

## **Name of work: Annual maintenance contract for web maintenance and dedicated web hoisting contract of official website of NATRAX**

### **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.

### **Objective**

NATRAX intends to hire and 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.

### **Scope of Work**

#### **(A) - Website Maintenance Contract:**

1. Graphics & Tender Updates – adding, editing, and sizing of any pictures / animations to the existing website which does not fall under the scope of the layout or actual design of existing website. Do design and integrate pop-ups related to events or functionalities as desired by our team. The Banners are being designed for the events and festivals. These are also used to be put on the slider images of our site.
2. Website Content Updates – adding, editing and/or removing any text or copy on the existing site including any articles, reports, contact information and product or service description. The tender that we get from our side are being uploaded now and then
3. Script / Program Updates – adding, editing, removing, and installing any scripts, programs or software to the existing website can be done under the scope of this contract.
4. Other Services such as:
  - (a) Monitoring of our web site intermittently and upon your request.
  - (b) Checking for and fixing of any broken links.



- (c) Checking for poor or fading images and replacing as required.
  - (d) Updating our web page (static page) Meta tags
  - (e) Testing of all linked e-mail accounts to confirm receipts.
  - (f) Remains in-touch with our server and inform us if any server changes are important related to our account.
  - (g) Making changes in content i.e., tests in website as and when required.
  - (h) Any other additional text / alterations or images required or requested will be done under this maintenance.
  - (i) The activities may include any functional or form enhancements, issue resolution or customizations required in the existing applications.
5. Complete Monthly Backups – each month our existing website will be backed up and saved to our local server.
6. Regular Technical Support (online, phone or company visit if needed).

**(B) - Dedicated Web Hosting Contract:**

1. **Web Hosting Plan:** Indian Based Dedicated Hosting Internet hosting option in which a physical server (or servers) is dedicated to a single business customer.
2. **Server Performance and Specifications:** 2-4 Core Intel xeon-d CPU
3. **Storage HDD:** 1TB HDD
4. **RAM(DDR4):** 8GB
5. **Operating System:** Linux OS
6. **Control Panel:** Cpanel and WHM Indian Based dedicated server
7. **DDOS Protection:** Specific Security Features to Defend Against DDOS Server Attacks.
8. **Security Features:**
  - a. Managed Firewall
  - b. Wildcard SSL Certificate (Secure Sockets Layer)
  - c. Malware Scanning
  - d. Manual Reboots
  - e. And Secure Server Capabilities
  - f. DDoS Prevention and CDN Support
  - g. Our security team is on the job 24/7 to block suspicious activity and deflect DDoS attacks.
9. **Database:** Organized MySQL
10. **Backup:** Weekly Backup
11. **Monitoring & Alerts:** uptime 5 minute intervals monitoring
12. **Dedicated IP Address:** A unique internet address assigned exclusively to the server





13. **Email service:** Dedicated email service configured

14. **Help and Support:** Support team is available 24\*7 recorded hundred percent customer satisfactions.

**(C) - INTERESTED BIDDERS TO SUBMIT THEIR FIRM/COMPANY CREDENTIALS AS BELOW**

- I. REGISTRATION CERTIFICATE ALONG WITH GST REGISTRATION
- II. SIMILAR NATURE OF WORKS BEING EXECUTED DURING THE PAST 7 YEARS AND
- III. FINANCIAL TURNOVER OF THE FIRM IN LAST 3 FY (2020-21, 2021-22, 2022-23)

**(D) -Other terms and conditions:**

- i. Contract period: 1 year from date of acceptance of Notice to proceed (NTP)
- ii. Escalation: Not allowed. Rates shall be firm throughout the contract period.
- iii. Payment:
  - (a) shall be payable in 12 equal installments (monthly basis) for PART-A BOQ, provided there are no pending problems pertaining to that month
  - (b) The payment shall be released within 15 working days from 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 date and time of written enquiry from NATRAX.
- v. Other:
  - (a) This AMC shall be executed by the service provider and should not be sub contracted to any agency, in any form and if found action shall be initiated.
  - (b) The work under this contract shall be serviced only by service provider/its authorized/qualified/competent service personnel
- vi. Termination of contract: if the work/service is found to be not satisfactory or not found as per the specifications indicted in this document, the services contract shall be terminated with short notice. Downtime penalty will be considered as one of the factor for gauging service efficiency.



**(E) Optional item:**

Interest parties may submit their quote for Part -B BOQ which is for Creation/insertion of 'Career' module and 'Procurement & stores' module on NATRAX webpage.

**(F) Pre-bid meeting:**

Interested parties may join the pre bid meeting with their queries on below details;

Pre bid meeting for AMC of NATRAX website

Thursday, December 7 · 3:00 – 4:00pm

Video call link: <https://meet.google.com/ddq-rckk-wnp>

**(G) -Submission of Bid/quotations:** The interested bidders/agencies can submit their most competitive rates through password protected file, on email ID's mentioned below:

- i. [a.prabhakar@natrip.in](mailto:a.prabhakar@natrip.in)
- ii. [anuj.kumar@natrip.in](mailto:anuj.kumar@natrip.in)
- iii. [je.procurement@natrax.in](mailto:je.procurement@natrax.in)

**(H) Last date for bid/quote submission shall be 12.12.2023 latest by 3:30 PM**

**Method of bid/quote submission;**

**PASSWORD PROTECTED QUOTE HAS TO BE SUBMITTED LATEST BY 3:30 PM ON 12.12.2023 SEPERATELY FOR BOTH TECHNICAL AND FINANCIAL DOCUMENTS.**

**Technical PDF file should contain all technical and financial details of the firm**

**Financial PDF file should contain only the BOQ/financial bid for both Part A & optional Part B**

**PASSWORD SHOULD BE SHARED ONLY AFTER WRITTEN COMMUNICATION FROM NATRAX**

**BIDS/QUOTES RECEIVED WITHOUT PASSWORDs STANDS REJECTED AND BIDDERS MENTIONING PASSWORD ON EMAIL WHILE SUBMITTING BID ALSO STANDS REJECTED.**



(PART -A) FINANCIAL BID/ BILL OF QUANTITIES

BOQ FOR ANNUAL MAINTENANCE AND DEDICATED WEB HOISTING OF  
WEBSITE AT NATRAX

Sl no	Particulars	Rate in figures per month (incl Tax)	Rate in Words per month (incl Tax)	Total amount (Annual including taxes, duties, breakdown etc.,)
1	Annual maintenance of the website, as per scope of work above			
2	Dedicated web hosting as per the scope of work above			

Signature of bidder



**(PART-B) OPTIONAL ITEMS WHICH MAY BE QUOTED BY INTERESTED BIDDERS**

Sl no	Particulars	Rate in figures	Rate in Words	Total amount (including Tax)
1	Creation/insertion of 'Career' module on NATRAX webpage			
2	Creation/insertion of 'Procurement & stores' module on NATRAX webpage			

*[Handwritten Signature]*

*[Circular Stamp: मोटर वाहन परीक्षा केंद्र, नई दिल्ली]*