



Tender No: NATRAX/PROC/C&U/26/144

NATIONAL AUTOMOTIVE TEST TRACKS

Limited Tender Enquiry

(TECHNO COMMERICAL BID)

**Annual Maintenance Contract (AMC) for UPS system at NATRAX,
Pithampur, Dhar, Madhya Pradesh.**

Tender No. - NATRAX/PROC/C&U/26/144

National Automotive Test Tracks (NATRAX)

A unit of National Automotive Board (NAB) NH-52, Old Agra- Mumbai
Highway Next to Pithampur Flyover, Post: Khandwa (Near Pithampur) Dhar:
District, Madhya Pradesh-454774 Phone: +919893892310, Fax – 07292-
256101 Email: a.prabhakar@natrax.in; natraxpithampur@gmail.com



1. General Instructions:

नेशनल ऑटोमोटिव टेस्ट ट्रैक्स (NATRAX) नेशनल ऑटोमोटिव बोर्ड (NAB) के तहत एक ऑटोमोटिव टेस्टिंग एंड सर्टिफिकेशन सेंटर है, जो भारी उद्योग मंत्रालय, भारत सरकार द्वारा गठित एक स्वायत्त निकाय है। NATRAX को लगभग 3000 एकड़ भूमि पर पीथमपुर, जिला धार, (मध्य प्रदेश, भारत) के पास, सभी प्रकार के ऑटोमोबाइल के व्यापक परीक्षण और मूल्यांकन के लिए स्थापित किया गया 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 में निहित नियमों और शर्तों पर कार्य करने, निष्पादित करने और कार्य करने के लिए निर्धारित प्रोफार्मा में सीमित निविदा पूछताछ (LTE) के तहत पंजीकृत, योग्य और अनुभव से पासवर्ड संरक्षित कोटेशन / बोली आमंत्रित करता है। दस्तावेज़। कार्यों का संक्षिप्त विवरण और एनआईक्यू की समय-सीमा नीचे दी गई तालिका में संक्षेप में दी गई है।/The National Automotive Test Tracks (NATRAX), invites Password Protected Quotation/Bid from the registered, qualified and experience under Limited Tender Enquiry (LTE) 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 LTE are summarised in the table below:

कार्य का वर्णन /Description of Work	अनुबंध की अवधि / Period of Contract	निविदा के फ्लोटिंग की शुरुआत की तिथि / Date of start of floating of tender	बोली-पूर्व बैठक की तिथि और समय Date & Time of Pre Bid Meeting	बोली जमा करने की अंतिम तिथि और समय / Last date for submission of Bid	बोली खोलने की तिथि और समय / Date & Time of Bid opening	Earnest Money Deposit (EMD)/ अर्नेस्ट मनी डिपॉज़िट (EMD)	अनुमानित लागत/Es timated cost
Annual Maintenance Contract(AMC) for UPS system at NATRAX, Pithampur, Dhar, Madhya Pradesh.	365 Days from the date of issue of Work Order.	18.08.2026	21.08.2026 at 1100 Hrs	27.08.2026 at 1500 Hrs	27.08.2026 at 1530 Hrs	Not applica ble	Rs. 2,87,920 (Incl. GST)



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:

बोली का प्रकार- तकनीकी-वाणिज्यिक बोली (तकनीकी एवं वित्तीय बोली एक लिफाफे में)/

Type of bid called-Techno Commercial Bid (Simultaneous receipt of Technical and Financial Bids)

- 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 relevant pages of this document/Annexure V).

Email to: a.prabhakar@natrax.in; natraxpithampur@gmail.com

या/OR

मोहरबंद बोलियां/कोटेशन भी पूर्वोक्त तिथि और समय पर NATRAX हब कार्यालय में सीलबंद लिफाफों में हार्ड कॉपी में जमा किए जा सकते हैं।/ Sealed Bids/quotations may also be submitted in the hard copy in 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.



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. Disclaimer/ अस्वीकरण:

NATRAX बिना कोई कारण बताए किसी यासभी प्रस्तावों को स्वीकार/अस्वीकार/संशोधित/विभाजित करने के सभी अधिकार सुरक्षित रखता है। NATRAX के किसी भी निर्णय के लिए बोलीदाताओं के पास कार्रवाई का कोई कारण या दावा 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 निविदा दस्तावेज/एनआईक्यू दोनों भाषाओं (अंग्रेजी और हिंदी) में उचित देखभाल के साथ तैयार किया गया है, हालांकि, किसी भी विसंगति के मामले में अंग्रेजी भाषा प्रबल होगी। This tender document has been prepared in both the languages (English & Hindi) with due care, however, in case of any discrepancy the English Language will prevail.

For NATRAX



Head Procurement & Stores/ हेड प्रोक्योरमेंट एंड स्टोर्स

अनुलग्नक I/ANNEXURE I(A)**बोलीदाताओं के लिए निर्देश (आईटीबी)/ INSTRUCTION TO BIDDERS (ITB)**

1. बोलीदाताओं को ईमेल के विषय पर "निविदा संख्या NATRAX/PROC/C&U/26/144 के लिए बोली" नामक पासवर्ड संरक्षित पीडीएफ प्रारूप में अपनी बोलियां जमा करनी होंगी, जिसमें पासवर्ड संरक्षित पीडीएफ दस्तावेज़ शामिल है, जैसा कि नीचे दिया गया है . पासवर्ड से सुरक्षित बोलियां बोली जमा करने की तिथि/समय के बंद होने से पहले उल्लिखित ईमेल आईडी पर प्रस्तुत की जाएंगी।/ Bidders are required to submit their Bids in a Password Protected PDF format, named as "Bid for Tender No. NATRAX/PROC/C&U/26/1434" on the subject of the email, containing 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

तकनीकी बोली और वित्तीय बोली सहित सीलबंद बोली/कोटेशन की हार्ड कॉपी भी जमा की जा सकती है। बोलीदाता द्वारा सीलबंद बोली/कोटेशन पर तकनीकी-वाणिज्यिक बोली स्पष्ट रूप से अंकित होनी चाहिए और इसे एक ही लिफाफे में निर्दिष्ट तिथि और समय पर NATRAX कार्यालय में जमा करना होगा।

Sealed Bid/quotation may also be submitted in the hard copy containing Technical bid and financial bid should be sealed by the bidder duly super-scribed as Techno commercial bid on a single cover and submit at NATRAX office in the aforesaid date and time.

ऑनलाइन बोली प्रस्तुत करने के मामले में, बोली खोलने के समय बोलीदाता द्वारा दस्तावेज़ का पासवर्ड प्रस्तुत किया जाएगा। / In case of online Bid submission, the password of the document shall be submitted by the Bidder at the time of the opening of Bid.

2. बोली खोलना:/ Bid Opening:

आगे की जांच, मूल्यांकन, रैंकिंग और आदेश देने के लिए बोली लगाने वाले (यदि उपलब्ध हो)

की उपस्थिति में NATRAX अधिकारियों की समिति द्वारा बोली खोली जाएगी।/ The bid shall be opened by the committee of NATRAX Officials in the presence of bidder (if



available) for further scrutiny, evaluation, ranking & placement of order.

- a) तकनीकी बोली मूल्यांकन प्रक्रिया के दौरान, NATRAX बोलीदाता से ई-मेल के माध्यम से या उनके तकनीकी प्रस्तावों की पुष्टि और समेकन के लिए लिखित रूप में स्पष्टीकरण मांग सकता है।/ During the technical bid evaluation process, NATRAX may ask clarifications to the bidder through E-mail or in writing for confirming and consolidating their technical offers.
- b) NATRAX द्वारा निर्दिष्ट समय के भीतर ऐसे सभी स्पष्टीकरणों का उत्तर बोलीदाता द्वारा ई-मेल द्वारा दिया जाना आवश्यक है / All such clarifications are required to be answered by the bidder by E-mail, within the time specified by NATRAX.
3. अनुबंध इस निविदा दस्तावेज़ में निर्दिष्ट नियमों और शर्तों द्वारा शासित होगा, जिसमें संशोधन, कार्य आदेश आदि शामिल हैं।/ The Contract shall be governed by the terms and conditions specified in this tender document including amendments, work order etc.
4. सभी बोलीदाताओं को एतद्वारा स्पष्ट रूप से सूचित किया जाता है कि अनुबंध की शर्तों से "सशर्त प्रस्ताव" या "विचलन के साथ प्रस्ताव", न्यूनतम योग्यता मानदंड, तकनीकी विनिर्देश, या निविदा दस्तावेजों में निर्धारित किसी भी अन्य आवश्यकताओं को पूरा नहीं करने वाले कोटेशन के लिए उत्तरदायी हैं। "अस्वीकृत" हो।/ 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".
5. बोलीदाता को अपनी तकनीकी सुदृढ़ता का विवरण देना चाहिए और सरकारी विभागों/उपक्रमों/सार्वजनिक/निजी क्षेत्रों/स्वायत्त आदि में समान प्रकृति के पिछले कार्यों के ग्राहकों/ग्राहकों की सूची प्रदान करनी चाहिए।/

Bidder should give 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.,



6. न्यूनतम पात्रता मानदंड: - बोली लगाने वाले को निम्नलिखित दो (ए या बी) में से किसी एक को पूरा करना चाहिए/ Minimum Eligibility Criteria: - The bidder should fulfill either of the following two (A or B):

A. बोलीदाता के पास विक्रेता पंजीकरण के तहत NATRAX के साथ वैध पंजीकरण होना चाहिए / The bidder should have valid registration with NATRAX under vender registration.
OR

B. बोली लगाने वाले को निम्नलिखित मानदंडों को पूरा करना चाहिए:/ The bidder should meet the following criteria:

- i) **MEC-1:-Legal valid entity:** - It shall be valid legal entity in form of Proprietor/partnership/LLP/Pvt. Ltd company/Govt. entity/Limited Company/autonomous body etc, and should have valid registration with appropriate governing authority. To supporting this, proof should have to be submitted along with quotation/कानूनी वैध इकाई: - यह प्रोपराइटर/साझेदारी/एलएलपी/प्राइवेट लिमिटेड कंपनी / सरकारी इकाई/सीमित/कंपनी/स्वायत्त निकाय आदि, के रूप में वैध कानूनी इकाई होगी और उचित शासकीय प्राधिकरण के साथ वैध पंजीकरण होना चाहिए। इसके समर्थन में कोटेशन के साथ प्रमाण प्रस्तुत करना होगा। **In the form of JV/Consortium not permitted.**

List of acceptable documents: a) Licence certificate/Gumasta of the firm or
b) Details of owner/Partners of the firm. c) Copies of Income Tax Registration/PAN card, GST Registration, PF registration and any other statutory requirements etc.

- ii) **MEC-2:Financial Capabilities:** The minimum Average Annual Turnover of the bidder during the last three financial years, ending on 31st March of the previous financial year(F/Y 2023-24,2024-25,2025-26 (while 2025-26 un-audited is acceptable)) should be **Rs.10.00 Lakh**.Documentary evidence in the form of certified Audited Balance Sheets(with UDIN Number) of relevant periods or a certificate(with UDIN Number) from the chartered Accountant/Cost Accountant indicating the turnover details for the relevant period shall be uploaded to with the bid. In case the date of constitution/incorporation of the bidder is 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 of this criteria.



- iii) **MEC-3:-** Bidder should have to submit minimum one work order having an experience in *Similar works category in Central/State Govt. organizations/PSUs/ Autonomous bodies/Reputed Private Firms during the last five financial years/ बोली लगाने वाले को पिछले पाँच वित्तीय वर्षों के दौरान केंद्र/राज्य सरकार के संगठनों/PSU/स्वायत्त निकायों/प्रतिष्ठित निजी फर्मों में 'समान कार्य श्रेणी' में अनुभव वाला कम से कम एक वर्क ऑर्डर जमा करना होगा।

Similar works:"AMC/CMC/maintenance works of UPS systems"

- iv) **MEC-4:**Bidders should give an Undertaking regarding Non-Blacklisting/Non department by any customers/client OR any Government departments/entity during last three financial years, in this regard bidder need to submit and Undertaking on the bidder's Letter head/बोलीदाताओं को पिछले तीन वित्तीय वर्षों के दौरान किसी भी ग्राहक/क्लाइंट या किसी भी सरकारी विभाग/संस्था द्वारा ब्लैकलिस्ट न किए जाने/विभाग से प्रतिबंधित न किए जाने के संबंध में एक वचन देना होगा। इस संबंध में बोलीदाता को अपने लेटरहेड पर एक वचन प्रस्तुत करना होगा।
- v) Bidder should have maintain office/service centre at Indore/Dhar in the state of Madhya Pradesh.
- vi) **Exemption:** Valid Startups registered firms shall be exempted From above B (i) subject to submission of valid registration certificate and supporting documents for technical competency. In this regard NATRAX Reserve the rights to have interaction with the bidder for understand the technical specification and quality of the work.
- छूट: वैध स्टार्टअप पंजीकृत फर्मों को ऊपर बी (i) से छूट दी जाएगी, जो वैध पंजीकरण प्रमाण पत्र और तकनीकी योग्यता के लिए सहायक दस्तावेज जमा करने के अधीन है। इस संबंध में NATRAX कार्य की तकनीकी विशिष्टता और गुणवत्ता को समझने के लिए बोली लगाने वाले के साथ बातचीत करने का अधिकार सुरक्षित रखता है।

7. **Opening & Evaluation of Quotations:** Bids shall be opened by the committee of NATRAX officials, and shall be evaluated in following manner:

कोटेशन खोलना और मूल्यांकन करना: बोलियां NATRAX अधिकारियों की समिति द्वारा खोली जाएंगी और निम्नलिखित तरीके से उनका मूल्यांकन किया जाएगा:

If the bidder is registered vendor of NATRAX the quotations shall be accepted for comparison of quoted rates. If bidder is not registered vendor of NATRAX than the evaluation shall be done as per below:

यदि बोलीदाता NATRAX का पंजीकृत विक्रेता है तो उद्धृत दरों की तुलना के लिए कोटेशन स्वीकार किए जाएंगे। यदि बोलीदाता NATRAX का पंजीकृत विक्रेता नहीं है तो मूल्यांकन नीचे के अनुसार किया जाएगा:



First- the quotations shall be evaluated as per the MEC defined as above 6 (B).

प्रथम- कोटेशन का मूल्यांकन उपरोक्त 6 (बी) के रूप में परिभाषित एमईसी के अनुसार किया जाएगा।

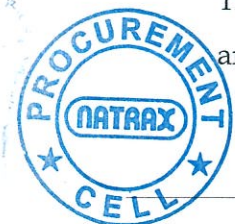
8. **The Bidders** are expected to carefully examine all the contents of the Tender documents including instructions, conditions, terms, specifications, drawings (if any) and may inspect the Site with prior notice to NATRAX and at Bidders own cost, to acquaint himself with all local conditions, means 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.

बोलीदाताओं से निर्देशों, शर्तों, शर्तों, विनिर्देशों, आरेखण (यदि कोई हो) सहित निविदा दस्तावेजों की सभी सामग्री की सावधानीपूर्वक जांच करने की अपेक्षा की जाती है और NATRAX को पूर्व सूचना देकर और बोली लगाने वालों की अपनी लागत पर, सभी स्थानीय चीजों से खुद को परिचित कराने के लिए साइट का निरीक्षण कर सकते हैं। जैसे शर्तें, कार्य तक पहुंच के साधन, कार्य की प्रकृति और उससे संबंधित सभी मामले और अपना प्रस्ताव प्रस्तुत करने से पहले उन्हें पूरी तरह से ध्यान में रखें। इन दस्तावेजों में वर्णित आवश्यकताओं के अनुपालन में विफलता बोलीदाता के अपने जोखिम पर होगी। निविदा की आवश्यकताओं के प्रति उत्तरदायी नहीं होने वाली बोलियों को अस्वीकार कर दिया जाएगा।

9. **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.

जबकि निविदा दस्तावेजों के प्रारूपण में त्रुटियों से बचने के लिए सभी प्रयास किए गए हैं, बोली लगाने वाले को सलाह दी जाती है कि वे सावधानीपूर्वक इसकी जांच करें। निविदा दस्तावेजों में पाई गई किसी भी त्रुटि के कारण किसी भी दावे पर विचार नहीं किया जाएगा।

10. **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 in the design and it desires the Bidder to carry out the same. The decision of NATRAX in such cases shall be final and shall not be opened to arbitration.



बोलीदाता विशिष्टता, मानक प्रथाओं और NATRAX या NATRAX के प्रतिनिधि के निर्देशों के अनुसार सभी कार्य करेगा और किसी भी खाते में विचलन की अनुमति नहीं दी जाएगी। यदि NATRAX की राय में, डिजाइन में बदलाव किए जाने हैं और वह बोली लगाने वाले को ऐसा करने की इच्छा रखता है। ऐसे मामलों में NATRAX का निर्णय अंतिम होगा और मध्यस्थता के लिए खुला नहीं होगा।

11. **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 and drawings to achieve end results and deemed to be priced in the other items. No claim on this account shall be entertained.**

सफल बोलीदाता कार्य पूरा करने के लिए आवश्यक संबंधित कार्य करने के लिए बाध्य है, भले ही ऐसी वस्तुओं को अंतिम परिणाम प्राप्त करने के लिए मात्राओं और रेखाचित्रों में शामिल नहीं किया गया है और अन्य मदों में मूल्य के रूप में समझा जाता है। इस खाते पर किसी भी दावे पर विचार नहीं किया जाएगा।

12. **The successful Bidder should make his own arrangement to obtain all materials required for the work.**

सफल बोलीदाता को कार्य के लिए आवश्यक सभी सामग्री की व्यवस्था स्वयं करनी होगी।

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.**

निविदा के लिए परिशिष्ट / शुद्धिपत्र (यदि आवश्यक हो) को स्पष्ट करने या किसी भी परिवर्तन / संशोधन आदि को सूचित करने के लिए बोली खोलने की तारीख से पहले जारी किया जा सकता है। ऐसे सभी परिशिष्ट / शुद्धिपत्र को निविदा के अभिन्न अंग के रूप में माना जाएगा।

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.**

बोली लगाने वाले द्वारा NATRAX या इसके किसी भी अधिकारी को परीक्षा, स्पष्टीकरण, मूल्यांकन और निविदाओं की तुलना और अनुबंध देने से संबंधित निर्णयों की प्रक्रिया में प्रभावित करने के किसी भी प्रयास के परिणामस्वरूप बोली को अस्वीकार किया जा सकता है।

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.

संभावित बोलीदाताओं को वहन करने के लिए, इस तरह के संशोधनों को ध्यान में रखते हुए, उनके उद्धरण तैयार करने के लिए उचित समय, NATRAX अपने विवेक से बोलियां जमा करने की समय सीमा बढ़ा सकता है।

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.

परीक्षा से संबंधित जानकारी, स्पष्टीकरण, मूल्यांकन और बोलियों की तुलना और अनुबंध प्रदान करने से संबंधित सिफारिशें बोलीदाताओं या अन्य व्यक्तियों को प्रकट नहीं की जाएंगी जो ऐसी प्रक्रिया से आधिकारिक रूप से संबंधित नहीं हैं।

17. NATRAX reserves the right to accept / reject or modify any bids, and to annul the Tender process and reject all quotations, 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.

NATRAX किसी भी बोलियों को स्वीकार/अस्वीकार या संशोधित करने, और निविदा प्रक्रिया को रद्द करने और सभी कोटेशनों को अस्वीकार करने का अधिकार सुरक्षित रखता है, अनुबंध प्रदान करने से पहले किसी भी समय, या बिना किसी दायित्व के बोलीदाताओं के बीच/बीच में अनुबंध को विभाजित करने के लिए प्रभावित बोलीदाता या बोली लगाने वालों या NATRAX की कार्रवाई के लिए प्रभावित बोली लगाने वाले या बोली लगाने वालों को सूचित करने का कोई दायित्व। आईटीबी का पालन नहीं करने वाले किसी भी बोलीदाता को खारिज कर दिया जाता है

18. **Quoted Rates:** The rate should be quoted both in words and figures on NATRAX prescribed format duly signed & stamped by the Bidder, incase any discrepancy, rate quoted in word will be preferred. All statutory deductions shall be applicable while releasing payments. All corrections and overwriting should be initialed by the Bidder.



कोट की गई दरें: दर शब्दों और अंकों दोनों में NATRAX निर्धारित प्रारूप पर बोली लगाने वाले द्वारा विधिवत हस्ताक्षरित और मुहर लगी होनी चाहिए, किसी भी विसंगति के मामले में, शब्द में उद्धृत दर को प्राथमिकता दी जाएगी। भुगतान जारी करते समय सभी वैधानिक कटौतियां लागू होंगी। सभी सुधारों और ओवरराइटिंग पर बोलीदाता द्वारा आद्याक्षर किया जाना चाहिए।

- a) 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.
- b) बोली लगाने वाले को बीओक्यू (वित्तीय बोली) में उल्लिखित प्रत्येक वस्तु के सामने शब्दों के साथ-साथ अंकों में दरें भरने की आवश्यकता है। किसी भी विसंगति के मामले में, शब्द में प्रदान की गई दर प्रबल होगी और मद के लिए राशि सही होगी। सभी कीमतें सभी करों और जीएसटी सहित होनी चाहिए।
- c) 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.

लेटर टू बिड में बताई गई राशि त्रुटियों के सुधार के लिए उपरोक्त प्रक्रिया के अनुसार नियोक्ता द्वारा समायोजित की जाएगी और बोली लगाने वाले के लिए बाध्यकारी मानी जाएगी। यदि बोलीदाता बोली की सही राशि को स्वीकार नहीं करता है, तो बोली को अस्वीकार कर दिया जाएगा

19. **Contract negotiations:** If required, NATRAX reserve the right to negotiate with the bidder before the issuance of work order/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.



अनुबंध वार्ता: यदि आवश्यक हो, तो NATRAX कार्य आदेश जारी करने/स्वीकृति पत्र/अवार्ड की अधिसूचना जारी करने से पहले बोली लगाने वाले के साथ बातचीत करने का अधिकार सुरक्षित रखता है। बातचीत सफल बोलीदाता से संशोधित प्रस्ताव पत्र के साथ समाप्त होगी, यदि कोई छूट हो तो उसे प्रभावित करेगी और NATRAX द्वारा स्वीकार की जाएगी।

20. **Award of Work:** 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.

कार्य प्रदान करना: निर्धारित बोली वैधता की अवधि समाप्त होने से पहले, NATRAX सफल बोलीदाता को कार्य आदेश जारी करेगा। सफल बोलीकर्ता कार्य आदेश की एक प्रति उसके द्वारा प्राप्त होने के दो [2] दिनों के भीतर अधिकृत हस्ताक्षरकर्ता द्वारा विधिवत स्वीकृत और हस्ताक्षरित NATRAX को वापस कर देगा।

21. **Validity of bids: / बोलियों की वैधता:** 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./ उद्धृत दर कोटेशन जमा करने की अंतिम तिथि से कम से कम 120 दिनों की अवधि के लिए वैध होनी चाहिए। दर में वृद्धि के किसी भी दावे पर किसी भी समय विचार नहीं किया जाएगा

22. **Bidders** requiring any clarification of the Tender may write to a.prabhakar@natrax.in ; natraxpithampur@gmail.com निविदा के किसी भी स्पष्टीकरण की आवश्यकता वाले बोलीदाता a.prabhakar@natrax.in ; natraxpithampur@gmail.com लिख सकते हैं;



Annexure-I (B)

1. Special Conditions of contract:

a.	Scope of work:	NATRAX invites tenders for Annual Maintenance Contract (AMC) for UPS systems of Uniline, Purevolt, APC and Emerson make to prevent unexpected breakdowns and ensure reliable and uninterrupted operation through regular preventive maintenance and timely breakdown services.
b.	Detail scope of Work	The scope of work shall include inspection, preventive maintenance, routine servicing, breakdown maintenance, calibration, programming, overhauling, replacement of damaged/worn-out parts (if required), testing, and commissioning of UPS. The contractor shall carry out the following works: • The contractor shall provide AMC services for one year for the UPS systems installed at NATRAX, covering Uniline, Purevolt, APC and Emerson make UPS systems. • The contractor shall carry out a minimum of three (03) preventive maintenance/service visits for each UPS during the contract period. • Response Time: Service engineer shall attend breakdown complaints within 24 hours of receiving the complaint. • Breakdown service visits shall be unlimited during the AMC period. The contractor shall attend all breakdown complaints and restore the UPS to normal working condition. • Preventive maintenance shall include complete inspection, cleaning, testing, servicing and health check-up of the UPS and its associated systems. • The contractor shall check and record the UPS input/output voltage, current, frequency, load percentage, battery voltage, charging parameters and other relevant electrical parameters. • The contractor shall inspect the rectifier, inverter, charger, bypass system, power modules, control cards, SMPS, cooling fans, protection circuits, display/indication system and other major components, as applicable to the respective UPS model. • The contractor shall inspect the battery bank, including battery voltage, charging condition, terminal connections, battery health and related protection systems. • Necessary cleaning, tightening of electrical connections/terminals and removal of dust and debris shall be carried out during



preventive maintenance.

- The contractor shall carry out **fault diagnosis, troubleshooting and rectification** of UPS alarms, trips, faults and other operational problems.

- **Calibration, parameter setting, programming, configuration and resetting**, wherever required for proper functioning of the UPS, shall be included in the AMC/CMC.

- After completion of preventive maintenance or breakdown rectification, the UPS shall be **tested for proper functioning** under available load conditions.

- The contractor shall be capable of arranging **genuine/OEM or OEM-approved compatible spare parts** for Uniline, Purevolt, APC and Emerson make UPS systems, whenever required during the contract period.

- The contractor shall provide a **qualified and experienced service engineer/technician** for carrying out UPS maintenance and breakdown services.

- The contractor shall attend breakdown complaints within **24 hours of receiving the complaint** and shall make all reasonable efforts to restore the UPS at the earliest.

- A **detailed service report** shall be submitted after every preventive maintenance/breakdown visit, clearly mentioning the UPS condition, observations, fault details, work carried out, parts replaced and recommendations, if any.

- The contractor shall maintain a **service history/maintenance record for each UPS** throughout the contract period.

Major spare parts/components required for replacement due to failure shall be supplied/replaced only with the **prior approval of NATRAX** and shall be payable separately as per approved rates/actual requirement.

- Routine servicing, inspection, testing, cleaning, tightening and other activities specifically covered under the AMC/CMC shall be **included in the quoted AMC/CMC charges**.

- The contractor shall ensure that all UPS systems covered under the contract remain in **safe, reliable and satisfactory working condition** throughout the contract period.

1. • Any additional work or replacement of components not covered under the AMC/CMC scope shall be carried out only after obtaining **prior approval from NATRAX** of all equipment.



		2. Submission of service reports indicating observations, faults rectified, spare parts replaced, and recommendations. Final testing, commissioning, and handing over of equipment in satisfactory working condition.
c.	Contract Period	The contract shall be remains valid up to the period of 365 days from the date of Work Order.
d.	Completion period	Within 365 days from the date of work order.
e.	Engineer In-charge (EIC)	Shall be notified to the successful bidder.
f.	Rate Firmness	The charges/Rate quoted by bidder must be Firm throughout the contract period and no escalation of any kind is permissible.
g.	Warranty Period	Not Applicable
h.	Payment, Mode and Retention	i. Quarterly Payment shall be released on successful completion of work on the submission of Invoice along with supporting documents and certified by EIC. ii. Payment shall be made after statutory deduction as applicable. iii. Payment shall be processed only and after successful completion of work as certified by EIC. iv. The GST/Taxes & duties of Govt. will be reimbursed on an actual basis upon the submission of original receipt/ documentary evidence. All the payments shall be made through RTGS only.
i.	Quantity Variations / Revision of Rates	NATRAX shall, having regard to the Scope of Works and the approved Contract Price, have the power to order variations within the Scope of the Works as considered necessary or avoidable during the progress of the Works. Such variations shall form part of the Contract, and the Contractor shall carry them out and include them in updated Programed produced by the Contractor. Oral orders for Variations, unless followed by written confirmation, shall not be taken into account. There will not be any revision in rates for all the items provided in BOQ for any extent of variations, during the entire currency of the contract. The new rate or price shall be derived from the market rate. or variation only consist 10% of offer value. The new rate or price shall be derived from any relevant rate or price in the contract BOQ. or The new Rate or Price for NON-BOQ items shall be finalized by the NATRAX representative based latest Applicable MPSoR, DSR.



		While repairing, if anything other than the above is found, its payment will be made at the market/MPSOR 2024 rate as per the quantity required.
j.	Liquidated Damages	Contractor shall have to execute the work within the period as defined in this document as "Delivery Period", failing which NATRAX reserve the rights to impose LD on its discretion 0.1% of contract value per day upto maximum value of 10% of contract value. Contractor needs to immediately replace the machine in case of non-functioning or Break-down.
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.	Tender document fee	Free of Cost.
m.	Earnest Money Deposit (EMD) fee (Refundable)	Not Applicable.
n.	Performance Security	Not Applicable.
o.	Returning of Performance Security	Not Applicable.
p.	Other Terms and conditions	i)The bidder should submit list of the equipment's/machines with them. In case of machines/equipment's are planned to hire from other's, the rent agreement for hiring the same should be submitted. ii)No extra charge is payable for TO and FRO, boarding and lodging for the service personnel coming to NATRAX.
q.	Spare parts	Any additional spare parts required for replacement shall be supplied and billed strictly as per the rates specified in the attached approved spare parts price chart. No extra payment beyond the approved rates shall be admissible.
r.	Water supply & Electricity Charges	i) Electricity: Free of cost. ii) Water supply: Free of Cost.
s.	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 Service 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 the contractor.



2. TECHNICAL SPECIFICATIONS AND SCOPE OF WORK

- **Contract Period:** One year from the date of commencement of AMC.
 - **Preventive Maintenance:** Minimum **3 scheduled service visits during the contract period** for each UPS.
 - **Breakdown Visit:** Breakdown/service calls shall be **unlimited** during the AMC period.
 - **Response Time:** Service engineer shall attend breakdown complaints within **24 hours** of receiving the complaint.
 - **Inspection & Testing:** UPS shall be checked for input/output voltage, current, frequency, load percentage, battery voltage, charging status, alarms and protection functions.
 - **Preventive Maintenance:** Cleaning of UPS, tightening of terminals/connections, checking of fans, ventilation, bypass circuit, SMPS, control cards and other accessible components shall be carried out.
 - **Battery:** Battery condition, terminal voltage, charging voltage and battery connections shall be checked during every preventive maintenance visit.
 - **Calibration & Programming:** Calibration, parameter setting, software/programming/configuration, wherever required for proper functioning, shall be included in AMC
 - **Fault Diagnosis:** Contractor shall identify the cause of failure and carry out necessary troubleshooting and rectification.
 - **Service Report:** A detailed service report shall be submitted after every preventive/breakdown visit mentioning the UPS condition, observations, work carried out and recommendations.
 - **Spare Parts: Major spare parts/components replaced due to failure shall be charged separately only after prior approval of NATRAX.**
- Spare Parts Arrangement:** The contractor shall have the capability to arrange **genuine/OEM or OEM-approved compatible spare parts for Uniline, Purevolt, APC and Emerson make UPS systems**, whenever required for maintenance and breakdown rectification during the AMC period.
- **Performance:** UPS shall be restored to proper working condition after servicing/breakdown rectification and shall be tested under available load conditions.
 - **OEM Compatibility:** All replacement parts, wherever required, shall be compatible with the respective UPS make and model.
 - **Qualified Personnel:** Maintenance shall be carried out by experienced and technically qualified UPS service personnel.
 - **Documentation:** Contractor shall maintain service history of each UPS and submit the same along with the service report.

3. DRAWINGS: Nil





Tender No: NATRAX/PROC/C&U/26/144

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

ANNEXURE-II- DECLARATION

(To be executed on Bidder's letterhead)

I/We are acquainted with the content & requirements 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 with/modified the tender in any manner and breach of any such will result in rejection of the Tender and/or prosecution.

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 is found false or in case of breach of any of the terms and conditions at any stage of the 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

Checklist to be filed by all the bidders:

Sl. No.	Documents to be submitted along with Technical Bid.	Status of Submission (Indicated Yes/No)	Ref. Page No. of Bid
1	Has the Bid Document been issued to you?		
2	Have you downloaded this tender document from the NATRAX Website?		
3	Bidder Profile		
3.1	The legally valid entity, documents as per LTE/Tender been submitted?		
3.2	Copy of GST Registration		
3.3	Copy of MSME Registration		
3.4	Copy of bank account details		
3.5	Copy of Turnover certified by Charter Accountant with UDIN		
3.5	List of work orders/completion related execution of work		
3.6	List of available machines with copy of RCs of respective machine.		
4	Have you read and understood the complete tender documents including attachments?		
5	Have you understood the scope of work, technical specifications, and requirements of this tender?		
6	The financial bid/quotation is submitted in a separate sealed envelope/password-protected PDF file.		
7	Whether all the documents submitted for this tender are seal & signed by an authorized signatory.		
8	Whether the contact details of the authorized person is submitted.		





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Annexure- III, Financial Bid format

Financial Proposal Submission Form
(To be Executed on Letterhead of the Bidder)
FINANCIAL PROPOSAL SUBMISSION FORM

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]





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ANNEXURE-IV

Bill of Quantities (BOQ)/Financial Bid(Item Rate to be Quoted)

Name of the work: Annual Maintenance Contract(AMC) for UPS system at NATRAX, Pithampur, Dhar, Madhya Pradesh.

Note : Amount in Rupees(INR)

Item No.	Description of Item	Unit	Quantity	Rate in FIG. inclusive GST	Rate in WORDS inclusive of GST	Amount Rs. inclusive GST
1	UPS- 3 phase input & 3-phase output AMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year.Brand: Purevolt.	Nos	1			
2	20 KVA UPS- 3 phase input & 3-phase output AMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year.Brand: Uniline,	Nos	2			
3	20 KVA UPS- 3 phase input & 3-phase output CMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year. Brand: Purevolt.	Nos	1			
4	10 KVA UPS- 1 phase input & 1-phase output AMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year.Brand: Purevolt/ Uniline.	Nos	3			





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Item No.	Description of Item	Unit	Quantity	Rate in FIG. inclusive GST	Rate in WORDS inclusive of GST	Amount Rs. inclusive GST
5	6 KVA UPS- 1 phase input & 1-phase output AMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year	Emers on/ APC	2			
6	5 KVA UPS- 1 phase input & 1-phase output AMC charges for Servicing routine/breakdown maintenance,calibration & programing(if any) etc for a peroid of one year	Purev olt	2			
Total amount inclusive of GST.						

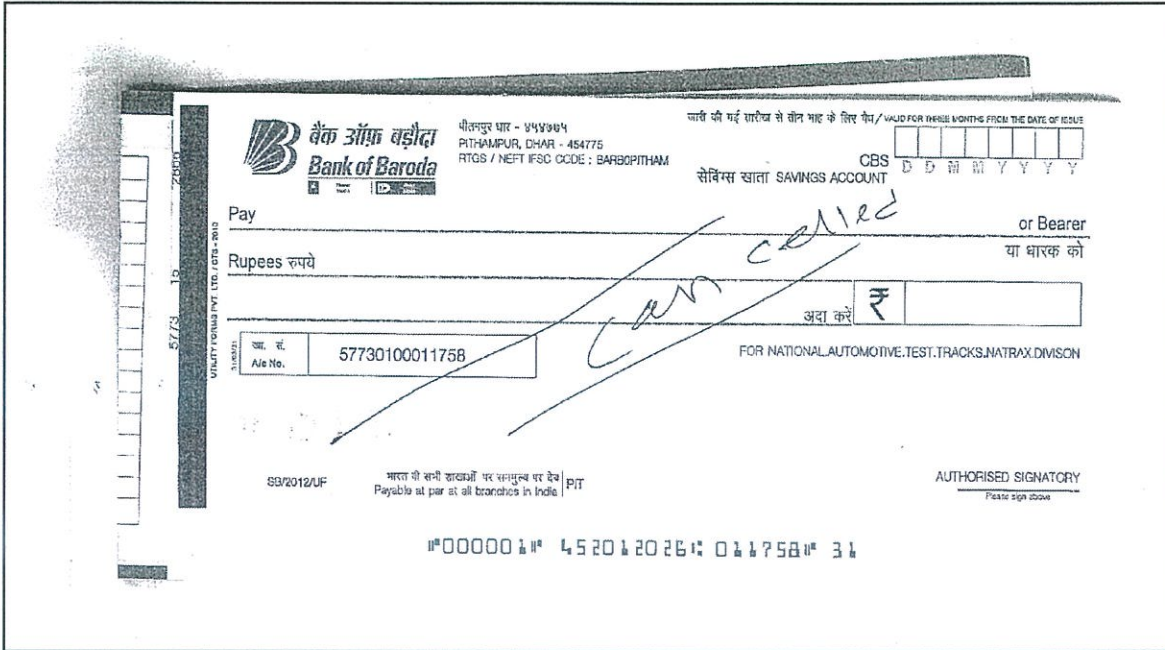
Note :Quoted amount should be inclusive of GST.



SEAL & SIGNATURE OF BIDDER

ANNEXURE -V

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



Bank of Baroda
पूँतपुर धार - ४५११०५
PITHAMPUR, DHAR - 454775
RTGS / NEFT IFSC CODE : BARB0PITHAM

वारी की गई तारीख से छोन माह के लिए वैध / VALID FOR THREE MONTHS FROM THE DATE OF ISSUE

सेविंग खाता SAVINGS ACCOUNT

Pay _____ or Bearer
Rupees रुपये _____ या धारक को

अदा करें ₹ _____

FOR NATIONAL AUTOMOTIVE TEST TRACKS, NATRAX DIVISION

आता की सभी शाखाओं पर समुल्लेख पर देन
Payable at par at all branches in India

57730100011758

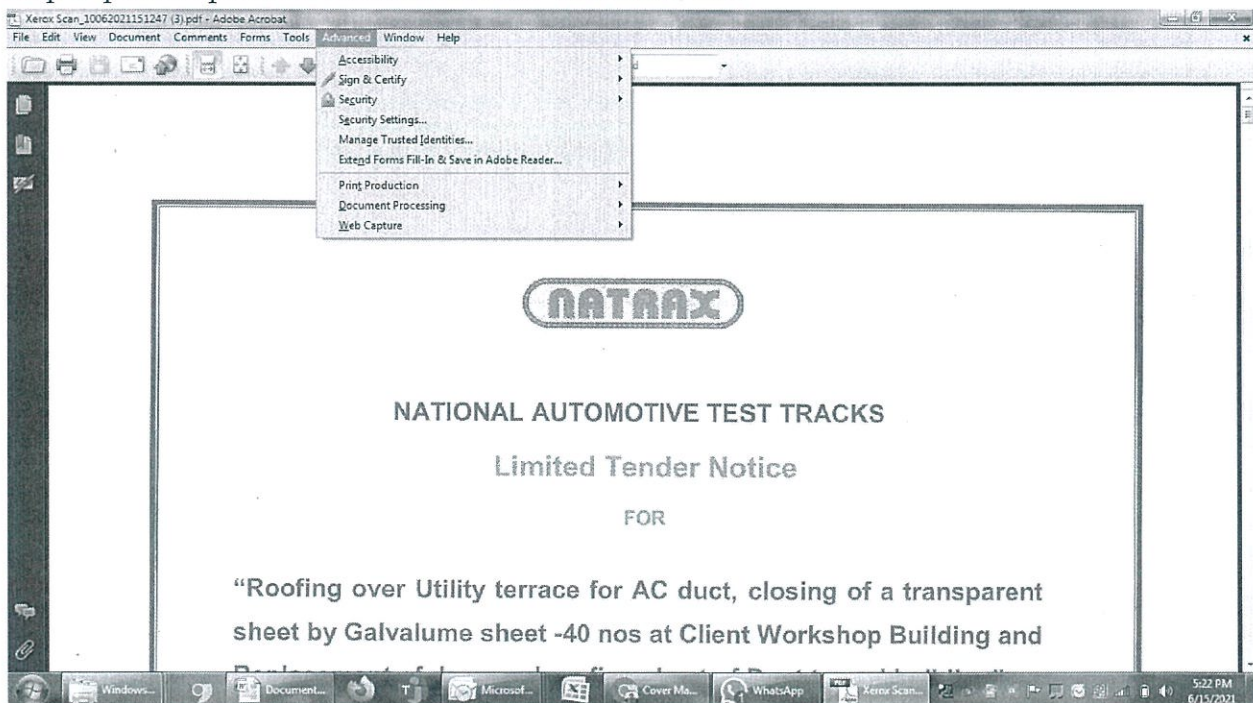
59/2012/UF

AUTHORISED SIGNATORY
Please sign above

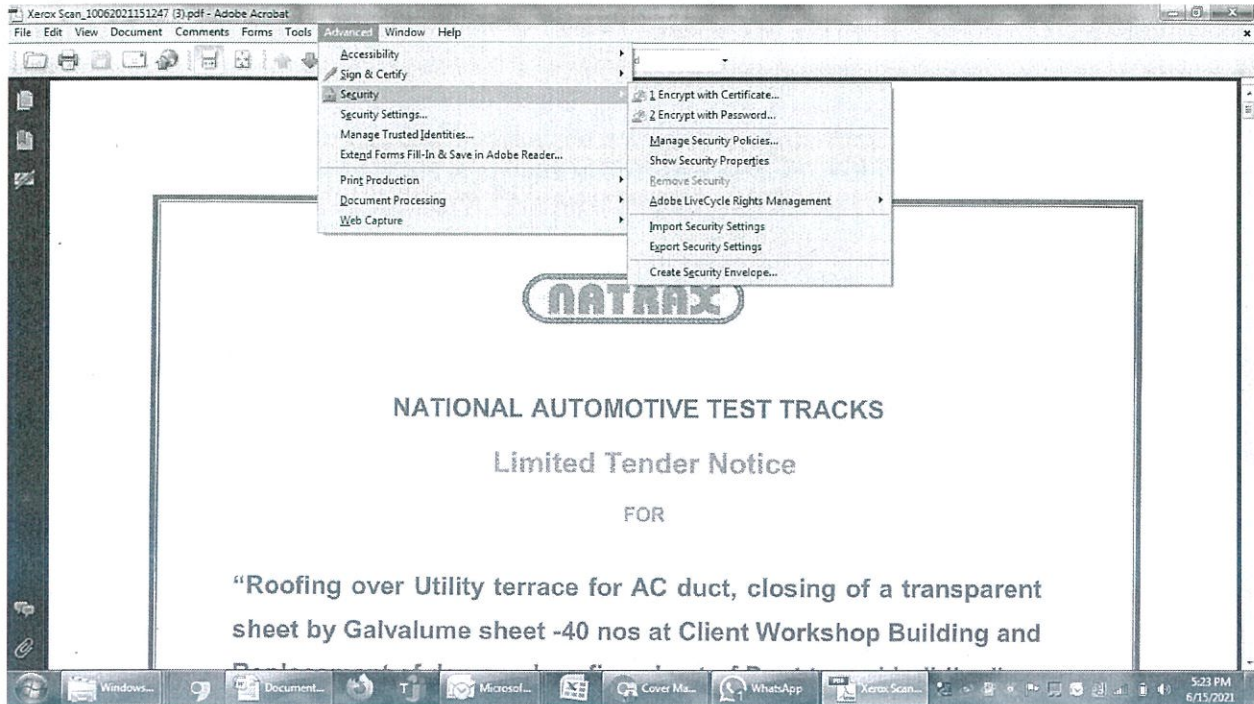
000000 452012026 011758 31

Steps for loading passwords in PDF Files-Method I

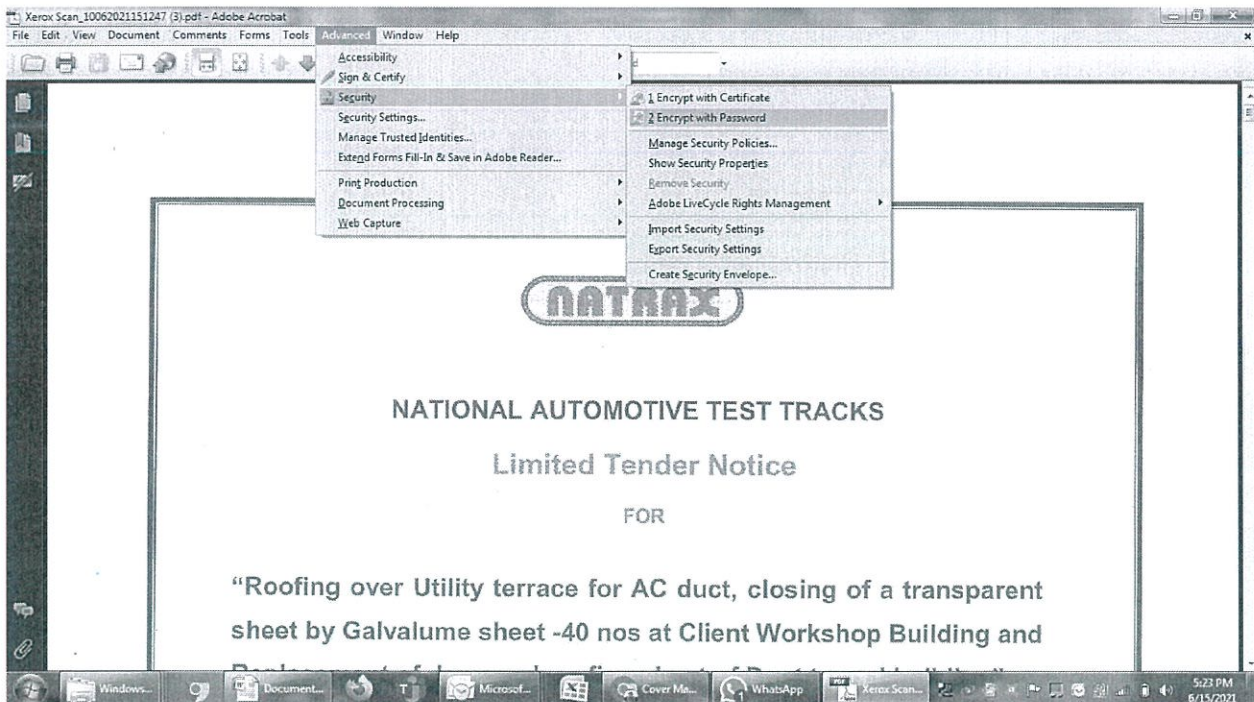
Step 1- please open PDF file and click on "Advance" tab.



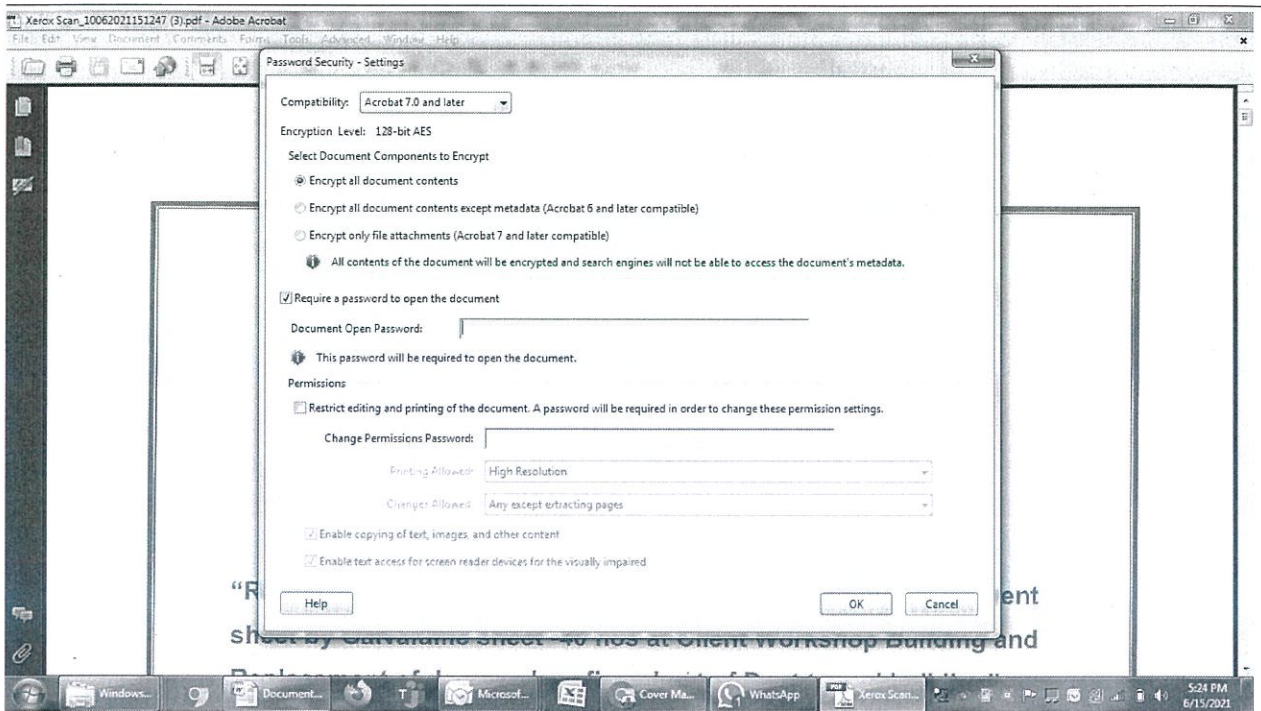
Step 2- in the advance tab, please click on the "Security" tab.



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".

