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# NOTICE INVITING QUOTATION (NIQ)

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**Annual Maintenance contract for web maintenance  
and dedicated web hosting contract for official  
website of NATRAX**



**NIQ No. NATRAX/PROC/A&IT/24/62**

**National Automotive Test Tracks (NATRAX)**  
NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover, Post Khandwa  
(Near Pithampur) Dhar District, Madhya Pradesh-454774



## NIQ for Website Maintenance & Hosting

Name of work: Annual Maintenance contract for web maintenance and dedicated web hosting contract for official website of NATRAX.

### 1. About NATRAX

NATRAX, the largest and one of the most significant initiatives in Automotive sector so far, represents a unique joining of hands between the Government of India, State Governments, and Indian Automotive Industry to create a state-of-the-art Testing, Validation and R&D infrastructure in the country. The Project aims at creating core global competencies in Automotive sector in India and facilitate seamless integration of Indian Automotive industry with the world as also to position the country prominently on the global automotive map.

### 2. Objective

NATRAX intended to hire a vendor for hosting and maintenance of Natrax official website with the name of [www.natrax.in](http://www.natrax.in) as per GIGW guidelines. The vendors need to submit techno-commercial proposal based on the requirement.

### 3. Scope of Work

When considering the **Annual Maintenance Contract (AMC)** for the NATRAX official website (English & Hindi), several key points should be addressed to ensure a comprehensive and effective agreement. Here are some important factors to consider:

#### a. Scope of Work

- **Website Updates and Content Management:** Specify how often content updates, changes, or additions will be made, and who will be responsible for these tasks.
- **Technical Support:** Include the level of technical support, such as troubleshooting, bug fixes, or addressing issues with website functionality.
- **Performance Monitoring:** Regular checks for site speed, uptime, and security to ensure optimal performance.
- **Backup Services:** Daily, weekly, or monthly backups of the website's data to ensure recovery in case of issues.
- **Security Maintenance:** Regular security audits, software updates, and vulnerability assessments to safeguard the website from potential threats and attacks.
- **SEO and Analytics:** Regular monitoring and optimization for search engine ranking, traffic analysis, and reports.
- Checking for and fixing of any broken links.





## NIQ for Website Maintenance & Hosting

- Checking for poor or fading images and replacing as required.
  - Updating our web page (static page) Meta tags
  - Testing of all linked e-mail accounts to confirm receipts.
- b. **Response Time and Service Level Agreement (SLA)**
- **Support Response Time:** Define the maximum time within which the service provider should respond to an issue, e.g., critical issues within 1-2 hours, non-critical within 24 hours.
  - **Resolution Time:** Establish clear timeframes for resolving different types of issues (e.g., bugs, security vulnerabilities).
  - **Availability:** Specify the hours of availability for support, including weekends or holidays if needed.
- c. **Uptime Guarantee:**
- **Service Uptime:** Ensure a high uptime percentage (typically 99.9% or above), which guarantees that the website will be online with minimal downtime throughout the year.
  - **Penalty Clauses:** In case the service provider fails to meet the uptime guarantee, penalties or rebates could be applied.
- d. **Maintenance Costs:**
- **Annual Web Hosting:** Dedicated Hosting (Server Specification): 2-4 Core Intel Xeon-d CPU 8GB RAM, 1TB HDD, Linux OS, cPanel and WHM Indian Based dedicated server, DDOS Protection, also share security Features of Hosting site, Database (Organized MySQL), Dedicated IP Address (A unique internet address assigned exclusively to the server, Monitoring & Alerts (uptime 5-minute intervals monitoring, Security Features (Managed Firewall, Wildcard SSL Certificate (Secure Sockets Layer), Malware Scanning, Manual Reboots and Secure server capabilities.
  - **Annual Website Maintenance:** Yearly Backup, Tender Related Work, Maintain Log, Popup Design, Banner Design, Site Modification, General Maintenance.
- e. **Updates and Upgrades:**
- **Software and Platform Updates:** Regular updates to CMS, plugins, and other platform software to keep the website secure and functional.
- New Features/Functionality:** Define how new features or changes to the website (such as adding new pages or implementing new technology) will be handled under the AMC.





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f. **Disaster Recovery and Backup Plans:**

- **Backup Frequency:** Define how often backups of the website will be taken and where they will be stored.
- **Disaster Recovery:** Procedures to follow in case of a website crash, data loss, or security breach, including restoring the site from a backup.

g. **Termination Clause:**

- **Notice Period:** 30 days' notice period required for either party to terminate the AMC agreement.

h. **Confidentiality and Data Protection:**

- **Confidentiality Agreement:** Ensure that the service provider signs an NDA (Non-Disclosure Agreement) if they have access to sensitive data.
- **Compliance with Data Protection Regulations:** Ensure the website maintenance follows local and international regulations regarding data privacy (e.g., GDPR).

i. **Reports and Analytics:**

- **Monthly/Quarterly Reports:** The service provider should provide regular reports on the website's performance, including uptime, security status, traffic analysis, etc.
- **Performance Reviews:** Periodic reviews of the website's performance and any suggested improvements.

j. **Ownership and Intellectual Property:**

- **Content and Design Ownership:** Make it clear that the website's content, design, and intellectual property belong to the NATRAX.
- **License to Use Tools/Software:** Specify any third-party tools or software that the service provider uses and whether the NATRAX will have full access or ownership.

k. **NATRAX Responsibilities:**

- **Access to Resources:** Define what access the NATRAX needs to provide to the service provider (e.g., hosting account, credentials for backend access, etc.).
- **Collaboration on Content Updates:** Outline the NATRAX role in providing new content or other assets in a timely manner.

**Escalation Procedure:**

- **Dispute Resolution:** Define how disputes will be handled, including escalation procedures if issues are not resolved within the stipulated timelines.





m. Custom Requests and Additional Features:

- **Handling Custom Requests:** How custom feature requests, enhancements, or redesigns will be processed and whether they are covered under the AMC or billed separately.
- **Additional Support Beyond AMC:** Specify if extended support or work outside the regular scope (like major redesigns) will be chargeable.

By addressing these points, you can ensure that the AMC is comprehensive, clear, and covers all the essential aspects for maintaining a secure and efficient website.

4. Instructions to Bidders:

Interested Bidders to submit their firm/company credentials as below:

A. DOCUMENTS TO BE SUBMITTED IN BID DOCUMENT.

- i. Registration certificate along with GST Registration.
- ii. Details of similar nature of work being executed during the past 7 years.
- iii. Financial turnover of the firm in the last 3 FYs (2021-22, 2022-23 & 2023-24)

B. Other terms and conditions:

- i. **Contract period:** 1 year from the date of acceptance of work order, same may be extended for further 1 year on same terms and conditions at the discretion of NATRAX.
- ii. **Escalation:** Not allowed, the rates shall be firmed throughout the contract period including extension if any.
- iii. **Payment:**
  - a) Shall be payable in 12 equal installments (monthly basis) for PART- A, BOQ, provided there no pending problems pertaining to that month.
  - b) The payment shall be released within 15 days from the date of submission of bill/invoice subject to fulfilling the criteria (a) above.
  - c) The GST/tax will be reimbursed on actual basis upon submission of proof.
  - d) Statutory deductions if any, shall be applicable.
  - e) All payments shall be made through RTGS mode.
- iv. **Response time:** within 24 hours from the date and time of written enquiry from NATRAX.
- v. **Other:**





### NIQ for Website Maintenance & Hosting

- a) This AMC shall be executed by the service provider and should not be sub contracted to any other agency, in any form and if found so action shall be taken by NATRAX.
  - b) The work under this contract shall serviced only by service provider's authorized/qualified/competent service personnel.
  - vi. **Termination of this contract:** if the work/service is found not to be satisfactory or not found as per the specifications/scope of work indicated in this document, the service contract shall be terminated with short notice. Downtime penalty will be considered as one of the factor for gauging service efficiency.
- C. **Pre bid meeting:** interested bidders may visit NATRAX to attend pre bid meeting on the below mentioned schedule:

**Date & time:** 10.00 hrs on 16<sup>th</sup> Jan 2025

**Venue:** NATRAX Pithampur

- D. **Submission of bids/quotations:** the interested bidders/agencies may submit their most competitive rates thorough password protected file, on the below given email ids:
- i. [natraxpithampur@gmail.com](mailto:natraxpithampur@gmail.com)
  - ii. [A.prabhakar@natrip.in](mailto:A.prabhakar@natrip.in)
  - iii. [Anuj.kumar@natrip.in](mailto:Anuj.kumar@natrip.in)
  - iv. [Je.procurement@natrax.in](mailto:Je.procurement@natrax.in)
- E. **Last date for submission of bids/quotations:** 24<sup>th</sup> Jan 2025 by 1500 hrs.
- F. **Method of bid submission:** password protected quotes must be submitted at the latest by 1500 hrs on 24<sup>th</sup> Jan 2025, separately for both technical and financial documents.

The **Technical pdf file** should contain all technical & financial details of the firm.

The **financial pdf file** should contain only the BOQ/financial bid.

Password should be shared only after written communication from NATRAX.

Bids/quotations received without passwords stand rejected and bidders mentioning password on email while submitting bids also stand rejected.







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- [natraxpithampur@gmail.com](mailto:natraxpithampur@gmail.com)
  - [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)
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5. Bill of Quantities (BOQ)/Financial Bid format

BOQ for Annual Maintenance contract for web maintenance and dedicated web hosting of contract for official website of NATRAX

(Website Maintenance & Dedicated Web Hosting)

Sr. No.	Particular	Qty	Rates months per in figure (including GST)	Rates per months in words (including GST)	AMOUNT (Annual including taxes duties, breakdown etc.)
1	Website Maintenance of the website, as per scope of work above	12			
2	Dedicated Web Hosting of the website, as per scope of work above	12			
	<b>Total</b>				

*Note: the quote rates should be inclusive of all.*

Seal & signature of Bidder

