovery Time Objective (RTO) of 12 hours or less.

#### **5. Proposal Requirements**

The vendor's proposal should include the following:



- **Detailed Implementation Plan:** A comprehensive plan outlining the project timeline, milestones, and deliverables.
- **Technical Solution:** A detailed description of the proposed technical solution, including the specific OS Ticket version, XDR solution, CSP, and DR setup.
- **Customization and Integration Approach:** A clear explanation of how the solution will be customized and integrated to meet NATRAX's specific requirements.
- **Training and Support Plan:** A comprehensive plan for training NATRAX's IT staff and providing ongoing support and maintenance.
- **Pricing:** A detailed breakdown of all costs associated with the project, including licensing, implementation, customization, training, and support.

**6. BIDDER HAS TO SUBMIT A BRIEF POWER POINT PRESENTATION (ppt) COVERING BELOW POINTS (THIS SHALL BE SUBMITTED IN HARD COPY ALONG WITH TECHNICAL BID)**

- **Technical Capability:** The vendor's ability to meet the technical requirements outlined in this document.
- **Experience and Expertise:** The vendor's experience in implementing similar solutions for organizations of comparable size and complexity
- **Customization and Integration Approach:** The clarity and feasibility of the vendor's approach to customizing and integrating the solution.
- **Training and Support Plan:** The comprehensiveness and effectiveness of the vendor's training and support plan.
- **Pricing:** The overall cost-effectiveness of the proposed solution.
- **Bidder must provide Customer Name, contact person & contact number for reference.**





**ANNEXURE-IV- Form for the submission of Financial Bid**

**Financial Proposal Submission Form**

(To be Executed on Letterhead of the Bidder)

**FINANCIAL PROPOSAL SUBMISSION FORM**

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[Location, Date]

To:

The Head Procurement  
NH-52, Old Agra- Mumbai Highway,  
Near to Pithampur Flyover,  
Post Khandwa (Near Pithampur)  
Dhar District, Madhya Pradesh-454774

Dear Sir,

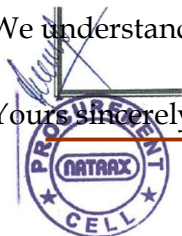
We, the undersigned, offer to provide the equipment & services in accordance with your Tender No. \_\_\_\_\_, dated \_\_\_\_\_ and our Technical Bid. Our attached Financial Bid includes the price in the format for financial bid provide as part of tender documents. The total price of our offer is \_\_\_\_\_ (in figures and words) and includes all the deliverables under this tender as per our Technical Bid.

We hereby declare that all the information and statements made in this Bid is true and complete in all respects and is as per the guidelines and terms & conditions laid down in the tender document. We further understand that any information which is found false or is not as per the guidelines and terms & conditions of the tender document may lead to our disqualification.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid.

We understand NATRAX has right to accept or reject our Bid as per its discretion.

Yours sincerely,





Tender No. - NATRAX/PROC/A&IT/24/52R

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Authorized Signature [*In full*]: \_\_\_\_\_

Authorized Signature [*In initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

±

[Note : To be signed in blue ink]



ANNEXURE-IV- FINANCIAL PROPOSAL  
Bill of Quantities (BOQ)/Financial Bid

Sr. No.	Details	Rate	Amount
1	a. OS Ticket Implementation (annual subscription) b. XDR Integration (annual subscription) c. Disaster Recovery Setup (annual subscription) <b>(as per attached specification and scope of work)</b>		
2	Technical Support for 1 year on above points (a,b,c)		
	<b>GST</b>		
	<b>Total</b>		

*Note: the quoted rates should be inclusive of all taxes, duties, deliverables etc, hence Bidders are requested to please go through the complete scope of work and quote accordingly.*

Signature of bidder



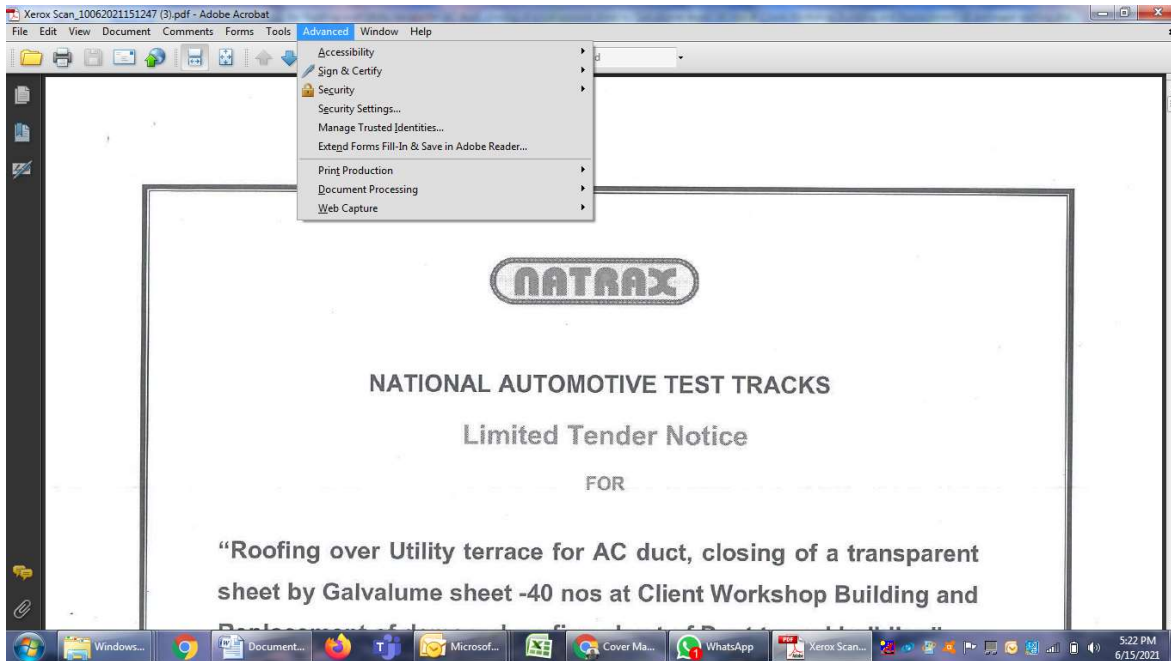
ANNEXURE -V  
Method of online bid submission

NATRAX Bank details to be used for submission of EMD/Tender Fee (if any) & procedure for passwords protection

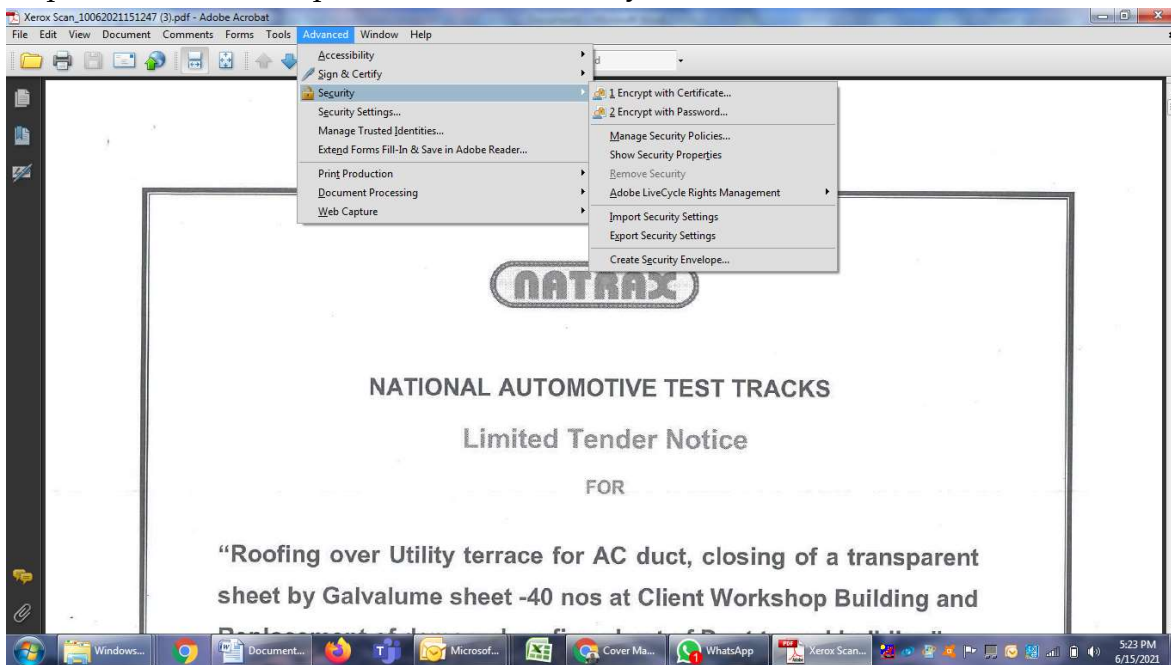
The image shows a Bank of Baroda cheque form. The bank's name is written in Hindi and English. The account type is 'सेविंग्स खाता SAVINGS ACCOUNT'. The cheque is dated 12/10/2012. The amount is written as '₹'. The cheque number is 57730100011758. The payee is 'FOR NATIONAL AUTOMOTIVE TEST TRACKS NATRAX DIVISION'. The cheque is marked as 'Cancelled' and 'Can Cancel' with handwritten text. The MICR line at the bottom is ⑈00000⑈ 4520120261: 011758⑈ 3⑈.

Steps for loading passwords in PDF Files-Method I  
Step 1- please open PDF file and click on "Advance" tab.



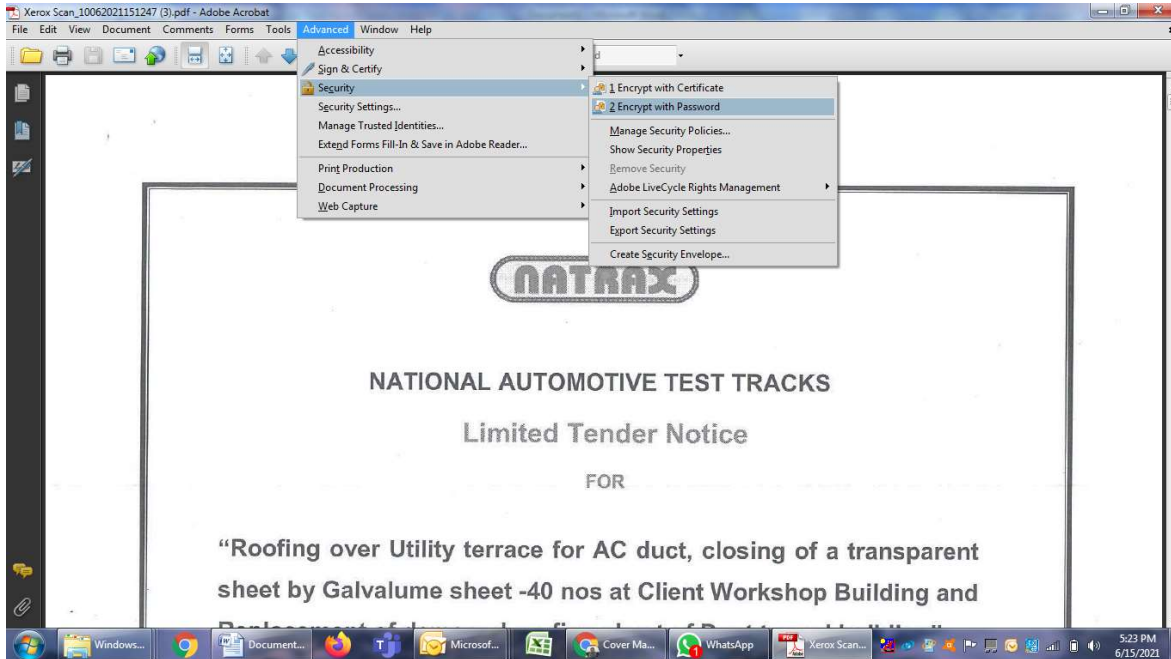


Step 2- in advance tab, please click on "Security" tab.

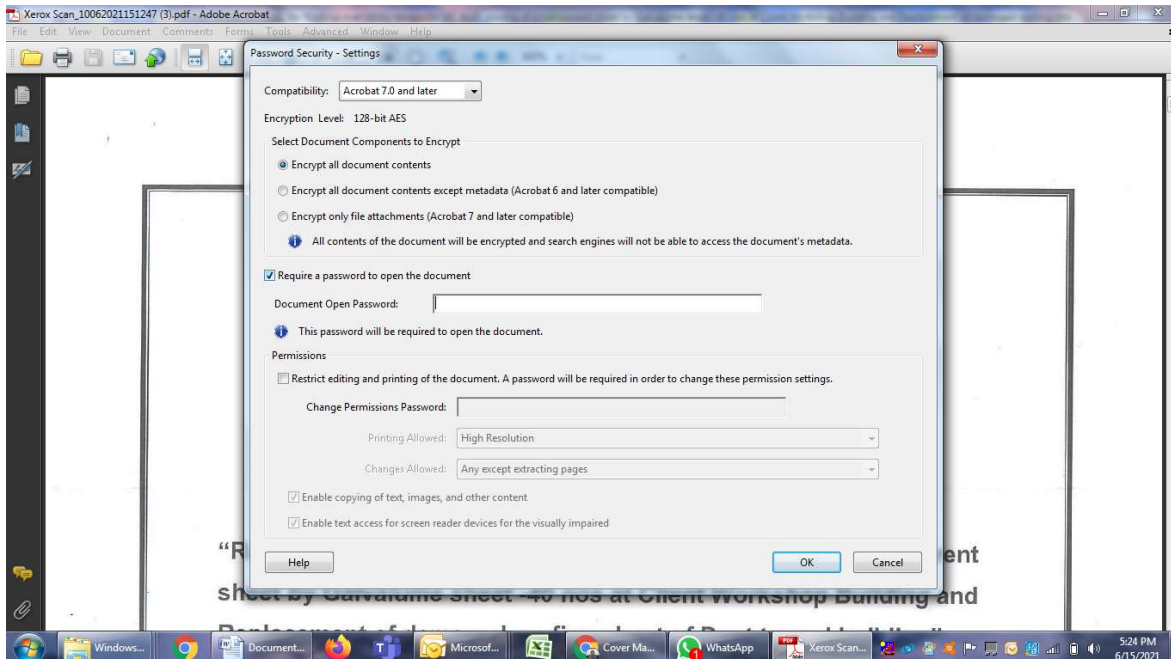


Step 3- in security tab, please click on "2 Encrypt with Password".

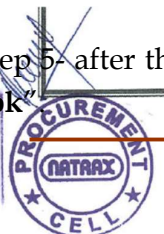




Step 4- after that below window will open, please check in option **“Required a password to open the document”**. Than please fill password and click **“ok”**.



Step 5- after that below window will be open, please fill same password again, and click **“ok”**





Tender No. - NATRAX/PROC/A&IT/24/52R

