



NATIONAL AUTOMOTIVE TEST TRACKS

Tender For

Revamp of NATRAX Official Website

NATRAX

PITHAMPUR, DIST. DHAR (Madhya Pradesh)

Tender No. - NATRAX/PROC/A&IT/25/57R

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

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A handwritten signature in blue ink, appearing to be "Prabhakar", written over a blue horizontal line.

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 खुली निविदा प्रक्रिया के तहत दो पैकेट (तकनीकी और वित्त) बोली 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 under open tendering process in Two Packet (Technical & Finance) Bidding 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:

Descript ion of Work	Period of Contract	Date of start of floating of tender	Last date for submission of Bid	Date & Time of Bid opening	Estimate Value (including all)	EMD
Revamp of NATRAX Official Website	Details as mentioned in SCC	10 th March 2026	Latest by 23 rd March 2026 at 1500 Hrs	23 rd March 2026 at 1530 Hrs	Rs. 11.50 Lakh	Rs. 23,000/-

Pre bid meeting – 16th March 2026 at 11:00 hrs through online mode or at NATRAX HUB.



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, natraxpithampur@gmail.com

या/OR

सीलबंद बिड्स/कोटेशन भी हार्ड कॉपी में एक ही लिफाफे में जिसमें टेक्निकल बिड और फ़ाइनेंशियल बिड्स दो अलग-अलग सीलबंद लिफाफों हों, और वे ऊपर बताई गई तारीख और समय पर NATRAX हब ऑफिस में जमा किए जा सकते हैं। बिडर्स को यह भी सलाह दी जाती है कि हर लिफाफे पर टेंडर नंबर, काम का नाम और बिडर/फ़र्म का नाम साफ़-साफ़ लिखा होना चाहिए।/ Sealed Bids/quotations may also be submitted in the hard copy in Single Envelope containing Technical Bid and Financial Bids in TWO different sealed envelopes at NATRAX Hub office in the aforesaid date and time. This is also advised to bidders that Tender No., Name of Work and Name of bidder/Firm should be clearly mentioned on each envelope.

- 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/25/57R " 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/25/57R" 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

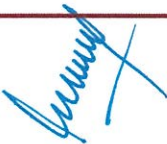
OR

In case of offline Bid submission, the sealed document marked as "Technical Bid for Tender No. NATRAX/PROC/A&IT/25/57R" 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/25/57R" 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/25/57R" 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.,

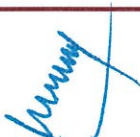
7. Minimum Eligibility Criteria: -

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 OR 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 (2022-23, 2023-24 & 2024-25), should be as **Rs 15 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 and un-audited financial data of current Financial Year .

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 -Similar work Experience:**

- a) Completion certificate along with PO/ work order, with value of work, etc.,
OR
Email confirmation for awarding the work or work execution may also be accepted.
- b) Incase 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) Incase 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.

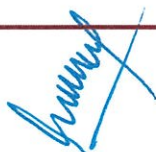
16. Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations concerning the award of Contract shall not be disclosed to Bidders or other persons not officially concerned with such process.
17. NATRAX reserves the right to accept / reject or modify 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) The Bidder must qualify the all three MEC's.
- b) During the technical Bid evaluation process, NATRAX may ask clarifications to the Bidder through E-mail for confirming and consolidating their technical offers.
- c) All such clarifications are required to be answered by the bidders by E-mail, within the time specified by NATRAX.
- d) Only the technically qualified bidders shall be intimated for financial bid opening in writing.
- e) 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.
- 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:

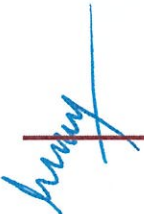
- a) Prior to the expiry of the period of Bid validity prescribed, NATRAX will issue to the Successful Bidder, the Work Order. The Successful Bidder shall return one copy of the Work Order to NATRAX duly acknowledged and signed by the authorized signatory, within two [2] days of receipt of the same by 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 120 days** from the last date of Submission of Quotation. No claim for escalation of rate will be considered at any point of time.

Prospective bidders requiring any clarification of the Tender may write to a.prabhakar@natrip.in, natraxpithampur@gmail.com

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



Annexure-II

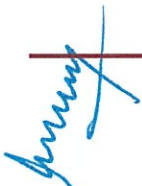
Special Conditions of contract (SCC):

a.	Scope of work	Revamp of NATRAX Official Website for NATRAX, Pithampur, Dhar (MP)
b.	Contract Period	<p>i. For Revamp: 6 (six) months from the date of work order.</p> <p>ii. For AMC (optional): shall be 1 year from the date of completion of work and acceptance of website by NATRAX, the subscription may be extended for further period as mutually agreed by NATRAX and services provider on mutually agreed terms and condition.</p>
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	<p>i. 30% after issuance of work-order on submission of Performa invoice.</p> <p>ii. 30% on completion of 50% website pages (approx. 80-100 pages) milestones.</p> <p>iii. 40% post-deployment & training for website revamp after going live.</p> <p>iv. AMC (Optional): The payment of AMC shall be released in four equal installments at the end of every Quarter equally.</p> <p>The GST/Taxes & 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>
i.	Liquidated Damages for customization of software	0.1% of the Contract Price (customization portion) per day to a maximum of 10% of the Contract Price (customization portion).
j.	Turnaround time (TAT)/ratification period for subscription	Maximum 2 working days , failing which and if TAT is more than 2 working days than NATRAX have reserve right to impose penalty of 0.1% per of annual contract price upto maximum 10% of annual contract price. The penalty shall be deducted from the bill of respective quarter. The total penalty during entire year shall be maximum 10% of annual contract

Annexure

		price.
k.	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
l.	Performance Security	5% (Five) 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 Pithampur and should remain valid for a period of Sixty days beyond the date of completion of all Contractual Obligations.
m.	Returning of Performance Security (PBG)	The performance security shall be returned after 15 Days of acceptance of software by NATRAX.
n.	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.
o.	Terms & Conditions	<ul style="list-style-type: none"> • NATRAX reserves the right to reject bids without explanation. • The vendor shall sign a contract with SLAs and penalties for non-compliance with NDA. • Intellectual property rights shall vest with NATRAX. • The vendor shall comply with data protection laws and maintain confidentiality as per NDA.

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



Check List as per Technical Requirement:

S.No	Requirements	Yes/No	Remarks
1	Platform: WordPress CMS (latest stable version).		
2	Hosting: Government-compatible managed WordPress hosting with 50 GB storage, 2 TB bandwidth, and automated backups.		
3	Security: WordFence Premium, SSL certificates (Let's Encrypt or premium), secure headers, CAPTCHA, and OWASP-compliant coding.		
4	Accessibility: WCAG 2.1 Level AA compliance, including screen reader support (JAWS, NVDA), keyboard navigation, and an accessibility toolbar.		
5	Multilingual Support: Hindi default with English toggle, UTF-8 compatibility, and LTR/RTL layout support via WPML or Polylang Pro.		
6	Performance: Page load time under 3 seconds, achieved through caching, CDN, and code optimization.		
7	Analytics: Google Analytics and session replay tools for user behavior tracking.		
8	Scalability: Support for 10,000 concurrent users.		
9	Browser Compatibility: Latest versions of Chrome, Firefox, Safari, and Edge.		
10	Mobile Browser Compatibility: In Smartphone & Tablets both orientations i.e. Landscape & Portrait.		
11	Version Control: Git-based version control for rollback readiness.		
12	Expertise: A dedicated team of certified UI/UX designers, WordPress developers, and project managers with experience in multilingual and GIGW – 3.0 -compliant projects.		



24. 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

1. Scope of Work

The scope encompasses the end-to-end redesign, development, deployment, and maintenance of the NATRAX website, ensuring alignment with government standards, user expectations, and technological advancements. The vendor shall deliver the following components:

- **Homepage & Inner Page Design & Approval:**
NATRAX will be provided with 4-5 homepage design options for review and approval.
- **Website Redesign and Architecture:**
The vendor shall undertake a complete UI/UX overhaul, delivering modern, clean, and mobile-first layouts optimized for diverse devices. The website shall feature a custom visual hierarchy to facilitate user-centric navigation across 200+ pages. Existing content shall be migrated and restructured, with new pages developed to reflect NATRAX's objectives. The WordPress CMS shall be leveraged, utilizing premium tools like Elementor Pro for advanced page building and customization.
- **Multilingual Framework:**
The website shall default to a Hindi interface with a seamless toggle to English, ensuring accessibility for diverse audiences. The vendor shall implement UTF-8 compatibility, string translation capabilities, and LTR/RTL layout accommodation using plugins like WPML or Polylang Pro. The framework shall be scalable to support additional Indian languages in the future, aligning with GIGW's inclusivity mandates.
- **GIGW 3.0 Compliance:**
The website shall adhere to GIGW 3.0, ensuring compliance with WCAG 2.1 Level AA. This includes integration of an accessibility toolbar (e.g., font size adjustment, high-contrast mode, screen reader support), sitemap implementation, SEO best practices (schema markup, metadata), and government security guidelines (HTTPS, secure headers, CAPTCHA, firewall). The vendor shall conduct accessibility audits and provide certification of compliance.
- **Premium Security Implementation:**
The vendor shall deploy premium security plugins such as WordFence Premium to safeguard against cyber threats, including malware, brute-force attacks, and SQL injections. Additional measures shall include secure coding per OWASP standards, role-based access control, and TLS-enabled database communications to ensure data integrity.
- **Customer Session Replay and Analytics:**
An inbuilt or proprietary session replay module (e.g., Hotjar, FullStory) shall be integrated to capture user interactions, providing heatmaps, user journaling, and behavioral funnel analysis. The tool shall comply with GDPR-compliant anonymized data collection, enabling NATRAX to optimize user journeys and enhance engagement through actionable insights.
- **Premium Themes and Plugins:**
The vendor shall utilize premium themes (e.g., Astra Pro, Divi) and plugins, including Elementor Pro for page building, WPML or Polylang Pro for multilingual support, Yoast SEO Premium for search engine optimization, WP Rocket for caching, and backup managers for data protection. These tools shall enhance functionality, performance, and user experience.



- **Content Creation and Migration:**

The vendor shall develop and organize content for 200+ pages, ensuring clarity, relevance, and alignment with NATRAX's branding. Existing content shall be migrated seamlessly, with outdated sections archived per GIGW's archival policy. Content creators shall be equipped with tools to ensure accessibility and compliance.
- **Performance Optimization:**

The website shall achieve a page load time of under 3 seconds on standard broadband connections, leveraging caching (WP Rocket), image optimization, CSS/JavaScript minification, and CDN integration. The architecture shall support scalability for up to 10,000 concurrent users without performance degradation. Reports will be submitted.
- **Security**
 - Implement a password strength policy.
 - Address OWASP vulnerabilities: injection, broken authentication, cross-site scripting, insecure direct object references, security misconfiguration, sensitive data exposure, missing function-level access control, cross-site request forgery, using components with known vulnerabilities, and unvalidated redirects/forwards.
 - Include CAPTCHA for all website forms.
 - Store passwords in encrypted form in the database.
- **SEO and Digital Integration:**

The vendor shall implement on-page SEO best practices, including meta tags, schema markup, and keyword optimization, using Yoast SEO Premium. The website shall integrate with social media platforms and analytics tools (e.g., Google Analytics) to enhance visibility and track user engagement.
- **Hosting, Deployment, and Version Control:**

The website shall be hosted on government-preferred infrastructure with a minimum of 50 GB storage, 2 TB bandwidth, and automated backups. The vendor shall implement version control for rollback readiness and ensure seamless deployment with minimal downtime. Daily backups with a 30-day retention policy shall be maintained.
- **Training and Documentation:**

The vendor shall provide comprehensive training (minimum 3 sessions) to NATRAX's IT staff on WordPress administration, content updates, and security monitoring. Detailed technical and user documentation, including standard operating procedures (SOPs) and a user manual, shall be delivered in PDF and digital formats.
- **Annual Maintenance Contract (AMC):**

The vendor shall offer one-year AMC, renewable annually, covering plugin and theme renewals, quarterly vulnerability scans, monthly backups, uptime monitoring, and SLA-bound technical support. The AMC shall ensure the website remains secure, functional, and aligned with evolving standards.
- **Payment Gateway Integration: Integrate a secure payment gateway (e.g., Bank, Razor pay, PayU) for transactions related to services, events, or vendor fees, ensuring PCI-DSS compliance and multi factor authentication.**



2. Admin Panel/Backend Overview

The admin panel shall enable secure management of the website via WordPress, accessible via login credentials. Key modules include:

2.1 Common Modules

- User Login & Authentication: Require authentication with CAPTCHA for CMS/admin panel access; store passwords encrypted.
- Forgot Password: Provide password reset via email with a secure link and notification.
- Change Password: Allow password changes with email notification.
- Edit Profile: Enable users to update basic account details (name, address, contact).
- Cron Job/Scheduler: Publish scheduled content and send no-action notifications.
- Audit Trail: Log successful/unsuccessful logins and content actions with timestamps and IP addresses.
- Notifications (via Email): Send emails for content review, approval, and no-action alerts.

2.2 Content Management System (CMS) Module

The WordPress CMS shall be user-friendly, allowing administrators to update content easily, improve search engine rankings, and include:

- Secure admin login and role-based access rights.
- Add, edit, or delete text, control colors, fonts, and sizes.
- Organize content in a 2-tiered structure with clear headings, subheadings, and body text.
- Add images, documents (PDF, Word, Excel), and manage menus/sub-navigation.
- Create/edit pages, hyperlinks, meta tags, titles, and descriptions.
- CMS Dashboard: Display notifications, last login details, and module links.

2.3 Admin User Role & User Module

- Super admin access to create/edit/delete roles and users.
- Send login credentials via email; filter users by role, name, status.

2.4 Schemes Module

- Add/edit/delete schemes with names, descriptions, and PDF forms/reports.

2.5 Tender Module

- Add/edit/delete tender information and attachments.

2.6 Career Module

- Add/edit/delete Career-related information.

2.7 RTI Act Module

- Add/edit/delete RTI-related information.



2.8 PLI Module

- Add/edit/delete PLI-related information

2.9 News Module

- Create/edit/delete news with titles, validity dates, descriptions, or files.

2.10 Video/Photo Gallery Module

- Create/edit/delete albums and videos with titles, descriptions, and embed codes.

2.11 Feedback Management Module

- View/reply to feedback, with status (open/replied) and filters by name, date, email.

2.12 Homepage Module

- Manage website look and feel, banners, photos, minister's speeches, statutory body links, and useful links.

2.13 Any other module as per requirements.

3. Website Frontend Features

3.1 Homepage

- Default landing page with jQuery rotating banner, search option, language toggle (English, Hindi; default Hindi), navigation links (Home, Feedback, Mails, Sitemap, YouTube), social media integration (Facebook, Twitter, YouTube), feedback form, and links to screen reader, help, terms, privacy, and hyperlink policies.

3.2 About Us

- Details on NATRAX, vision/mission, organization structure, facilities, RTI, publications, vacancies, and associate partners.

3.3 Reports

- List/details of reports with archival section.

3.4 News (Print/ Digital/ Social) Page and Management

- List/details of news with archival section.
-



3.5 Acts

- List/details of acts with archival section.

3.6 Feedback

- Online form with name, email, phone, comment, CAPTCHA; email notifications on submission.

3.7 Other Sections

- FAQ, accessibility statement, disclaimer, help, hyperlinking policy, privacy policy, terms and conditions.

3.8 Events Page and Management

- Develop a dynamic events section with administrative tools for event creation, updates, and registration management.
- List/details of events with archival section.

3.9 Tenders Page and Management

- Implement a tender section with tools for NATRAX staff to upload, update, and manage tender documents and bidder interactions.
- Tender Archive page.
- Implement a system for Vendor registration and facility to submit details, upload documents, and track application status, with secure data storage and administrative tools.
- Blacklist Vendors.
- Future procurement plan.

3.10 Test Track Individual Pages

- Create detailed pages for each test track facility, including specifications, capabilities, and booking information.

3.11 Labs Individual Pages

- Create detailed pages for each Lab facility, including specifications, capabilities, and booking information.

3.12 Career Page and Management

- Implement a Career section with tools for NATRAX staff to upload, update, and manage career documents and applicant documents/interactions with secure data storage and administrative tools.
- Vacancy Archive Page.
- Current Vacancy.



3.13 Employee Page and Management

- Page should contain links for login to organization different services such as “Email Login”, “HRMS Login”, “Ticketing System Login”, Etc.

3.14 Policy Pages

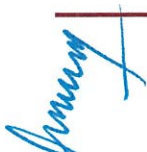
- Develop pages outlining NATRAX’s operational guidelines, safety protocols, and compliance requirements.

3.15 Any other module as per requirements.

4. Technical Requirements

The website shall meet the following technical specifications:

- **Platform:** WordPress CMS (latest stable version).
- **Hosting:** Government-compatible managed WordPress hosting with 50 GB storage, 2 TB bandwidth, and automated backups.
- **Security:** WordFence Premium, SSL certificates (Let’s Encrypt or premium), secure headers, CAPTCHA, and OWASP-compliant coding.
- **Accessibility:** WCAG 2.1 Level AA compliance, including screen reader support (JAWS, NVDA), keyboard navigation, and an accessibility toolbar.
- **Multilingual Support:** Hindi default with English toggle, UTF-8 compatibility, and LTR/RTL layout support via WPML or Polylang Pro.
- **Expertise:** A dedicated team of certified UI/UX designers, WordPress developers, and project managers with experience in multilingual and GIGW – 3.0 -compliant projects.
- **Performance:** Page load time under 3 seconds, achieved through caching, CDN, and code optimization.
- **Analytics:** Google Analytics and session replay tools for user behavior tracking.
- **Scalability:** Support for 10,000 concurrent users.
- **Browser Compatibility:** Latest versions of Chrome, Firefox, Safari, and Edge.
- **Version Control:** Git-based version control for rollback readiness.
- **Mobile Browser Compatibility:** In Smartphone & Tablets both orientations i.e. Landscape & Portrait.
- **ISO Certification:** Preference for vendors with ISO 9001:2015 certification or equivalent, demonstrating adherence to quality standards.



5. Deliverables

The vendor shall provide:

- Fully functional WordPress website (200+ pages, GIGW 3.0 compliant).
- Premium plugins and themes with valid licenses.
- Session replay tool with an analytics dashboard.
- Accessibility toolbar and WCAG 2.1 Level AA certification.
- Multilingual functionality (Hindi default, English toggle).
- Comprehensive SEO implementation.
- Training sessions (minimum 3) for NATRAX's IT staff.
- Technical and user documentation (PDF and digital).
- One-year AMC agreement with SLAs.
- Source code, database backups, and version control repository.
- Production software source code and library files delivered on a Compact Disk/ Pen Drive before final payment.

6. Milestones

The project shall be completed within 6 months from contract signing:

- **Month 1:** Requirement gathering, UX/UI design, wireframe approval.
- **Month 2-3:** WordPress development, content creation, plugin integration.
- **Month 4:** Accessibility testing, GIGW compliance, multilingual setup.
- **Month 5:** Performance optimization, security implementation, user testing.
- **Month 6:** Training, documentation, deployment, AMC initiation.



ANNEXURE-IV- Form for the submission of Financial Bid

Financial Proposal Submission Form

(To be Executed on Letterhead of the Bidder)

[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,

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

S. No.	Component	Description	Rate	Amount
A Development				
1	Website Design and UI/UX	UX research, wireframes, prototypes, mobile-first design		
2	WordPress Development	Custom functionalities, multilingual system		
3	Content Creation and Migration	Content writing, editing, and migration		
4	Multilingual Implementation	WPML/Poetrylang Pro setup, translation tools		
5	GIGW Compliance and QA	Accessibility, screen reader integration, SEO		
6	Testing and Deployment	Quality assurance and launch		
7	Government-Compatible Hosting	Annual cost		
8	Premium SSL Certificate	Annual cost		
			Subtotal (A)	
B Plugin/Themes				
9	Elementor Pro	Annual license		
10	WordFence Premium	Annual license		
11	WPML/Poetrylang Pro	Annual license		
12	Yoast SEO Premium	Annual license		
13	WP Rocket	Annual license		
14	Custom Development	Session Replay, Animation, annual license		
15	Theme Development	One-time cost		
			Subtotal (B)	
C Others				
16	Documentation/Training	Admin training, SOPs, user manual		
17	Contingency/Buffer	Unforeseen technical escalations/changes		
			Subtotal (C)	
D Comprehensive AMC Charges for One Year (Optional)				
			Subtotal (D)	
				Total Cost A+B+C+D (inclusive GST)

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

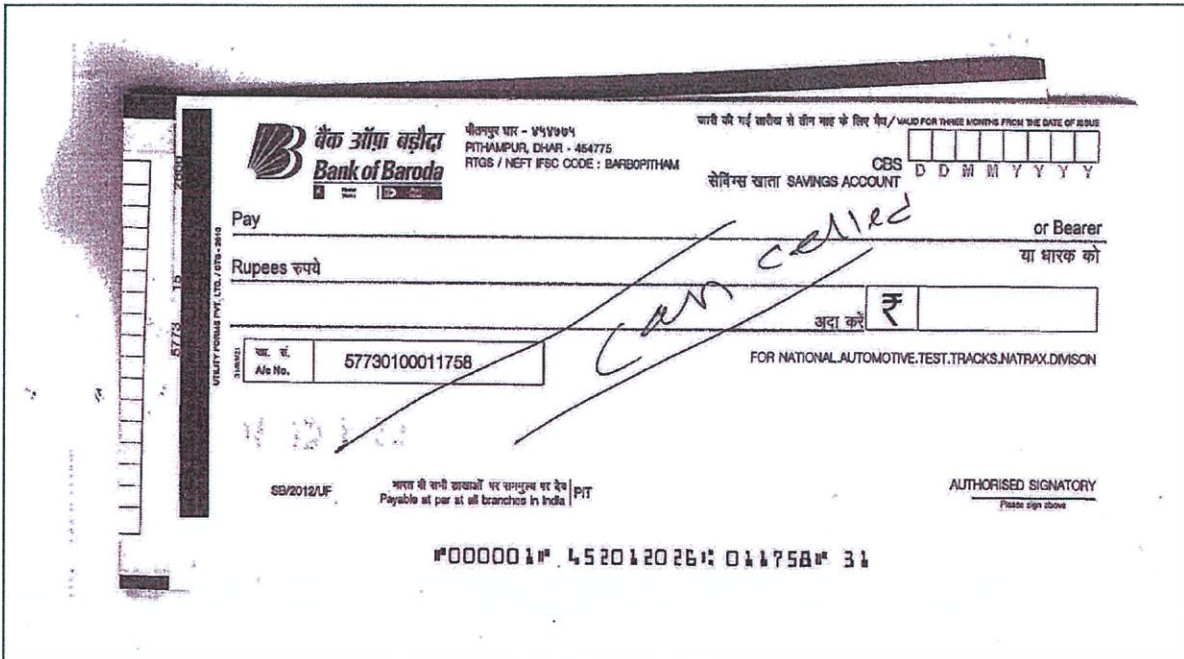


Signature of bidder

ANNEXURE -V

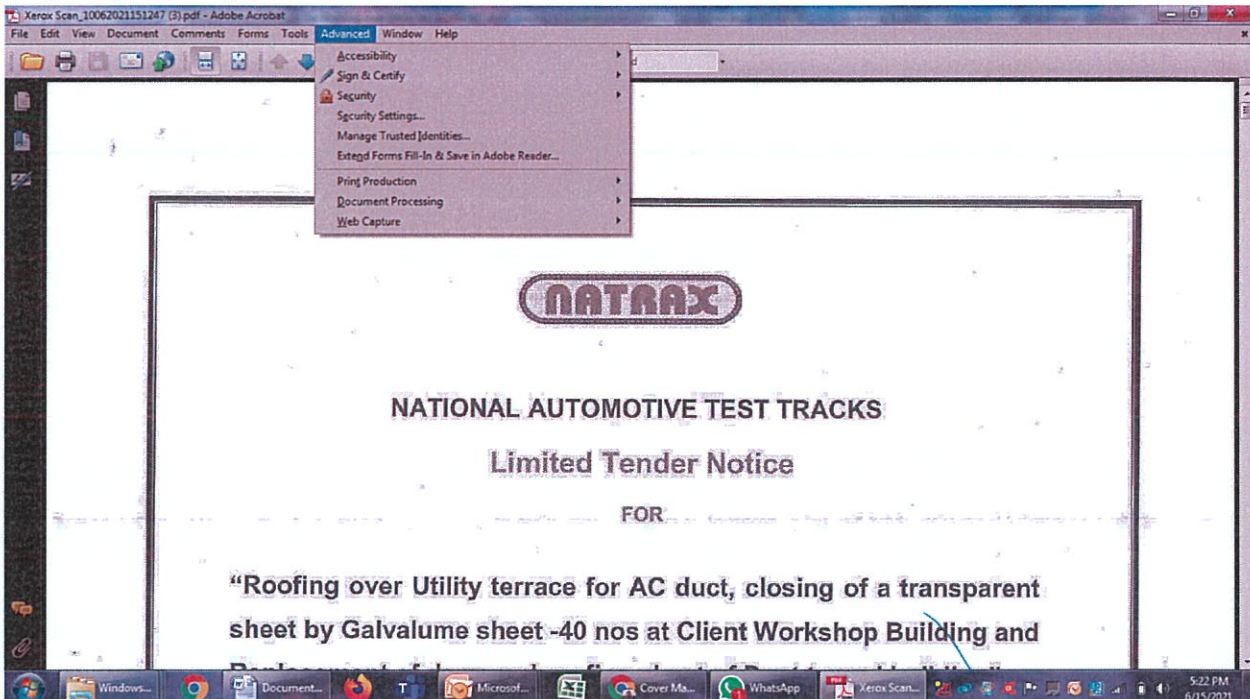
Method of online bid submission

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



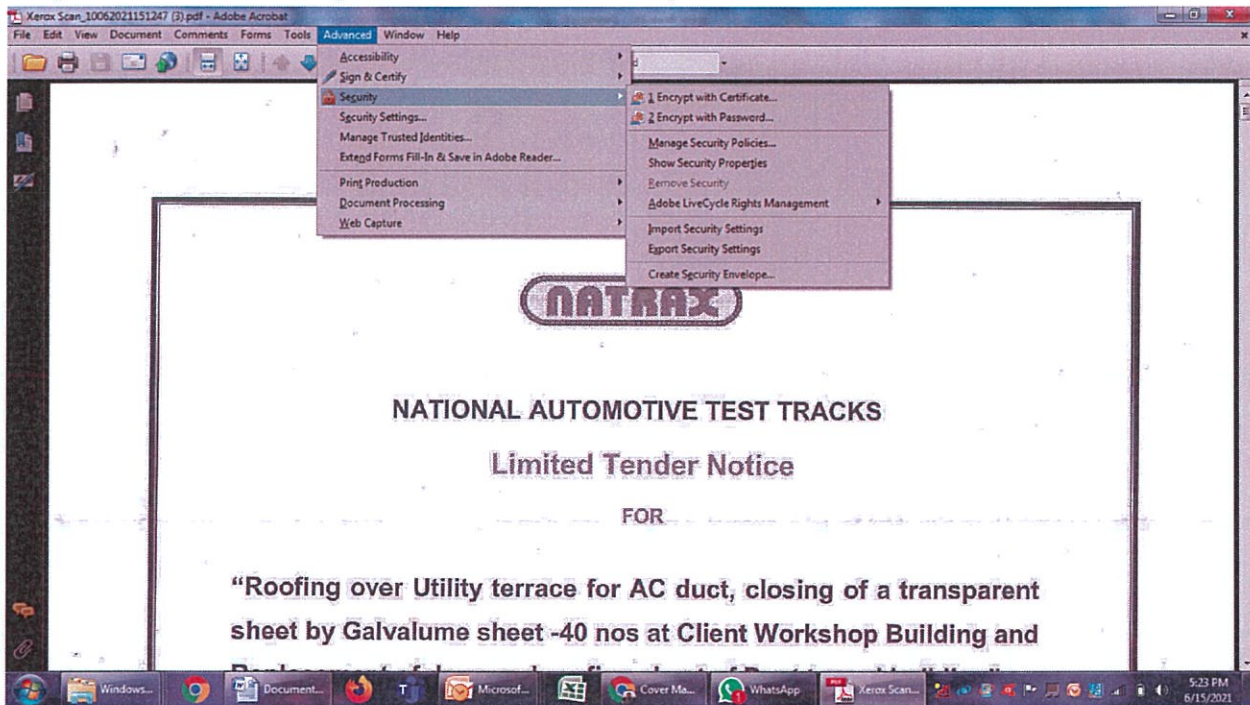
Steps for loading passwords in PDF Files-Method I

Step 1- please open PDF file and click on "Advance" tab.

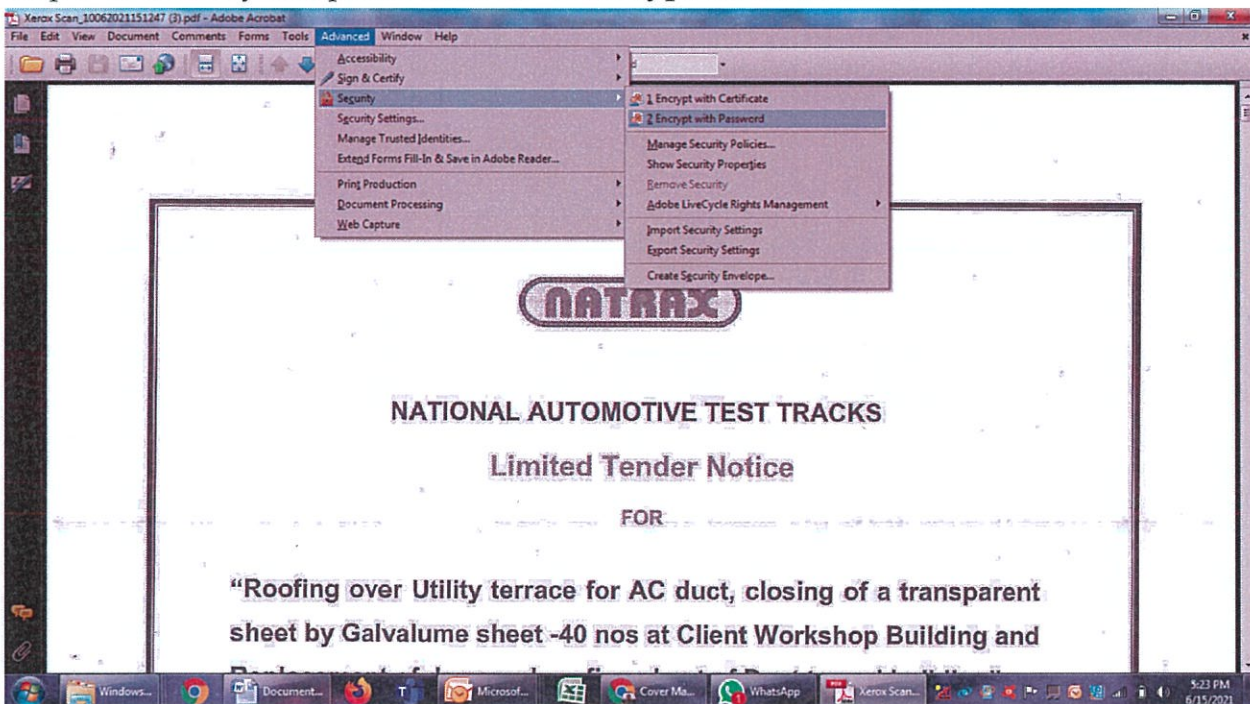


Handwritten signature

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

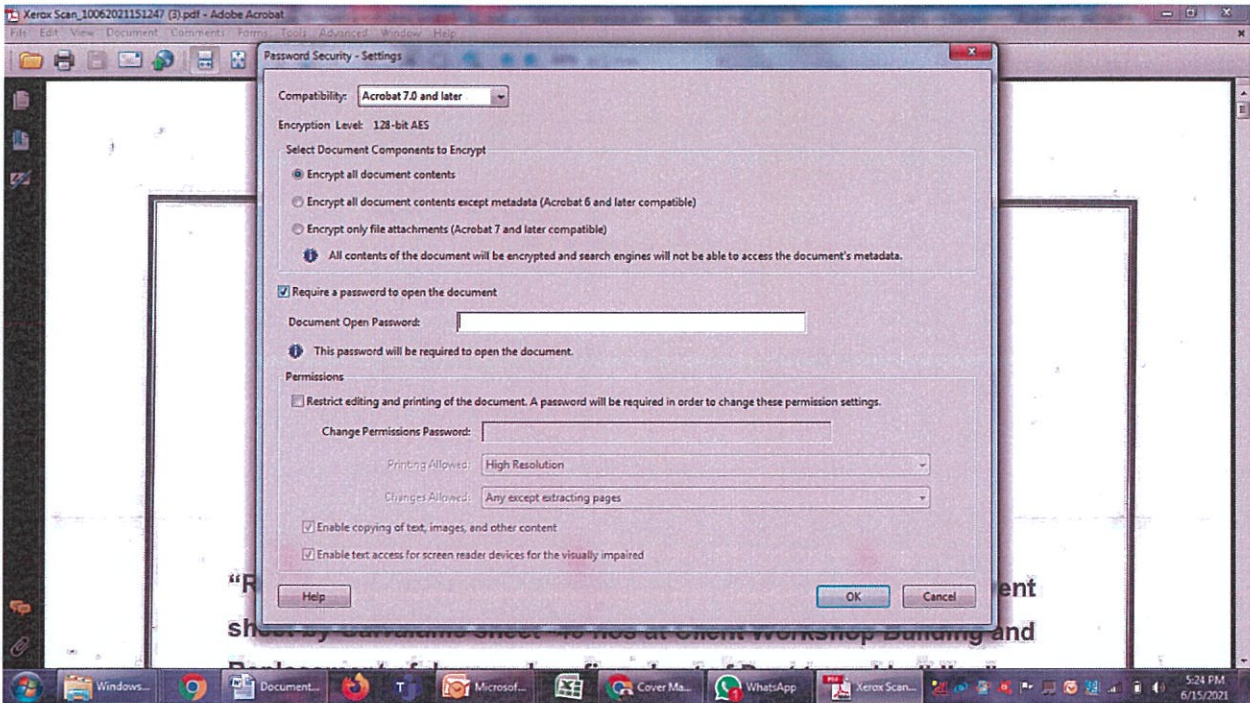


Step 3- in security tab, please click on "2 Encrypt with Password".



Ammy

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



Step 5- after that below window will be open, please fill same password again, and click "ok".

