



राष्ट्रीय परीक्षा एजेंसी
National Testing Agency
Excellence In Assessment

Tender Document

For

Conduct of Computer-Based Test (CBT)

In

Various professional Entrance and Eligibility Examinations
(For Candidate count - less than 50000)



NATIONAL TESTING AGENCY

*(An autonomous organization under the Department of Higher Education,
Union Ministry of Human Resource Development,
now Ministry of Education, Government of India)*

*First Floor, NSIC-MDBP Building Okhla, Industrial
Area, New Delhi-110020*

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Cost of Tender Form: Nil
EMD: ₹ 50 Lakhs

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DEFINITIONS AND INTERPRETATIONS

The following bold/capitalized terms used in terms and conditions shall have the meanings set forth hereunder for the convenience of reference for this contract.

'AIAPGET': All India Ayush Post Graduate Entrance Test

'AISSEE': All India Sainik Schools Entrance Examination

'AGREEMENT': This agreement, together with the schedules attached hereto;

'BID': The Technical, Commercial, and Financial bids 'EMD' is the Earnest Money Deposit.

'CBT': Computer Based Test

'CCTV': Closed Circuit Television

'CENTRE MASTER': A consolidated list of all the centres on PAN India (depending upon the scale of exam). The list of cities shall be provided by NTA and thereafter the list shall be compiled by the agency.

'CMAT': Common Management Admission Test

'CUET (PG)': Common University Entrance Test (Postgraduate)

'CUET (UG)': Common University Entrance Test (Undergraduate)

'CSIR': Council of Scientific and Industrial Research

'DHR-ICMR': Department of Health Research- Indian Council of Medical Research

'DoPT': Department of Personnel and Training

'DPIIT': Department for Promotion of Industry and Internal Trade

'EPFO': Employees' Provident Fund Organisation

'GAT-B & BET': Graduate Aptitude Test – Biotechnology & Biotechnology Eligibility Test

'GFR': General Financial Rules **'GST':**

Goods and Services Tax **'HCG':** High

Court of Gujarat

'ICAR': Indian Council of Agriculture Research

'JIPMAT': Joint Integrated Programme in Management Admission Test

'JEE (Main)': Joint Entrance Examination (Main)

'MNS (SSC)': Military Nursing Service: Selection for Short Service Commission

'MSE': Micro and Small Enterprises

'MSME': Micro, Small and Medium Enterprises

'NHB': National Horticulture Board

'NIFT': National Institute of Fashion Technology

'NCET': National Common Entrance Test **'NCHM':**
National Council for Hotel Management

'NEET (UG)': National Eligibility cum Entrance Test- Undergraduate

'NIT': Notice Inviting Tender.

'NSSNET': Navyug School Sarojini Nagar Entrance Test

'NVS': Navodaya Vidyalaya Samiti

'NTA': National Testing Agency located on the First Floor, NSIC-MDBP Building, Okhla Industrial Estate, New Delhi – 110020.

'OEM': Original Equipment Manufacturer

'PSU': Public Sector Undertaking

'QCBS': Quality-cum- Cost Based Selection

'RAM': Random Access Memory

'SHRESHTA-NETS': National Entrance Test for Scheme for Residential Education for Students in High Schools in Targeted Areas

'SOP': Standard Operating Procedure

'SWAYAM': Study Webs of Active Learning for Young Aspiring Minds

'TENDER': The Request for Proposal floated by NTA due for submission at the date and time as described in the Document, issued by NTA inviting bids from various companies for the conduct of Computer-Based Tests for the NTA, New Delhi.

'UAM': Udyog Aadhaar Memorandum

'UGC NET': University Grants Commission (UGC)-NET

'YASASVI': PM Young Achievers Scholarship Award Scheme for Vibrant India

DISCLAIMER

This Tender is not an offer by the National Testing Agency, but an invitation to receive offers from Bidders.

No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized Officers of the National Testing Agency with the Bidder.

The Tender Document and associated correspondence are subjected to copyright laws and shall always remain the property of the National Testing Agency (NTA) and must not be shared with third parties or reproduced, whether in whole or part, without the NTA's prior written consent.

The NTA reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another Tender for the same or similar Services at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

PUBLIC NOTICE

Subject: Notice Inviting Tender for the Conduct of the CBT mode examination – reg.

The National Testing Agency (NTA) invites bids from eligible and qualified entities for the **Conduct of Computer-Based Test (CBT) Examinations** for various professional entrance and eligibility examinations. The objective is to establish a contractual relationship with a qualified entity capable of meeting the NTA's requirements.

Timelines / Important Dates and Events		
S. No.	Particulars	Details
1.	Mode of Test	Computer Based Test (CBT)
2.	Tender Form/ RFP issued by	National Testing Agency (NTA)
3.	Authorized Officer for Clarifications	Director (Procurement), National Testing Agency, First Floor, NSIC-MDBP Building, Okhla Industrial Estate, New Delhi – 110020 e-mail: procurement@nta.ac.in , Tel - +91 – 11 – 69095260
4.	Availability of Tender Form/ RFP	The tender Form can be downloaded from the NTA Website at nta.ac.in
5.	Cost of Tender Form	Nil
6.	Earnest Money Deposit (EMD)	₹ 50,00,000/- (Rs. Fifty Lakhs)
7.	Sale/ Download of Tender Form/ RFP	From 22 February 2025
8.	Pre-bid meeting for queries, if any	27 February 2025 at 11:00 A.M. at National Testing Agency, First Floor, NSIC-MDBP Building, Okhla Industrial Estate, New Delhi -110020
9.	(a) Last date for submission of Bid	07 March 2025 till 11:00 AM. The bid shall be submitted offline at NTA office
	(b) Opening of Technical Bid to assess essential pre-requisites requirements	07 March 2025 at 12:00 Noon
	Presentation and Demonstration by shortlisted Bidders based on 10(b) above.	To be decided and notified later
10.	Opening of Financial Bid of technically qualified bidders.	To be decided and notified later

Scope of Work:

- The selected bidder will provide exam delivery services for conducting exams primarily in CBT mode, including software provision, technical staff deployment, exam Centre setup and providing data for result processing.

Submission Details:

- Bids must be submitted offline in Procurement division, NTA office.

For more information, bidders may visit the official website of the NTA i.e. www.nta.ac.in

1. About the National Testing Agency

The Ministry of Education (MoE), Government of India (GoI), established the National Testing Agency (NTA) as an independent, autonomous, and self-sustained premier testing organization under the Societies Registration Act (1860). NTA's primary role is to conduct efficient, transparent, and internationally standardized tests to assess the competency of candidates for admission to premier higher education institutions. Its mission is to improve equity and quality in education by developing and administering research-based, valid, reliable, efficient, transparent, fair, and international-level assessments.

The agency strongly believes in the quality, efficiency, effectiveness, equity, and security of assessments. To uphold these values, NTA constantly engages with its stakeholders, including students, parents, teachers, experts, and partner institutions.

The objectives of NTA include:

- 1. Conducting efficient, transparent, and internationally standardized tests to assess candidates' competency for admission.*
- 2. Undertaking research on educational, professional, and testing systems to identify gaps in knowledge systems and take steps to bridge them.*
- 3. Producing and disseminating information and research on education and professional development standards.*

The NTA is a professional organization that came into existence in 2018. It began by conducting examinations for admissions such as (JEE (Main), NEET (UG), CUET (UG), CUET (PG), UGC-NET, AISSEE, NCET, etc.) and has since expanded to conducting recruitment examinations for various prestigious entities.

This diversity and outreach demonstrate NTA's versatility and commitment to providing high-quality assessments across different functions. NTA conducts its exams efficiently, utilizing technology and best practices to streamline processes and ensure timely results.

2. Overview of Computer-Based Tests (CBTs) conducted by NTA:

In addition to the offline i.e., OMR-based examinations, the following Computer- Based Tests (using Intranet / LAN, on a pan-India basis), are some of the examinations conducted by the National Testing Agency:

S. No.	Name of Examination	Frequency	Expected Date(s)	Candidates (approx.)
1.	Joint Entrance Examination (Main)	Bi-annual	January (last week) and April (First week)	12 lakhs each
2.	Common University Entrance Test [CUET (UG)]	Annual	Third and Fourth week of May	15 lakhs
3.	Common University Entrance Test [CUET (PG)]	Annual	Second, and third week of March	8 lakhs
4.	UGC NET Examination	Bi-annual	June and December	12 Lakhs each
5.	CSIR UGC NET	Bi-annual	June and December	3 lakhs
6.	NCET	Annual	May-June	50,000
7.	JIPMAT	Annual	May-June	25,000
8.	NCHM JEE	Annual	April-May	25,000
9.	CMAT	Annual	March	1 lakh
10.	AIAPGET	Annual	July	50,000
11.	ICAR PG and Ph.D.	Annual	June-July	50,000
12.	NIFT Entrance Examination	Annual	First week of February	25,000
13.	Any other examination to be conducted by the NTA	As per the decision of the NTA		As and when decided

In addition to the above, NTA conducts some other examinations (Recruitment and Academic) in CBT mode.

** The number of CBTs, questions, and duration of exams may vary as per the decision of NTA.*

3. Purpose of this Document

- 3.1. This Tender document establishes the fundamental requirements for the Conduct of Computer-Based Tests for the NTA, New Delhi, for entering into a contractual relationship with a qualified respondent entity that is willing and able to meet the expectations of the NTA.
- 3.2. NTA will conduct entrance/recruitment examinations through "Computer- Based Test (CBT)- mode in various selected Cities spread across the country and in a few cities outside India. The Cities (number can be increased) where the Test shall be conducted are given in **Annexure VIII**.
- 3.3. The examination may have a set of pre-defined questions to be attempted in single/multiple shifts of 1/2/3- hour (s) duration and the number of candidates may vary from examination to examination. The total number of candidates across different examinations in a year will be **approximately 01 crore**. (This does not mean that all these examinations will be assigned to only one agency).
- 3.4. NTA intends to select the agency to conduct the "Computer Based Test (CBT)- Examination", its administration, logistics, providing data for processing of results, and forward raw scores and marks to the NTA for composite declaration of results as per requirements of the NTA. NTA reserves the right to assign any exam or exam-related activities fully, partially, or any part of it thereof to any of the empanelled agencies.
- 3.5. The broad activities of the selected agency will comprise of the following:

Activity A:

- *Preparation of Centres for Computer Based Test (CBT)*
- *Providing software and training for Question Paper generation as per the requirement of "Computer Based Test (CBT)."*
- *Conduct of mock tests and workshops regarding Computer-Based Tests (CBT)*
- *Conduct of the Computer-Based Test (CBT)*
- *Compilation of response data in the desired format for result compilation*
- *Data for preparation of Result*
- *Customized report generation*
- *Dashboard display at NTA Command Centre for Monitoring Examinations.*

Activity B:

- *Provisioning of CCTVs for recording, surveillance and live forecasting at NTA Command Control Room*
- *Frisking of Candidates before the examination*
- *Biometric registration and verification of candidates during the examination*
- *Providing the recorded biometric data of the candidates and verification at later stage (s) of the admission process*
- *Biometric Validation/Authentication at Centres*

4. Scope of Work

- 4.1 The bidder has to provide exam delivery service for conducting large-scale exams primarily in CBT (Computer-Based Test) mode. This involves delivering and providing digital examination conducting software and operating software to conduct the exams. This would basically involve taking Questions / Question papers from a confidential source of NTA distributing them to various examination Centres in India and Outside (with appropriate security features) and presenting the questions to candidates.

After that, the candidates' responses are to be encrypted digitally by the same platform, collected, and finally processed for the generation of results.

The bidder will have to be fully equipped with examination labs where the test will be administered. These examination Centres (in India and Outside India) shall conform to the prescribed norms. The bidder shall also provide the requisite technical staff, Supervisory staff, and Invigilator manpower for the conduct of the examination. Besides, certain support services like security, frisking of candidates, allotment of candidates, etc. will also fall within the scope of this project. The registration system of the candidates shall be provided by the NTA, and the bidder's examination platform should be integrated with this. To be more precise, the activities to be performed can be broadly classified into the following:

- a) **Pre-examination Phase**
- b) **Examination / Test Delivery Phase**
- c) **Post Examination Phase**

All examination phases shall be carried out by the selected bidder in consultation with the NTA.

- 4.2 **Pre-Examination Phase:** The following will be the *Pre-Examination Phase* responsibilities of the Selected Bidder:

4.2.1. Identification and Setup of Examination Centres:

- i). The selected bidder must identify secure test Centres in various cities based on NTA's requirements, ensuring accessibility, central location within city limits, and proximity to public transport. At least one Centre in each city must be accessible to differently-abled candidates and must consider the requirements of PwD candidates when providing computers and software.
- ii). The bidder should ensure that all blocks within an examination Centre are within the same premises and secure. The premises should have controlled the entry and exit gates to prevent unauthorized access.
- iii). The bidder must ensure the installation of required hardware, software, and networking on a lease or rent basis. The costs for these installations should be included in the commercial bid.

- iv). In the case, that the NTA sets up its own examination Centres and they get operationalized, the bidder shall use these Centres first. If the bidder cannot provide the required number of nodes in certain cities, NTA may arrange nodes, and the bidder must conduct the exam at these Centres according to agreed roles and responsibilities. In such cases, the payment for infrastructure and staff will be as per rates prescribed in this Tender.
- v). The choice of Centres will depend on their suitability for the exam and proximity to the city centre.
- vi). Centre audit will be conducted about one month before the exams to ensure Centres meet NTA requirements. All Examination Centres must adhere to the norms. Non-compliant Centres may be blacklisted.
- vii). The final soft copy of the Centre Master including Centre numbers and details (complete address, etc.), must be provided to NTA at least **four weeks before** the exam date. No changes will be allowed after this deadline.
- viii). An independent third-party audit of the Centres given by the successful bidder may be done by an agency authorized by the NTA. (**Annexure-XIV**)
- ix). In case the bidder does not agree to use the government-provided software, the NTA may decide to terminate the agreement by convenience.
- x). Allocation of Centres and Issue of Admit Cards is NOT within the scope of this project. However, the successful bidder shall coordinate with the agency concerned.
- xi). NTA reserves the right to cancel or change any Centre.
- xii). Whenever the government comes up with its own Centres and software for conducting examinations, all successful bidders will be mandatorily expected to use such Centres and software.

4.2.2. Facilities and Infrastructure at Examination Centres:

- (i) Centres must be equipped with prescribed hardware, software, and LAN connectivity mentioned at Para 4.2.6. A backup of additional systems should be available per shift to handle contingencies. (Each Centre should have a backup of at least 10% buffer of additional systems and sufficient additional switches for emergencies).
- (ii) Each Centre should have UPS, generators, air conditioning, or adequate ventilation to maintain an ambient temperature (26–30 degrees Celsius). Proper lighting and air circulation should also be ensured. Test Centres should not be in basements or lack proper ventilation, and Centres in hilly areas must provide room heaters during winter.
- (iii) The bidder must provide necessary amenities like toilets, drinking water, cleanliness, and parking. Life safety measures, including fire safety, firefighting equipment, first aid, and emergency procedures, should be in place.
- (iv) Secure examination conduct must be ensured through adequate personnel security, controlled access, and secure placement of computers. Network security measures must protect exam data from unauthorized access or tampering.

- (v) The bidder will have to install IP-based CCTV cameras of 2 megapixels or higher resolution in all the Centres. The CCTV cameras should cover each and every candidate in the Exam Centre without any blind spots such that every candidate is visible. In addition, the CCTV feed should also cover entry/ exit points, staircase, registration area, frisking area, centre control room, server room, and centre-incharge room. The CCTV coverage should also include nearby areas like parking, driveway, centre compound, etc.
- (vi) To control the redundancy, the bidder has to maintain the entire database and application server at two different seismic zones within India, making one site DC (Data centre- Cloud-based) and another site DR (Disaster recovery- cloud-based).
- (vii) CCTV feed data should travel in a secure manner and one copy should be maintained at cloud-based storage.
- (viii) Bidder has to provide a solution that should stream all CCTV feed videos through a media streaming server so that multiple viewers can view it in a single instance.
- (ix) To organize and provide the required manpower to install the CCTV Colour Cameras at the Examination Centres. Live streaming/ Recording must be with centre code, name, Room No. Date & time.
- (x) During the examination period, the streaming facility shall not be interrupted due to any technical fault, etc., and the Service Provider shall take due care of the functioning of CCTV Colour Cameras with adequate backup during the conduct of examination in the time period mentioned in the Work Order.
- (xi) One Computer screen with one manpower at every Examination Centre should be provided for the Centre In-charge and sufficient Computer Screens/ manpower at the Main Control Room, at the NTA Office. No extra payment will be made for this.

4.2.3. **Examination Preparation and Security:**

- (i) The software should be fully audited and certified by the third party agency appointed by NTA.
- (ii) The bidder shall conduct periodic audits of hardware, software, and network systems at each Centre and provide a report confirming the installation of necessary firewalls or equivalent capabilities. Details should be provided as per Annexure VII. Any deficiencies should be addressed promptly to meet NTA standards.
- (iii) A static mock link for mock tests should be provided within a fortnight of signing the contract, and these should be available online. Mock tests should replicate the examination software for the complete examination time with support provided via a toll-free number. Mock should not be conducted merely for random nodes but 100% including backup nodes for the entire duration for which the exam is to be held.
- (iv) A command Centre at NTA or another agreed-upon location should be established for monitoring and controlling all examination activities. The successful/ selected agency will also collect registration data and develop an interface for candidates for assignment allocation of Question Paper assignments and corresponding responses.
- (v) The bidder is required to ensure that there is complete power backup. (DG and UPS

backup) before, during & after the exam. The deployment of CCTV and jammers at each Centre is essential to maintain integrity during the examination. The successful bidder must allow a third party to install Jammers/ CCTV if required. Continuous CCTV surveillance must be maintained, and footage should be provided to NTA on external hard drives. (within a week after the exam). The bidder will keep a copy of CCTV footage for a period of 3 months or as specified by NTA.

- (vi) NTA is authorized to take necessary actions at test Centres for fair examination conduct, and the bidder must agree unconditionally.
- (vii) Each Centre should have two separate independent secure internet connections, one exclusively for the transmission of QPs and responses and the second for general use such as CCTV.

4.2.4. Candidate and Data Management:

- (i) The successful bidder will be responsible for ensuring secure, LAN-based management of the examination process.
- (ii) The successful bidder must securely auto-populate and disseminate question papers in English, Hindi, or any applicable language for computer-based tests (CBT).
- (iii) At the examination Centre, candidates' original ID proofs and Admit Cards must be verified at the entrance. Ensure that candidate information is correctly linked to exam Centres, with comprehensive identity verification, attendance tracking, and biometric registration, including Face ID capture (digital photos and thumb/fingerprints) through Aadhaar-based authentication where applicable. All procedures should comply with government guidelines, and candidates must be authenticated through random machines and seat allocation.
- (iv) Preparation of pre-examination mock tests and practice modules should be hosted on 24/7 operational servers and practice sessions conducted at specified Centres.

4.2.5. Examination Conduct and Security Measures:

- (i) Adequate security, manpower, and frisking equipment must be available at each Centre. Separate frisking facilities for female candidates must be provided, conducted by female staff in a three-sided covered enclosure. The successful bidder must deploy appropriate staff, including for key roles like Venue In-charges and Invigilators, according to the exam Centre's capacity. These positions should primarily be filled by regular employees or staff from recognized institutions. Invigilators must be at least Graduates/ Group B.
- (ii) The successful bidder must prepare and provide SOPs and Manuals for all processes to ensure safe and secure examination conduct, including rules for contingency and emergency procedures.
- (iii) These SOPs and Manuals must be in accordance with the Guidelines IB and SOPs of NTA Police verification/Court Record check for all exam-related Functionaries should be completed within six months prior to the exam. The deployment of the staff should be as per the details given below:

Minimum number of personnel to be deployed:

Venue-In-charge	One
Server Administrator	One per 250 nodes (minimum 1 in a Centre)
Deputy Venue In- charge	For more than 250 nodes: one for each additional 250 nodes; (minimum 1 in a Centre)
Invigilators	One per 15 nodes (minimum 2 per room) for sensitive exams. One (01) per 30 nodes (minimum 2 in a room) for other exams
Support Staff	Minimum One (01) per 100 students (Suitability needs to be justified with Centres)
Security Guards	Minimum One (01) per 50 students for sensitive exams Minimum One (01) per 100 students (Suitability needs to be justified with Centres) and locations
Peons	Minimum Two per 100 students
<i>The above staff should be increased proportionately based on the size of the Centre in terms of nodes for the exam. In addition, the service provider should provide a City Head for each of the cities of examination.</i>	
<i>The staff provided at the Test Centre for the conduct of the examination should be from among the regular staff of the selected bidder as well as of the Test Centre. Venue charge, Deputy Venue In-charge, and Invigilators must be regular teachers/ staff (Group B and above) of a recognized college/school/computer institute or other Agency. The latest Government Order regarding Unfair Means Act 2024 must be adhered to, both in spirit and practice.</i>	

- (i) Aadhaar-based Biometrics may be captured by a third party / Bidder for all Examination Functionaries including those appointed by the Bidder/NTA/third party.
- (ii) The bidder must maintain a repository of contact details for all staff deployed at each Centre and share this information with NTA before the exam.
- (iii) Comprehensive security management, including physical and technical measures, must be ensured at all Centres. A robust cybersecurity system is required to prevent unauthorized access and data breaches.
- (iv) Public IPs of all servers being used by Examination Centres must be shared with NTA.
- (v) Separate Private Key for setting up nodes for conduct of examinations will be collected from NTA.

4.2.6. Hardware, Software, and System Requirements:

- (i) The bidder must provide the following specifications for all hardware and software required at examination Centres.
- (ii) The software should support multi-lingual questions, biometric capture, and various navigation options, ensuring that only authorized software is used.

Additionally, the bidder must provide training and personnel for handling encrypted data and generating confidential information for test delivery.

- (iii) Preparation of the Questions is out of the Scope of this Bid. However, the Exam Platform offered should be able to pick up the Questions / Question Papers given by the NTA and administer them across Centres.
- (iv) The Selected Bidder must ensure that any last-minute change in Centres/ Cities for any unavoidable circumstance must be supplemented with additional measures including informing candidates, transporting candidates by arranging suitable vehicles at both Centres, arranging refreshments, and any other measures, etc.

Minimum Candidate System Pre-requisites:

Screen Resolution	1024 × 768
Screen Size	At least 15-inch monitor
Operating System	Windows/ Linux version with security support from OEM. (Certificate must be required)
Browser	A browser version with security support from OEM. (Certificate must be required)
Browser settings	Java Script enabled Pop-up blocker enabled Under 'Settings' of Temporary Internet Files, set 'Check for newer versions of stored pages' to 'Every visit to the page' Proxy disabled (Direct Internet) Firewall and authorized antivirus should be present USB disabled; Keyboard disabled and Remote Desktop Disabled during exam after login

Minimum Exam Centre Server Prerequisites:

Processor	CPU Speed: 1.5 GHz or above.
RAM	4GB or higher
Screen resolution	1024 X 768
Operating system	Compatible for candidates' systems as clients, must meet the performance criteria

Performance Criteria	<p>Must support at least 100 candidates without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each candidate with a time stamp for audit purposes.</p> <p>Response time for question/page loading must be less than one second. All responses are to be acted upon in real time.</p> <p>Remote desktop and sensitive ports should be disabled during exam.</p>
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- (i) Soft copy of the Question Paper set in Bilingual (both in English and Hindi or any other language as applicable) for each shift and each day to be provided on the day of examination (one hour prior to the start of examination in the prescribed format). The Question Papers with translation (as applicable) shall be provided by NTA. The conduct of the examination would be multidisciplinary/ multiple subjects/multiple languages as per the scheme of the examination.
- (ii) Rules/ Guidelines/Marking Scheme for the examination will be provided by the NTA.
- (iii) A detailed process Manual for safe and secure examination conduct should be prepared, including rules for contingency and emergency procedures. The Manual should be prepared in consultation with and with the approval of the NTA.

4.2.7. **Candidate Support and Examination Environment:**

- (i) Adequate displays and instructions must be provided to candidates at the Examination Centres. Centres should have sufficient registration desks with seating and a whiteboard background for capturing images and biometrics.
- (ii) The examination software must support various features like candidate details display, question flagging, section navigation, and switching between languages.
- (iii) The bidder must arrange necessary servers, including a backup server for every 250 candidates, to ensure smooth examination conduct.
- (iv) The selected bidder must ensure that any last-minute change in Centres/Cities for any unavoidable circumstances must be supplemented with additional measures including informing candidates, transporting candidates by arranging suitable vehicles at both Centres, arranging refreshments, and any other measures, etc.

4.2.8. **Special Requirements and Compliance:**

- (i) The bidder should ensure compliance with all government guidelines, particularly for Aadhaar-based verification of candidates. Any software used must be legitimate and authorized.
- (ii) A contingency plan for candidate management and shifting in emergencies must be in place. The Test Centres should meet the minimum quality standards defined by NTA, and any Centre failing to comply may be blacklisted.

- (iii) The bidder must not disclose any examination data to unauthorized parties at any stage and ensure the confidentiality of the examination process while maintaining the sanctity of the examination.
- (iv) Bidders should facilitate checks by I4C/CERT-IN to prevent tampering with the OS for servers.

4.2.9. Monitoring and Quality Assurance:

- (i) A system for monitoring and supervising examination activities at the Control Room set up by NTA must be established.
- (ii) The NTA may provide its own venues with the necessary infrastructure, and the service provider will arrange any additional requirements needed for smooth examination conduct.
- (iii) A detailed process manual and contingency plans should be prepared and shared with NTA for approval.
- (iv) A summary of all the systems including backup/replacement must be provided through an online dashboard developed by the successful bidder for the purpose.
- (v) Dashboard for NTA Command Centre to display allocation of Invigilators and all other functionaries appointed in Centres, Random allocation of candidates, and mapping and de-mapping of system.

4.2.10. To be made available by the NTA:

- (i) Work Order for each project.
- (ii) Template of Admit Card and Confirmation on Template of the CBT.
- (iii) Question Paper(s) for offline practice purposes to be hosted on a 24/7 operational web server.
- (iv) Question Paper(s) for mock examinations to be held at specified Centres on specified dates (Centre and dates to be decided by NTA) for the entire duration of the exam.
- (v) Soft copy of candidates' Application Master Database having Roll Number, Centre Number, Shift, Photographs, Signature, etc. (Based on the Soft Copy of Centre Master having Centre Number and Centre Details provided by the vendor).

4.3 During the Test / Examination Delivery Phase:

The selected bidder shall ensure the following:

- 4.3.1. **Candidate Orientation:** Allocate 15-20 minutes before the exam begins to orient candidates on the exam pattern, time limits, and Guidelines for answering the questions.
- 4.3.2. **Candidate Login and Instructions:** Ten minutes before the start of the examination, candidates must log in using secure credentials to read the General and Subject-Specific Instructions.

- 4.3.3. **Data Monitoring and Reporting:** While the exam is conducted on the local LAN, data on test progress should be transferred to the central server every 10 minutes or as specified by NTA for monitoring. The bidder must provide NTA with reports to track the test progress at all Centres in real-time. Any data obtained during the examination process must not be shared or leaked to unauthorized parties.
- 4.3.4. **Attendance and Biometrics:** Collect physical thumb impressions using non-staining inkpads and signatures on **physical Attendance Sheets**. Capture attendance through photographs and biometric data (fingerprints). This data must be compared against the allocated seats and reported to NTA in case of discrepancy in real-time before and during the exam. The entire data must be sent to NTA after the exam.
- 4.3.5. **Activity Logging:** Maintain a comprehensive, step-by-step log of all candidate activities during the examination to ensure full auditability of the assessment process. Provide a detailed report of de-mapping and re-mapping of the candidates during the examination.
- 4.3.6. **Feedback Collection:** Obtain candidates' feedback through a Feedback Form at the end of the examination and compile a summary report for NTA.
- 4.3.7. **Examination Materials:** Provide each candidate with sufficient blank paper sheets and pens as required. Those Rough Sheets will be collected by the Invigilators and will be shredded by the successful bidder after the conduct of the examination. The list of stationery items can vary across examinations (**Annexure-XIII**).
- 4.3.8. **Invigilator Conduct:** Ensure Invigilators actively supervise the candidates by moving around the computer labs and not engaging in conversations with each other. Invigilators need to be shuffled after every shift.
- 4.3.9. **Invigilator Ratio:** Deploy Invigilators in a ratio of 1 per 15 candidates (2:30 in Computer Labs) to ensure proper supervision.
- 4.3.10. **Biometric Data Capture During Breaks:** Ensure biometric data capture of candidates is performed after each bio-break. This data should be uploaded to the service provider's Master Control Facility server to facilitate live monitoring of the examination.

4.4 Post-Examination Phase

- 4.4.1. The bidder must submit the video surveillance recordings after the exam on a Hard Disk Drive, appropriately mapped for each candidate, no later than a fortnight after the examination.
- 4.4.2. The Candidate responses shall not be stored at the centre node and it shall be stored directly at the client node/Cloud.
- 4.4.3. Candidate responses to the question paper must be sent back to the central server (data Centre) from the server of an exam Centre within **30 minutes** of the exam's conclusion.

These responses should be further transferred to the NTA within **4-6 hours** from the end of the shift. Data, including raw scores, must be transferred/exported in an encrypted format between the local and central servers as per NTA instructions.

- 4.4.4. The bidder has to ensure the automatic upload of candidates' responses, biometrics, photographs, and audit trails from the local server to the bidder's data Centre securely, leaving no traces on the exam server. Biometric data of candidates, captured during the examination, must be provided within 7 days in the desired format.
- 4.4.5. The bidder must hand over the complete raw responses/data to NTA immediately after uploading from the local exam server to **invite the Answer Key challenges** against the Provisional Answer Keys from the candidates online. The software should facilitate post-exam answer key submission.
- 4.4.6. The bidder is required to **prepare the final merit list in the specified format and calculate marks for each candidate based on the NTA-provided marking scheme, Answer Keys to the questions used, and prepare the scores** accordingly. This includes processing responses and other confidential data and providing data for processing of results as required by NTA. The selected bidder shall archive the result and other examination data for a period of one year as a Custodian from the declaration of result for the particular assignment.
- 4.4.7. The bidder is responsible for the conduct of the Skill Test and its evaluation, if applicable. Skill Test shall mainly comprise of Typing Test (English/Hindi/Regional language) and Stenography test.
- 4.4.8. Collect and consolidate all examination-related data, including log files of servers and firewalls, and preserve them for **at least one year in multiple geographical locations**.
- 4.4.9. Upload results and other relevant information as per NTA's requirements, keeping them accessible on online portals for **at least one year or as specified by NTA**.
- 4.4.10. Provide data and documents related to the conduct of examinations at test Centres **within one week after the examination**, including:
 - a) *Candidate Attendance Sheets*
 - b) *Documents collected from candidates*
 - c) *Attendance of Invigilators and exam staff*
 - d) *Audit logs of firewalls or equivalent at Test Centres*
 - e) *Lab-wise, seat-wise mapping of candidates*
 - f) *De-mapping certificates, if applicable*
 - g) *Forensic analysis reports on the use of unfair means, including physical verification, CCTV footage, biometric comparison, face comparison, and examination day images.*
 - h) *Treat any unfair means cases as per the Public Examinations (Prevention of Unfair Means) Act, 2024.*
 - i) *Face comparison report between registration images and exam day images*
 - j) *Exam day registration and during-exam images (photographs, signatures, thumb impressions, etc.)*
 - k) *Bio-break images and proforma.*
 - l) *Any other document asked by NTA.*

- 4.4.11. Provide documented support for handling queries from candidates, the press, RTI requests, police matters, complaints, and court cases/legal matters.
- 4.4.12. Provides all data related to the candidates as and when required by the Admission or Counselling authorities.
- 4.4.13. The bidder shall provide a post-examination analytics report, including:
- a) *Student Performance Analysis*
 - b) *Item analysis of MCQ responses (difficulty index, discrimination index, etc.)*
 - c) *Psychometric analysis of question papers to identify questions with doubtful technical parameters for review.*
 - d) *Audit logs analysis, including a summary of clicks, time logs, MAC, IP addresses, etc.*
 - e) *Reports on proxy candidates, unfair means, and forensic analysis to identify suspicious activities like peeping, cheating, malpractices impersonation, and anomalies in response patterns.*
 - f) *Any cases involving Unfair Means will be treated as per the Public Examinations (Prevention of Unfair Means) Act, 2024.*
 - g) *Additional reports as required by NTA.*
- 4.4.14. The selected bidder shall provide adequate information (MIS generation/customized reports) as per the requirement of NTA.

5. Eligibility Criteria /Pre-requisites

S. No.	Pre-qualification Criteria	Supporting Compliance document
1)	The bidder shall be a Public Sector Undertaking, Private Limited, Private or Public Limited Company registered under the Indian Companies Act 1956 or 2013 of GOI and should have been into existence in India for last 5 years as on day of bidding. Consortium / Joint venture bid not allowed. Proprietorship / Partnership firms are not allowed to participate.	Copy of relevant Certificates along with <ul style="list-style-type: none"> • Certificate of Incorporation • GST Registration certificate • PAN card
2)	The Bidder must have authorized and globally accepted software certifications i.e. SEI CMMI Level 3/ Level 5 for Software/Services (CMMI certificate should reflect at cmminstitute.com/pars)	Copy of authenticated certificates to be attached. The Bidder shall be responsible for retaining the requisite certification during the currency of the contract.
3)	The bidder should own the complete source code of the software being used for conducting CBT, Copyrights of the source codes, and its components	A copy of self-declaration must be submitted.
4)	The Bidder should not be blacklisted by the Central Govt/State Govt and PSU etc. for exam-related activities.	An undertaking must be submitted on ₹10 non-judicial stamps duly notarized as per Annexure-X
5)	The bidder should have successfully conducted CBTs, in a single day in a single session, on an all-India basis in 50 or more cities covering at least 10 States.	Documentary evidence in the form of a work order and Performance Report must be submitted
6)	The bidder must have successfully conducted computer-based exams, in a single day in a single session, on pan India basis for at least 10,000 candidates, once in the preceding 2 calendar years (year ended on December 2024).	Documentary evidence in the form of a work order and Performance Report must be submitted
7)	The Bidder should have positive net worth for FY 2022-23 and 2023-24	Copies of the Company balance sheet and Profit & Loss Account, certified by the Chartered Accountant to be submitted.; (Parent Company / Group's turnover shall not be considered)

6. Bidding process

- 6.1. Pre-bid meeting shall be held on after floating of the tender, an opportunity shall be provided to all prospective bidders to seek clarifications, if any.
- 6.2. Prospective bidders can seek clarification regarding the project or pre-qualification requirements via e-mail (procurement@nta.ac.in).
- 6.3. The Bidder shall submit their proposals in two parts i.e. Technical Bid and Financial Bid. The Tender process is based on a "Two Bid" system. The Technical Bid must include all relevant information and required enclosures in the prescribed format, along with the Earnest Money Deposit (EMD). The Financial Bid should only contain the Rate Bid as per **Annexure IX**.

If a bidder includes the Financial Bid within the Technical Bid, the bid shall be summarily rejected.

- 6.4. The bidder has to quote for providing the services of the exam platform and other affiliated services as described here.

The bidder will have to quote for the conduct of the examination in three different scenarios.

- 6.4.1. *The first scenario / Option 1 is wherein the bidder provides the CBT Centre and the Invigilation staff in addition to providing and maintaining the examination platform including technical manpower.*
- 6.4.2. *In the second scenario Option 2, the NTA would make the CBT Centre available and the bidder would provide the CBT platform as well as the Invigilators in addition to the technical manpower.*
- 6.4.3. *In the third scenario Option 3, the building infrastructure as well as the Invigilation staff is provided by the NTA and the bidder provides the CBT platform and the technical manpower.*
- 6.5. The bidder is expected to quote for each one of these scenarios mandatorily. The first Scenario / Option 1 quote has to come in Table 1. The second Scenario / Option 2 quote has to come in Table 2. The third Scenario / Option 3 quote has to come in Table 3. These tables are given in **Annexure IX**. The evaluation will be done assuming that there are **50 lakh candidates** in a year and the weightage to each Scenario/Option is arranged as follows:

Scenario	Weightage
Scenario 1 / Option 1	0.2 of Rate of Table 1
Scenario 2 / Option 2	0.5 of Rate of Table 2
Scenario 3 / Option 3	0.3 of Rate of Table 3

Note: Rates may be different for the Centres outside the Country.

- 6.6. The Bidder is expected to provide all or none of the services mentioned in the Scope of Work as desired by the NTA. In the case, that NTA sets up its own examination Centres and they get operationalized, the bidder shall use these Centres first.
- 6.7. Furthermore, in order to improve the standard of Invigilation, NTA may depute the entire Invigilation and Supervision staff at some Centres. In such cases, the bidder's Invigilation staff will have to withdraw.
- 6.8. Keeping the above options in mind, the bidder has to quote their rates for each of the options mentioned above (6.1, 6.2, 6.3). To facilitate this, three tables (Table 1, Table 2, and Table 3) have been provided in **Annexure IX**.
- 6.9. **All requisite information should be provided in the enclosed Annexures. The information must be furnished against the respective columns in the forms.** If the information is provided in a separate document, a reference to the document should be made against the respective column. If a particular query is not applicable, it should be marked as "Not Applicable." **Bidders are cautioned that incomplete information, unclear responses, alterations in the prescribed Annexures, or deliberate suppression of information may result in disqualification.**
- 6.10. The Tender documents must be typewritten without overwriting, cutting, or interpolation. The name and signature of the bidder's authorized representative should appear on each page of the application. All pages of the Tender document must be numbered and submitted as a complete package along with a cover letter on the agency's letterhead.
- 6.11. Bidders are required to keep their offers open for a minimum of 120 days from the date of opening the Tender, during which the offers cannot be withdrawn. This period may be extended by mutual agreement if required.
- 6.12. References and certificates from clients should be provided. These should certify the bidder's technical strengths, delivery, and execution capabilities (**Annexure III, Annexure IV**). Contact numbers for all clients should be included. NTA may independently verify the performance of the bidders.
- 6.13. Bidders are encouraged to attach any additional relevant information. This should demonstrate the bidder's capability to successfully complete the project. However, superfluous information should not be included. No further information will be entertained after the submission of the Tender unless requested by NTA.
- 6.14. Incorrect or misleading information will lead to rejection of their bid. If a bidder deliberately provides incorrect or misleading information or creates circumstances that lead to the acceptance of their bid under false pretenses, NTA reserves the right to reject such bids at any stage and take appropriate administrative action.
- 6.15. Bidders may be disqualified for a history of poor performance or inability to understand the scope of work, even if they meet the qualifying criteria.
- 6.16. No copies of the original quotation should be sent to the NTA office. Such offers will be invalid. Offers not submitted in the standard format provided in the Tender document will be summarily rejected.
- 6.17. Payment will be made in Indian Rupees only after successful completion of work. No advance payments will be made. The successful bidder must sign an agreement on non-judicial stamp paper, including clauses related to liquidated damages for delays, errors, and cost/time overruns. If the bidder fails to execute the contract, NTA reserves the right to complete the work through another agency, with full cost recovery from the original bidder in addition to any damages and penalties.
- 6.18. Joint bids or multiple bids by the same bidder are not allowed. If such practices are

detected, the bids will be rejected. Bidding through a consortium is not permitted.

- 6.19. NTA reserves the right to award or cancel the contract without providing any reason. In case of any disputes, the decision of NTA will be final. The contract may be awarded to one or more agencies as needed as elaborated in 6.27, 6.28, 6.29.
- 6.20. The initial contract period will be **for one year, extendable by another (1+1) two years** at the discretion of the Competent Authority provided that their services are satisfactory.
- 6.21. A separate agreement will be executed upon finalization of the Tender with the successful bidder based on mutual discussion with the successful bidder.
- 6.22. The selected bidder shall arrange a mock test for the project team involved in the delivery and conduct of the examination at the Centres on the day preceding the NTA test. Adequate staff must be present full-time during the mock test to ensure the smooth conduct of the examination.
- 6.23. Bids must be submitted no later than the time, and date at the venue mentioned under Important Events and Dates given in the NIT (Notice Inviting Tender). Bids received after the deadline will not be considered.
- 6.24. Bidders are advised to study the Tender document carefully. Submission of a bid shall be deemed to have been done after careful study and examination of the Tender document with a full understanding of its implications.
- 6.25. At any time before the submission of bids, NTA may amend the Tender by issuing a corrigendum/addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendments or to submit a revised bid and the deadline for submission of bids will be extended if required by the NTA. The NTA has the right to cancel or modify the Tender.
- 6.26. Even if bidders meet the qualifying criteria, they may still be disqualified for poor performance records, inability to understand the scope of work, or other relevant reasons.

6.27. Termination for Default:

6.27.1 Either Party may, without prejudice to any other course of action for breach of contract, by written notice of **90 days** to the other party, terminate the agreement in whole or in part if

- a) *The defaulting party fails to perform any or all of the obligations within the time period(s) specified in the agreement or any extension thereof granted, by the other party.*
- b) *The quality of the delivery of various tasks is not up to the satisfaction of the NTA as per the Table under para 9.11.*
- c) *The defaulting party fails to perform any other obligation under the agreement.*

6.27.2 In the event of the NTA terminating the contract in whole or in part, the NTA may procure, upon such terms and in such a manner as it deems appropriate, items or services similar to those undelivered, and the Bidder shall be liable to the NTA for any excess costs for such similar items or services. However, the Bidder shall continue with the performance of the contract to the extent not terminated.

6.27.3 The Bidder shall stop the performance of the contract from the effective date of termination and hand over all the documents, data, equipment, etc. to NTA for which payment has been made. No consequential damages shall be payable to the Bidder in the event of termination.

6.27.4 In case of termination of the contract, all Bank Drafts furnished by the Bidder by way

of Bid Security / Performance Security shall stand forfeited.

6.27.5 In case of suspension/termination, the Bidder shall be liable to pay compensation for any direct loss or additional liability, if incurred due to completion of work by another agency.

6.28. Termination for convenience

6.28.1 The NTA, by written notice of at least **90 days** sent to the Bidder, may terminate the contract, in whole or in part thereof, at any time for its convenience. The notice of termination shall specify that termination is for the NTA's convenience and also the extent to which the performance of the Bidder under the contract is terminated, and the date on which such termination becomes effective.

6.28.2 The NTA shall accept the items/services, which are completed and ready for delivery within 30 days after the Bidder's receipt of notice of termination, at the contract terms and prices. For the remaining items/services, the NTA may elect:

- a. *To have any portion completed and delivered at the contract terms and prices; and /or*
- b. *To cancel the remainder and pay to the bidder an agreed amount for partially completed items/services and for services previously accomplished by the Bidder.*

6.29. Termination for Insolvency:

The NTA may at any time terminate the contract by giving notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the NTA.

6.30. Suspension

6.30.1 The NTA may, after giving a written notice of suspension to the Bidder, and considering the representation, if any, submitted to him within a period of 15 days from receipt of such notice, suspend all payments to the Bidder, if the Bidder fails to perform any of its obligations (including the carrying out of the services) provided that such notice of suspension:

- c. *Shall specify the nature of the failure and*
- d. *Shall direct the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder*

6.30.2. The NTA may engage some other agency for the completion of suspended work, which will be carried out at the cost of the Bidder.

7. Evaluation Process

The selection of the agency will be based on Quality cum Cost Based Selection (QCBS). There will be a minimum of 50% eligibility for Technical Evaluation along with 50% or more in “Exam Software System” as explained in **Annexure VII** which will be required for Qualifying the Tender. The Financial Bid will be opened only for those who are technically qualified. The successful bidder will be considered based on the Financial Bid (L1).

The bidder should provide full support to NTA for evaluation of the exam process and exam software's cyber security which can be audited by CERT-In/ I4C third party nominated by NTA. The entire technical evaluation support should be completed within 3 weeks from the start of the technical evaluation.

7.1.1 Support for Evaluation: The bidder is expected to provide comprehensive support to the NTA for the evaluation of the examination process and the cyber security of the examination software. This support must be provided in its entirety within three weeks from the commencement of the technical evaluation.

7.1.2 Technical Proposal Evaluation: The Technical Evaluation Committee, established by the NTA for this purpose, will conduct a thorough technical evaluation based on the criteria and conditions specified in the Tender document to determine the substantial responsiveness of the bids. A substantially responsive bid is one that meets all essential prerequisites, eligibility criteria, and terms and conditions of the Tender without any material deviation. The Technical Bid will be assigned a Technical Score (TS) out of a maximum of 100 points, as per the Scoring Model provided in Annexure VII. A Presentation is to be made by the Bidder in which the strengths of the Exam Platform are to be highlighted as per the following criteria:

- a) **Previous Experience:** The vendor's prior experience in conducting "Computer Based Test (CBT)-Examinations".
- b) **Software Development Capability:** The vendor's ability to develop the required software.
- c) **Personnel and Infrastructure:** Availability of adequately trained personnel to conduct the examination across the required number of Centres and cities (**Annexure V and Annexure VI**).
- d) **Project Execution:** The bidder must have successfully executed at least three similar academic projects involving the conduct of CBT in India on an all-India basis. At least one project must involve the conduct of a Computer-Based Examination with a minimum of **25,000** candidates scheduled in a single shift. The bidder must demonstrate a proven capability of managing **25,000** audited nodes per single session as of the date of submission of bids in the required cities, supported by a city-wise list of vetted nodes available at the time of bid submission.
- e) **Reputation and Financial Standing:** The standing of the agency and its financial position.
- f) **Security and Certification:** Security measures and software quality

certifications held by the vendor.

The Tender Evaluation Committee may invite bidders for presentations or clarifications to assess their understanding of the scope and magnitude of the work. The Bidders will be intimated about the date, time and venue for the opening of technical bids.

7.2 Financial Proposal Evaluation: Only the Financial Bids of Bidders deemed technically suitable and eligible will be opened. The Financial Bids of Bidders deemed technically unsuitable or ineligible will remain unopened. The NTA will notify the date, time, and venue for the opening of the Financial Bids to the technically suitable and eligible Bidders.

The amount quoted for "Examinations Conducted in India" (as detailed in Financial Bid Tables in **Annexure IX**) will be used to evaluate the financial bid. The Lowest absolute financial quote will be computed using the formula below for all the technically eligible bidders:

$F_{min} = 0.2 \text{ of Rate of Table 1} + 0.5 \text{ of Rate of Table 2} + 0.3 \text{ of Rate of Table 3}$ given in Annexure-IX.

- **F_{min}** = Lowest absolute financial quote received for the bidder under consideration.

7.3 The following is the Summary of Evaluation Criteria based on the Annexure VII:

- 7.2.1 Bidder's Profile (10 Marks):** Evaluates the IT staff strength and ownership of software solutions. Maximum marks are awarded for having a large team and owning the source code of the exam software.
- 7.2.2 Certifications (05 Marks):** Assesses organizational certifications, including CMMI levels and ISO standards. Full marks are given for higher levels of certification and additional software security certifications.
- 7.2.3 Financial Turnover (10 Marks):** Considers the bidder's financial strength, focusing on average annual turnover in the last three years. Higher turnovers receive more marks.
- 7.2.4 Experience in Computer-Based Testing (15 Marks):** Looks at the bidder's experience in conducting computer-based tests (CBTs) in India, with marks awarded for years of experience, the number of candidates handled in a single shift, and the completion of large-scale academic assignments.
- 7.2.5 Infrastructure Capability (20 Marks):** Evaluates the bidder's ability to provide adequate testing nodes and manage data Centres with appropriate certifications.

7.2.6 Approach and Methodology (20 Marks): Points are based on the quality of the bidder's presentation and demonstration of their testing approach.

7.2.7 Exam Software System (Scaled to 20 Marks): Assesses the security, integrity, and functionality of the exam software. The total score is scaled to 20 marks. (Annexure-XV)

7.4 Qualification Requirements:

7.3.1 Technical Qualification: Bidders need to score at least **60% overall and 60%** in the exam software system category.

7.3.2 Evaluation: Only bidders who meet the technical qualification criteria will have their financial bids opened.

The evaluation process aims to select a bidder who demonstrates strong technical capabilities, robust infrastructure, relevant experience, and financial stability for conducting secure and efficient computer-based tests.

8. Rate Quotation

8.1. The bidder shall indicate the prices/rates as specified in the quotation format. There will be three different tables provided as given in **Annexure IX** for this purpose:

- a) *Table 1 is indicative of all Services i.e. Infrastructure, Operation, Human Manpower, and other services (Biometrics, frisking, etc.).*
- b) *Table 2 refers to Infrastructure being provided by the NTA, other services (Biometrics, frisking), etc. and the Human Manpower will be provided by the bidder.*
- c) *Table 3 is indicative of providing all services except Infrastructure and Invigilators which will be provided by the NTA.*

8.2. The bidders should quote their most competitive prices/rates and it should be noted that their quotations would not ordinarily be subject to further negotiations. Negotiations may, however, be carried out as per rules and instructions on the subject at the discretion of the NTA, New Delhi.

8.3. All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the Tender liable for rejection. Bidders should avoid alterations/corrections in the prices/rates submitted by them. However, if alterations/corrections in prices/rates are inescapable each alteration/correction should be indicated both in figures and words and duly attested under the full signature of the Bidder/Authorized Signatory.

8.4. In case of a discrepancy between the prices/rates in figures and words, the

prices/rates in words will be considered correct.

- 8.5. The prices/rates quoted shall be fixed throughout the validity of the offer and continue to be valid through the term of the contract and shall not be subject to any variation/revision. All applicable Govt. taxes and increase/revision, if any, shall be payable by the Bidder.

9. Mode of Payment and Penalty Clause / Liquidated Damage:

- 9.1. The payment to the service provider shall be made in Indian Rupees (₹) as per the following schedule: -

- a) *40% of each exam cost shall be paid within two weeks of the successful completion of each examination.*
- b) *40% of each exam cost shall be paid within 4(four) weeks after receiving the basic reports comprising Response Analysis and submission of raw scores/data.*
- c) *The balance of 20% of each exam cost shall be paid within 6(six)weeks after the successful declaration of the result and submission of the Final Report of the Examination and CCTV footage to NTA.*

Note: In case of examination which would be spread over multiple dates, the payment timeline would be counted from the date of last examination of the particular exam assignment.

- 9.2. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain penalty clauses related to liquidated damages on account of delays, errors, cost and time overruns, etc. (As detailed in the table in 9.11)
- 9.3. In case of non-fulfillment of the service provider's specific obligation as under the contract, non-fulfillment leads to data loss/ non-compliance with event-based log/ data saving. The service provider shall indemnify NTA to the extent of any loss suffered by NTA as a result of such data loss/ non-compliance with event-based log/ data saving. The total liability of the service provider under any clause of the contract shall be limited to the total amount payable for that particular exam by NTA to the service provider (under the terms of the contract).
- 9.4. No interest will be paid to the successful bidder on the security deposit.
- 9.5. If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for NTA to forfeit either the whole or any part of performance security furnished by the bidder as a penalty for such failure.
- 9.6. If any examination has to be conducted either on the buffer date or any of the unused weekends due to any technical or non-technical problems from the service provider's side, then the service provider has to bear the cost of the conduct of the examination

as quoted in the commercial proposal. **If the re-examination happens due to a decision taken by NTA then the cost has to be borne by NTA for the conduct of the examination as quoted in the commercial proposal on the pro-rata basis.**

- 9.7. In case the Bidder fails to fulfill the obligations as per the terms and conditions of the contract, the NTA may impose the penalty to the extent of 10% of the total payment due for that Computer-Based Examination.
- 9.8. In case of any deficiency of service provided by the Technical Administrators in conducting the "Computer Based Test (CBT) -Examination" at a Test Centre that would lead to unacceptable delay (beyond one hour) in completing the examination, the liability of the service provider shall be limited to twice of total payable by NTA to the service provider for that particular test Centre where the deficiency has been verified and confirmed by NTA. However, under no circumstances the cumulative penalty can exceed 10% of the contract value for that examination.
- 9.9. In case the bidder fails to execute the contract for reasons solely attributable to the Bidder, the NTA shall have the liberty to get it done through any other agency. The aforesaid bidder will lend all support including transfer of data to the new agency appointed by NTA.
- 9.10. If the delay adversely affects the conduct of the examination the security deposit/ performance security will be forfeited and other legal action will be initiated as per the terms and conditions of the contract.
- 9.11. The Service Provider **should demonstrate capacity to be able to cater to a minimum of 95% of candidates with first /second choice of the city** opted by the candidate in the online Application Form. The Centre Master as per allocation choice provided by the NTA should be provided 25 days before the exam. The penalty for not adhering to these service requirements will be as under:

S. No.	Default	Penalty						
1.	Not providing an adequate number of nodes	₹ 1000 for each candidate not getting his/her choice (04 preferences).						
2.	Late commencement of exams	Penalty will be deducted from payment to the Agency proportional to the delay caused. However, a delay of up to 30 minutes can be considered for justifiable reasons. <table> <tr> <th>Sr. No.</th><th>Delay</th><th>Penalty Amount</th></tr> <tr> <td>1</td><td>Beyond 30 minutes to 1 Hour</td><td>5% of the accepted unit rate × number of affected</td></tr> </table>	Sr. No.	Delay	Penalty Amount	1	Beyond 30 minutes to 1 Hour	5% of the accepted unit rate × number of affected
Sr. No.	Delay	Penalty Amount						
1	Beyond 30 minutes to 1 Hour	5% of the accepted unit rate × number of affected						

				candidates
		2	Beyond 1 Hour to 1.5 Hours	10% of the accepted unit rate × number of affected candidates
		3	Beyond 1.5 Hour to 2 Hours	20% of the accepted unit rate × number of affected candidates
		And so on.....		
3.	Cancellation of the exam because of any reason (except factors beyond the control of the Agency).	1% of the total cost of that project/examination.		
4.	In the case of cancellation of the exam after the exam has started or after candidates have started arriving at the Centre.	Five times the amount of fee paid by the affected candidate/s.		
5.	Cancellation of Centre after issuance of Admit Card	The fee amount per affected candidate may be levied as a penalty		
6.	If the movement of candidates is made within the city (after the issue of the Admit Card)	The total amount admissible in respect of the changed Centre is to be borne by the bidder. Further, the said amount can be deducted by the NTA before making payment to the bidder at any stage.		
7.	If the movement of candidates is made outside the city (after the issue of the Admit Card)	Amount equivalent to Five (5) times the total amount admissible in respect of the changed Centre is to be paid by the bidder. Further, the said amount can be deducted by the NTA before making payment to the bidder at any stage. However, the NTA reserves the right to cancel/change any Centre.		

- 9.12. Penalty at rates stated herein above shall be applicable in instances of failure to provide satisfactory examination services, including but not limited to, movement of candidates from test cities made available in application form and selected by the candidates; delay in start or completion of examination due to poor infrastructure at test Centres/ technical issues; failure of examination software leading to delay in conduct of examination; post examination data and documents are delayed/lost; infrastructure facilities at test Centres engaged not as per NTA requirement etc. This

list is only indicative in nature.

- 9.13. If the delay adversely affects the conduct of the examination the security deposit/ performance security will be forfeited and other legal action will be initiated as per the terms and conditions of the contract. The NTA may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Bidder.

10. Security Deposit/EMD

- 10.1. Bidders are required to enclose a bid security (EMD) **₹50 Lakhs/- (Rupees Fifty Lakhs Only)** in the form of a **Demand Draft** in favour of the **National Testing Agency and payable at New Delhi**, with the Technical proposal/bid.
- 10.2. Tenders submitted without EMD will be summarily rejected, and no exemption for EMD will be entertained. The successful bidder will be required to deposit performance security in the form of a bank guarantee, valid for **one year plus three months (claim period)** and equal to **ten percent (10%)** of the total contract value of each project within **15 days** from the date of the award.
- 10.3. The EMD of unsuccessful bidders will be returned without interest after the award of the work to the successful bidder. The EMD of the successful bidder will be returned only after the contract is signed and the performance security deposit is made.
- 10.4. The EMD will be forfeited if the bidder withdraws or amends their bid after the submission of the Tender document and the Tender closing date/time.
- 10.5. **Exemption for Micro and Small Enterprises (MSEs)/PSUs:** In accordance with Rule 170 of the General Financial Rules (GFR), Micro and Small Enterprises (MSEs), PSUs as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME), are exempt from submitting EMD (Bid Security). However, bidders claiming EMD exemption under Rule 170 of the GFR must submit a signed Bid Securing Declaration accepting that if they withdraw or modify their bids during the validity period or if they are awarded the contract but fail to sign the contract or submit performance security before the defined deadline, they will be suspended for 12 months from being eligible to submit bids for Tenders with the National Testing Agency.
- 10.6. **MSME Policy for Tender Cost:** In line with the MSME policy circular dated 23rd March 2012, MSEs **registered** under the Udyog Aadhaar Memorandum (UAM) scheme will be provided the Tender cost-free of charge. Bidders must submit a valid UAM certificate. Claims for free Tender costs will be considered for the services/categories for which bidders are registered as per their UAM certificate. The decision of the Bid Evaluation Committee/Competent Authority will be final.

11. Appointment of Successful Bidder:

- 11.1. **Award Criteria:** The NTA will award the contract to the successful bidder whose proposal is deemed responsive in accordance with the evaluation process described above.
- 11.2. **Right to Accept or Reject Proposals:** The NTA reserves the right to accept or reject any proposal and to annul the Tendering or public procurement process, thereby rejecting all proposals at any time before the contract is awarded, without incurring any liability to the affected bidder(s) or having any obligation to inform them of the reasons for such action. NTA reserves the right to accept any bid under this Tender in full or in part, or to reject any bid or all bids without assigning any reason.
- 11.3. **Notification of Award:** Before the end of the bid validity period, the NTA will notify the successful bidder in writing or email that their proposal has been accepted. If the Tendering or public procurement process is not completed within the specified period, the NTA may request the bidders to extend the bid validity period. The notification of the award will constitute the formation of a binding contract between both parties. Upon the submission of a Performance Bank Guarantee by the successful bidder, the NTA will notify all unsuccessful bidders and return their Earnest Money Deposits (EMD). The EMD of the successful bidder will be returned only after the Performance Bank Guarantee has been furnished and the contract has been signed.
- 11.4. **Performance Guarantee:** The NTA requires the successful bidder to provide an irrevocable and unconditional Performance Bank Guarantee within 15 days of signing the agreement following the notification of the award. The guarantee must be equivalent to 10% of the total contract value and remain valid for a period of 12 months plus 3 months (claim period), covering the duration of the project with an additional claim period of three months after the validity date. It is the responsibility of the successful bidder to extend the validity date and claim period of the Performance Guarantee as necessary due to project delays or an extended warranty period. Should the successful bidder fail to submit the Performance Guarantee within the stipulated timeframe, the NTA may, at its discretion, cancel the contract award without prior notice. The NTA reserves the right to invoke the Performance Guarantee if the vendor fails to fulfill their contractual obligations or if the NTA incurs any loss due to the vendor's non-performance. If the contract is extended on a yearly basis, the Performance Guarantee must also be extended for the corresponding period by the successful bidder.
- 11.5. **Signing of Contract:** Once the NTA notifies the successful bidder of the acceptance of their proposal, a formal contract will be executed between the NTA and the successful bidder. This contract will incorporate all clauses, pre-bid clarifications, and the terms and conditions mutually agreed upon by both parties.
- 11.6. **Time Frame:** The successful bidder should be ready immediately to conduct the CBT (Computer- Based Test) after signing the contract.
- 11.7. **Arbitration Clause:**

- 11.7.1. In case of any dispute arising between the Parties, both parties will try to resolve the issue mutually **within 20 days** of the dispute being raised. In any such case, either party will give notice in writing to the other party indicating the concern, and proposed remedy to settle the issue. If the issue does not settle by negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such a case, the matter will be referred to the **Director General, the National Testing Agency**, for adjudication. The arbitration shall be held in Delhi and conducted in accordance with the **provisions of the Arbitration and Conciliation Act, 1996**.
- 11.7.2. The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, **Arbitration and Conciliation Act, 1996**, and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- 11.7.3. The contract shall be interpreted in accordance with the laws of the Union of India and will be under the jurisdiction of the court in Delhi.

12. General Instructions:

- 12.1. **Jurisdiction and Governing Law:** All disputes arising from this bid document shall be subject to the jurisdiction of the appropriate courts in Delhi, India, and shall be governed by Indian law. NTA reserves the right to award the work or cancel the award without assigning any reason. In case of any differences regarding the bid document, the decision of NTA shall be final. Initially, the contract will be for a period of **one year** and may be extended for an additional two years on a year-to-year basis, subject to the satisfactory performance of the bidder.
- 12.2. **Contract and Payment Terms:** Payments shall be made in Indian Rupees only. The successful bidder must sign an agreement on non-judicial stamp paper that will include clauses related to liquidated damages for delays, errors, cost overruns, and time overruns. If the bidder fails to execute the contract, NTA shall have the right to complete the work through another agency, with full cost recovery from the bidder in addition to damages and penalties.
- 12.3. **Dispute Resolution:** All disputes arising out of this Tender will be subject to the jurisdiction of the courts of Delhi only.
- 12.4. **Grounds for Disqualification:** Even if a bidder satisfies the above requirements, they may still be disqualified for the following reasons:
- a) *Misrepresentation of facts or deliberate suppression of information in the documents provided.*
 - b) *A record of poor performance, such as abandoning work, not completing contracts properly, or financial weaknesses.*
 - c) *A confidential inquiry revealing facts contrary to the information provided by the bidder.*

- d) *Unsatisfactory performance in any of the selection criteria as revealed by a confidential inquiry.*
- e) *Engagement in any activity that could influence the conduct of exams, such as running coaching classes.*

In such cases, NTA reserves the right to cancel or modify the Tender.

12.5. Technical Bid Requirements: The Technical Bid shall consist of:

- a) *Technical information as required in the prescribed format.*
- b) *Financial information as per Annexure-I.*
- c) *Details of similar works as per Annexure II.*
- d) *Details of work under execution or awarded as per Annexure-III.*
- e) *Performance reports of works referred to in Annexures II and III as per Annexure-IV.*
- f) *Organizational structure and information as per Annexure-V.*
- g) *Details of technical and administrative manpower to be employed for this work as per Annexure-VI.*
- h) *State/City-wise number of Centres and total availability of nodes in each city, along with a duly authenticated list of Centres with the number of nodes in each city as per Annexure-VII.*
- i) *Physical infrastructure such as the availability of exam Centres, technology, hardware, software, etc.*

12.6. Financial Bid Requirements: The Financial Bid shall consist of **Annexure IX** only.

12.7. Demonstration and Presentation: The bidder will be required to give a demonstration of their client and server software for the "Computer Based Test (CBT)-Examination," using one of the examinations conducted by them. They will also be required to make a presentation on their capabilities to conduct the "Computer Based Test (CBT)-Examination" as per the conditions specified in this document. The date for the demonstration and presentation will be notified separately. The venue for the presentation will be communicated to the prospective bidders by NTA.

12.8. NTA's Rights: NTA reserves the right to accept or reject any or all bids, in whole or in part, without assigning any reason. The decision of NTA in this regard will be final.

12.9. Contract Execution and Performance Security: The successful bidder shall have to sign an agreement on non-judicial stamp paper, incorporating clauses related to liquidated damages for delays, errors, cost overruns, and time overruns. If the bidder fails to execute the contract, NTA shall have the right to complete the work through another agency, with full cost recovery from the bidder, in addition to damages and penalties.

12.10. Confidentiality Obligations:

- 12.10.1. The Bidder and their personnel must not disclose any proprietary or confidential information related to the services, agreement, or NTA's business operations during or after the project's implementation without NTA's prior consent. The Bidder will be legally responsible for any breach of confidentiality by themselves or their employees.
- 12.10.2. Similarly, the NTA agrees not to disclose or use any confidential information belonging to the Bidder, such as trade secrets, technical data, research, or business strategies, that may come into the NTA's possession during the project. This obligation is subject to applicable legal requirements.

13. Fall Clause:

- 13.1. The following Fall clause will form part of the contract placed on the successful Bidder- The charges for the contract by the Bidder shall in no event exceed the lowest charges at which the Bidder provides the same services of identical description to any Organization including NTA or any department of the Central government or any Department of state government or any statutory undertaking of the central or state government as the case may be during the period till performance of all Work Orders placed during the currency of the contract is completed.
- 13.2. If at any time, during the said period the Bidder reduces its charges, provides or offers to provide such services to any organization including the NTA or any Department, of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a rate lower than the rate chargeable under the contract, the Bidder shall forthwith notify such reduction or sale or offer of sale to the National Testing Agency and the rate payable under the contract for the services of such reduction of rate or offer of the service shall stand correspondingly reduced.
- 13.3. The Bidder shall furnish the following certificate to the Paying Authority along with each bill for payment provided against the said contract – *“We certify that there has been no reduction in charges of the services identical to the services provided to the Government under the contract herein and such services have not been provided by us to any organization including the NTA or any department of Central Government or any Department state or Government or any Statutory Undertaking of the Central or State Government as the case may be up to the date of bill/the date of completion of services against all work orders placed during the currency of the Contract at rates lower than the rate charged to the NTA under the contract”*.

14. Integrity Pact

The Bidder should be willing to enter into an integrity pact with the NTA, and not resort to any corrupt practices in any aspect/stage of the contract. The Bidder should commit itself to the promise: -

- i). *Not to offer any benefit to the employees of NTA;*

- ii). *Not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts; etc.*
- iii). *To disclose the name and address of agents and representatives in India and Indian Bidder to disclose its foreign principals or associates;*
- iv). *To disclose any past transgressions committed over the specified period with any other company in India or Abroad that may impinge on the anti-corruption principle; Integrity Pact lays down the punitive actions for any violation.*

15. Fraudulent and Corrupt Practices

The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this document, NTA shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, NTA shall, without prejudice to any other rights or remedies available under the law, forfeit and appropriate the Bid Security amount.

For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them: -

- “Corrupt practice” means

- (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for the avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of NTA who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of NTA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or
- (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of NTA in relation to any matter concerning the Project;

- “Fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

- “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person/s participation or

action in the Selection Process;

- “Undesirable practice” means

- (i) establishing contact with any person connected with or employed or engaged by NTA with the objective of canvassing, lobbying, or in any manner influencing or attempting to influence the Selection Process; or
- (ii) having a Conflict of Interest; and

- “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

16. Delays in the Bidder’s Performance

- 16.1. The activities involved are time-bound and it is expected that no extension of time for the performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify the NTA in writing the fact of the delay, its likely duration and its cause(s). The NTA will evaluate the situation and in exceptional circumstances and in the interest of work may extend the Bidder’s time for execution of said item of work, but in no case, the extension shall be granted having an adverse effect on the scheduled conduct of the examination. The dates declared for examinations are absolute unless changed by the NTA on its own.
- 16.2. Delay on the part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of the penalty unless an extension of time is agreed upon and cancellation of the contract.

17. Proprietary Rights

All rights, title, and interests including the intellectual property rights used by the selected bidder shall exclusively belong to the selected bidder or its licensors (“Bidder Proprietary Material”) and NTA does not have any right therein. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the use of IT Infrastructure and Software, in relation to the subject matter of this tender and shall indemnify NTA against all the losses or claims if any arising out or in consequence thereof. All rights, title, and interests in NTA Data shall always remain with NTA and the selected bidder shall have no right to use NTA Data except upon written authority by NTA.

18. Co-operation and Support Clause

The selected bidder shall extend full cooperation and support to all relevant Government Agencies in furtherance of the services provided under this contract. This includes, but is

not limited to, timely provision of necessary information, compliance with requests for documentation, and assistance in any audits, inspections, or evaluations deemed necessary by such agencies. The selected bidder agrees to facilitate the coordination of efforts between government representatives and its own personnel to ensure the successful execution of services and adherence to applicable laws and regulations.

19. Force Majeure

Neither party shall be liable for any failure or delay in the performance of its obligation under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake and epidemics, pandemics, quarantine restrictions, elements of nature or acts of God, acts of State, Strikes, act of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantine, embargoes, cyber-attacks (including DDoS attacks) and other similar government action (a “ Force Majeure Event”). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days the NTA may, by a written notice to the other Party, terminate this Agreement, without liability.

FINANCIAL INFORMATION

- I. Financial Analysis: Details to be furnished duly supported by figures in the Balance Sheet/ Profit and Loss Account for the last three years i.e. 2021 – 22, 2022 - 23, and 2023 – 24 as certified by the Chartered Accountant, as submitted by the Bidder to the Income – Tax Department (copies to be attached).

Table – 1: Total Turnover (in INR)

S. No.	Details	(1) 2021 – 22	(2) 2022 – 23	(3) 2023 - 24
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position:			
	a) Cash			
	b) Current Assets			
	c) Current Liabilities			
	d) Working Capital (b-c)			
	e) Current Ratio: Current Assets/Current Liabilities (b/c)			

Table – 2: Turnover from Computer-Based Test Only (in INR)

S. No.	Details	(1) 2021 – 22	(2) 2022 – 23	(3) 2023 - 24
i)	Gross annual turnover			

- II.** Please attach – Up to date Income Tax Clearance Certificate
- Audited Balance Sheet.
 - For the financial year **2023-24**, the bidder is allowed to submit a duly certified provisional balance sheet in case an audited balance sheet is not available. Certificate of net worth from Bankers of Bidder.
- III.** Note: Attach additional sheets, *if necessary*.

(Signature with date and Seal of Bidder)

ANNEXURE - II

DETAILS OF SIMILAR WORK EXECUTED

S No	Name of work / Project and Locati on	Owner / Sponsorin g organizati on	Total No. of Candida tes Handled	Total No. of Shifts taken for completi on	Date of commence ment as per contract	No. of Centres/ No. of Cities/N o. of States	Actual Date of completi on	Litigatio n / Arbitrati on pending in progress with details	Name, Designati on, and address/ telephone number of officer to whom reference may be made	Remark s
1	2	3	4	5	6	7	8	9	10	11

Work Satisfactory report of the above-executed work from the Vendor.

(Signature with date and Seal of Bidder)

ANNEXURE - III

DETAILS OF WORK UNDER EXECUTION OR AWARDED

S. No.	Name of work / Project and Location	Owner / Sponsoring organization	Total No. of Candidates Handled	Date of commencement as per contract	Stipulated date of completion	Up-to-date percentage progress of work	Slow progress if any, and reason thereof	Name, Designation, address / telephone number of officer to whom reference may be made.	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

ANNEXURE – IV

PERFORMANCE REPORT OF WORKS REFERRED TO IN ANNEXURE II AND ANNEXURE III

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1. Name of Work/ Project and Location: _____

2. Owner or Sponsoring Organization: _____
Address: _____

Contact Person: _____
Designation: _____
Telephone No (s): _____
E-mail: _____
3. Agreement No. : _____
4. Estimated Cost: _____
5. Tendered Cost: _____
6. (A) Date of Start: _____
(B) Stipulated date of completion: _____
(C) Actual date of completion: _____
7. Amount of compensation Levied: _____
for delayed completion, or any
other damages, if any
8. Performance reports/assessments by clients (Supported by documentary evidence, if any)

(a) Quality of work – Excellent/ Very Good/ Good/ Fair: _____

(b) Resourcefulness – Excellent/ Very Good/ Good/ Fair: _____

(Signature with date and Seal of Bidder)

ANNEXURE – V

STRUCTURE OF THE ORGANIZATION

1. Name and address of bidder: _____

2. (a) Telephone No.: _____
Fax No.: _____
Email Address: _____
3. Legal Status (Attach copies of the original document defining the legal status).
(a) An Individual/Consortium: _____
(b) A Proprietary/Partnership agency: _____ A Trust: _____
_____ A Limited Company or Corporation: _____

4. Particulars of Registration with various Government bodies and Statutory Tax Authorities: (Attach attested photocopy).
(a) Registration Number: _____
(b) Organization/Place of registration: _____
(c) Date of validity: _____
5. Name and titles of Directors and Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization: _____

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the work? If so, give the name of the project and the reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give the name of the project and the reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/blacklisted for Tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest: _____

10. Any other information considered necessary but not included above.

(Signature with date and Seal of Bidder)

ANNEXURE – VI

DETAILS OF TECHNICAL AND ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THIS WORK

TABLE – 1:

Category	Total Number of regular employees	The number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE – 2:

S. No.	Designation	Total number of employees in the category	The number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

ANNEXURE – VII

MARKING CRITERIA FOR TECHNICAL EVALUATION OF BIDS

Following Scoring Model will be followed for the technical evaluation of the bids for the conduct of examinations:

S. No.	Description of Marking Scheme		Maximum Marks	Marks evaluated by Bidder	Marks evaluated by the Technical Evaluation Committee
1	Bidder's Profile: Overall IT staff strength (Project Management/Development/Quality Assurance / Implementation / Operations)	EPF Registration Certificate and Self Declaration from the Authorized Signatory / HR Head as on date of submission	10 Marks		
	1 – 100		0		
	101 – 150		5		
	151 – 250		7		
	251 and above		10		
2	Bidder's certification: CMMI level (Organization – Development or Services)		05 Marks		
	CMMI level 3		3		
	CMMI level 5		5		
3	Bidder's Financial Turnover: The bidder's Average Annual Turnover during the last three financial years should be INR 10 crores or more in India from a Computer-Based Examination (Attach documentary evidence such as audited Balance Sheet/CA certification etc.). Refer to Annexure I.	Audited Balance Sheet along with reluctant Annexures	10 Marks		
	Less than 50 crores		0		
	>= 50 Crores and <= 75 Crores		5		
	> 75 Crores and above		10		
4	Bidder's experience in Computer Based Test (CBT) assignments in INDIA		15 Marks		
4.1	No of Years in Computer Based Test (CBT)	Customer Experience Certificate / Work Order	05 Marks		
	Less than 3 years		0		
	3 Years or More		5		
4.2	Maximum No. of candidates appeared in CBT in a single shift during 3 year or less		05 Marks		

	< 10,000 Candidates		0		
	>= 10,000 Candidates		5		
4.3	Number of CBT Assignments completed with minimum 10,000 or more candidates in INDIA during 2021-22, 2022-23, 2023-24 (fill last day of Bid submission)		05 Marks		
	Less than 5 assignments		0		
	>= assignments and <=10 assignments		3		
	More than 10 assignments		5		
5	Bidder's Infrastructure Capability		20 Marks		
5.1	Owned / Hired Certified Nodes (available 24x7 with a minimum of 250 nodes in 80% of Total Centres and at least 100 Nodes in the remaining 20% of Total Centres) in India		10 Marks		
	< 10,000 Nodes		0		
	>=10,000 - <= 25,000 Nodes		5		
	> 25,000 Nodes		10		
5.2	Primary Data Centre with Secondary DC site to be managed by the bidder/group of companies for data security/ Dashboard of NTA Command Centre		10 Marks		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/group of companies + Dashboard		5		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/group of companies with CERT-in Certified Application		10		
6	Approach and Methodology PowerPoint Presentation with the focus on the following: <ol style="list-style-type: none"> 1. Demonstration of capability to conduct CBT Examinations 2. Major clients for whom the CBT Examinations were conducted 3. Major challenges faced during the examination and resolution provided 4. Functioning and stability of the CBT Software 5. Certifications 6. Security features involved in the process for data privacy 		20 Marks		

7	Exam Software System: Presentation is to be made by the Bidder in which strengths of the Exam Platform are to be highlighted as per the following pointers:		20 Marks		
7.1	The exam software system is able to detect, log, and prevent any unauthorized communication mechanism/device (external or internal hardware for cheating. The communication mechanism/devices include Bluetooth, Wi-Fi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera.		10*		
7.2	The exam software system is able to detect, log, and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, the external network to the exam nodes, and the Centre server.		5*		
7.3	The exam software system is able to detect, log, and prevent attempts that can interfere with the integrity of the exam on the node. This should include the addition of hardware, interference from unauthorized software or services, and external network traffic.		5*		
7.4	Strong access controls are maintained before, during, and after the exam on the Centre server and HO server containing result data.		10*		
7.5	The bidder maintains the integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable, and randomization of the questions/answers) before usage during the exam.		5*		
7.6	The bidder generates and maintains an accurate mapping of the candidate to the Centre, shift, and exam node. All changes to the candidates' exam node during the exam are captured accurately.		7*		

7.7	The bidder captures and records all user access logs of all critical IT infrastructure. The infrastructure includes exam Centre servers (primary, backup, and registration), candidate nodes (candidate log), routers/ switches used at the exam Centres, and HO centralized server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed, and what time)		10*		
7.8	The bidder maintains the accuracy of time during the conduct of the exam. This includes how time is maintained at the exam Centre (node time, exam start/stop, extra time, candidate breaks, and PwD) and the activities performed from HO (communication with Centre servers)		5*		
7.9	The bidder sanitizes the exam-related data on the exam Centre servers (primary, backup, and registration), exam node, and at HO after the execution of the exam.		3*		
7.1	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switches/routers used in the conduct of the exam.		5*		
7.11	The exam software system should have the capability to add video-type questions.		3*		
7.12	Candidate verification (biometric et al) during the examination to detect malpractices		5*		
7.13	Handling network failure during the exam (between Centre and HQ or Centre server and candidate computer).		3*		
7.14	Detection and prevention of remote access to candidate's computer		3*		
7.15	Encryption of network traffic between candidate nodes, servers, and data centres.		5*		
7.16	Security of question paper preparation and upload to the agency's software.		10*		
7.17	Detecting and preventing malpractice related to unscheduled candidates at the exam Centre		6*		
	Subtotal 7.1 to 7.17		100*		
Total Score			100		

Notes:					
1	*The total marks out of 100 in point 7 will be scaled down to 20. For example, any bidder scoring 80 marks out of 100 in point 7 (sum of 7.1 to 7.17) will be awarded 16 marks $\{(80/100) * 20 = 16\}$ marks}.				
2	Bidders scoring 60% or more scores as per the above criteria will be considered technically qualified. Also, Bidders should score 60% or more in the “Exam Software System” (Point 7) scheme to be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.				

ANNEXURE – VIII

TENTATIVE LIST OF CITIES (INSIDE AND OUTSIDE INDIA)

City/ Town	S. N.
ANDAMAN & NICOBAR ISLANDS	
1	Port Blair
ANDHRA PRADESH	
Amalapuram	2
Ananthapur	3
Bhimavaram	4
Chirala	5
Chittoor	6
Eluru	7
Gudlavalleru	8
Gudur	9
Guntur	10
Kadapa	11
Kakinada	12
Kurnool	13
Markapur	14
Mylavaram	15
Narasaraopet	16
Nellore	17
Ongole	18
Rajahmundry	19
Srikakulam	20
Surampalem	21
Tadepalligudem	22
Tirupathi	23
Vijayawada	24
Visakhapatnam	25
Vizianagaram	26
ARUNACHAL PRADESH	
Naharlagun	27
ASSAM	
Dibrugarh	28
Guwahati	29
Jorhat	30
Silchar	31
Tezpur	32

City/ Town	S. N.
BIHAR	
Arrah	33
Aurangabad	34
Bhagalpur	35
Darbhanga	36
Gaya	37
Muzaffarpur	38
Patna	39
Purnea	40
Rohtas	41
CHANDIGARH	
Chandigarh	42
CHHATTISGARH	
Bhilai	43
Bilaspur	44
Raipur	45
DELHI NCR	
Delhi (East)	46
Delhi (North)	47
Delhi (South)	48
Delhi (West)	49
Faridabad	50
Gurgaon	51
Noida	52
Goa	
Margao/Madgoan	53
Panaji	54

City/ Town	S.N.
GUJARAT	
Ahmedabad	55
Anand	56
Bhavnagar	57
Bhuj	58
Gandhinagar	59
Himatnagar	60
Jamnagar	61
Junagadh	62
Mehsana	63
Rajkot	64
Surat	65
Vadodara	66
Valsad	67
Vapi	68
HARYANA	
Ambala	69
Hisar	70
Kurukshetra	71
HIMACHAL PRADESH	
Bilaspur	72
Hamirpur	73
Kangra	74
Mandi	75
Pathankot	76
Shimla	77
JAMMU and KASHMIR	
Jammu	78
Srinagar	79
JHARKHAND	
Dhanbad	80
Hazaribagh	81
Jamshedpur	82
Ranchi	83

City/ Town	S.N
KARNATAKA	
Bagalkot	84
Belagavi (Belgaum)	85
Bellary	86
Bengaluru	87
Davanagere	88
Dharwad-Hubballi (Hubli)	89
Hassan	90
Kalaburagi (Gulbarga)	91
Mangaluru (Mangalore)	92
Mysuru (Mysore)	93
Shivamogga (Shimoga)	94
Tumakuru (Tumkur)	95
Udupi/Manipal	96
KERALA	
Alappuzha	97
Kannur	98
Kasaragod	99
Kochi	100
Kollam	101
Kottayam	102
Kozhikode	103
Malappuram	104
Palakkad	105
Thiruvananthapuram	106
Thrissur	107
LADAKH	
Leh	108
MADHYA PRADESH	
Bhopal	109
Gwalior	110
Indore	111
Jabalpur	112
Sagar	113
Satna	114
Ujjain	115

City/ Town	S.N.
MAHARASHTRA	
Ahmednagar	116
Akola	117
Amravati	118
Aurangabad	119
Bhandara	120
Chandrapur	121
Dhule	122
Jalgaon	123
Kolhapur	124
Latur	125
Mumbai	126
Nagpur	127
Nanded	128
Nashik	129
Navi Mumbai	130
Palghar	131
Pune	132
Raigad	133
Sangamner	134
Sangli	135
Satara	136
Solapur	137
Thane	138
Vasai	139

MANIPUR	
Imphal	140

MEGHALAYA	
Shillong	141

MIZORAM	
Aizawl	142

NAGALAND	
Kohima	143

City/ Town	S.N.
ODISHA	
Balasore	144
Berhampur (Ganjam)	145
Bhubaneswar	146
Cuttack	147
Jeypore	148
Rourkela	149
Sambalpur	150
PUDUCHERRY	
Puducherry	151
PUNJAB	
Amritsar	152
Bathinda	153
Jalandhar	154
Ludhiana	155
Mohali	156
Patiala	157
RAJASTHAN	
Ajmer	158
Alwar	159
Bhilwara	160
Bikaner	161
Hanumangarh	162
Jaipur	163
Jodhpur	164
Kota	165
Sikar	166
Udaipur	167

SIKKIM	
Gangtok	168

City/ Town	S.N.
TAMIL NADU	
Chennai	169
Coimbatore	170
Madurai	171
Nagercoil	172
Namakkal	173
Salem	174
Thanjavur	175
Tiruchirappalli	176
Tirunelveli	177
Vellore	178
Virudhunagar	179
TELANGANA	
Adilabad	180
Hyderabad	181
Karimnagar	182
Khammam	183
Kodad	184
Kothagudem	185
Mahabubnagar	186
Nalgonda	187
Nizamabad	188
Sathupally	189
Siddipet	190
Suryapet	191
Warangal	192
TRIPURA	
Agartala	193
UTTAR PRADESH	
Agra	194
Aligarh	195
Bareilly	196
Ghaziabad	197
Gorakhpur	198
Jhansi	199
Kanpur	200
Lucknow	201
Mathura	202

City/ Town	S.N.			
UTTAR PRADESH		OUTSIDE INDIA *		
Meerut	203	S.N	State/ Country	City
Moradabad	204		1	Bahrain
Muzaffarnagar	205	2	Sri Lanka Colombo	Colombo
Prayagraj (Allahabad)	206		3	Qatar
Saharanpur	207	4	UAE	Dubai
Varanasi	208	5	Nepal	Kathmandu
UTTARAKHAND		6	Oman	Muscat
Dehradun	209	7	Saudi Arabia	Riyadh
Haldwani	210		8	UAE
Roorkee	211	9	Singapore	Singapore
WEST BENGAL		10	Kuwait	Kuwait
Asansol	212	11	Malaysia	Kuala Lumpur
Baharampur (Murshidabad)	213	12	Nigeria	Lagos/Abuj
Burdwan	214		13	Indonesia
Durgapur	215	14	Australia	Canberra
Kalyani (Nadia)	216	15	Austria	Vienna
Kharagpur- Kolaghat	217	16	Brazil	Brasilia
Kolkata (North)	218	17	Canada	Ottawa
Kolkata (South)	219	18	Hong Kong	Hong
Siliguri	220	19	Mauritius	Port Luis
		20	Russia	Moscow
		21	South Africa	Cape Town
		22	Thailand	Bangkok
		23	USA	Washington D.C.
		24	Vietnam	Hanoi
		25	Norway	Oslo
		26	UAE	Abu Dhabi
		27	Germany	Frankfurt

*The List of Cities Outside India for a given exam in CBT Mode shall be as finally decided by NTA consultation with the Service Provider.
Rates may be different for Centres outside the country.

ANNEXURE – IX

FINANCIAL BID – IN INDIAN RUPEES FOR ONE/TWO SHIFTS PER DAY (For Sections 7 and 8 and other details of the Tender Document)

Table 1: Scenario 1 / Option 1 – Refers to the scenario where Infrastructure, CBT Platform, Operation, Human Manpower with other services (Biometrics, CCTV & Frisking) will be provided by the bidder.

S. No.	Item	Basic Unit price per candidate (in Rs.) (excluding all taxes)	Basic Unit price per candidate (in Rs.) (including all taxes)
A	B	C	D
1	Providing & operating the CBT platform		
1.1	Operational cost for the Delivery and conduct of Examination in CBT mode.	Composite Cost	
1.2	Server Administrator (One per 250 nodes (minimum 1 in a Centre))		
Total of Sr. No. 1			
2	Cost of venue (per candidate computer node per shift)		
3	Manpower Cost		
3.1	Cost of Venue In-charge (per Centre, per day)	Composite Cost	
3.2	Cost of Deputy Venue In-charge (For more than 250 nodes: one for each additional 250 nodes; (minimum 1 in a Centre))		
3.3	Cost of Invigilator* per shift (One per 15 nodes (minimum 2 per room) for sensitive exams and one per 30 nodes (minimum 2 in a room) for other exams)		
3.4	Support Staff (Minimum One per 100 students) (Suitability needs to be justified with Centres)		
3.5	Security Guards (Minimum One per 50 students for sensitive exams. Minimum One per 100 students) (Suitability needs to be justified with Centres) and locations		
3.6	Peons (Minimum two per 100 candidates)		
Total of Sr. No. 3			
4	Other Services		
4.1	Cost of Biometrics i.e. Biometric registration (capturing of fingerprint, facial image, etc.) including allotment of candidate nodes	Composite Cost	
4.2	Cost of Biometric Authentication (Aadhar based) – Facial and Fingerprint Authentication in addition to 4.1 above.		
4.3	CCTV Surveillance, Monitoring, recording and Live Feed in NTA		
4.4	Cost of Security and Frisking Process		
Total of Sr. No. 4			
Grand Total (S. No. 1 to 4)			

Note: It is expected that a total of about 50 lakh candidates will be tested throughout the year. However, this is an

estimated number, and figures may vary.

Rates may be different for the Centres outside the Country.

***Invigilator: Essentially should be Graduate**

(NTA may use any of the services or any combination of other services)

Table 2: Scenario 2 / Option 2 - Refers to the scenario where Infrastructure will be provided by the NTA, other services including the CBT Platform, Operation and Human manpower with other services (Biometrics, CCTV & frisking) will be provided by the bidder.

S. No.	Item	Basic Unit price per candidate (in Rs.) (excluding all taxes)	Basic Unit price per candidate (in Rs.) (including all taxes)
A	B	C	D
1	Providing & operating the CBT platform		
1.1	Operational cost for the Delivery and conduct of Examination.	Composite Cost	
1.2	Server Administrator (One per 250 nodes (minimum 1 in a Centre))		
Total of Sr. No. 1			
2.	Staff cost		
2.1	Cost of Venue In-charge (per Centre) (LAN, furniture, Environment, etc.)	Composite Cost	
2.2	Cost of Deputy Venue In-charge (For more than 250 nodes: one for each additional 250 nodes; (minimum 1 in a Centre))		
2.3	Cost of Invigilator* per shift (One per 15 nodes (minimum 2 per room) for sensitive exams and one per 30 nodes (minimum 2 in a room) for other exams)		
2.4	Support Staff (Minimum One per 100 students) (Suitability needs to be justified with Centres)		
2.5	Security Guards (Minimum One per 50 students for sensitive exams. Minimum One per 100 students) (Suitability needs to be justified with Centres) and locations		
2.6	Peons (Minimum two per 100 candidates)		
Total of Sr. No. 2			
3	Other Services		
3.1	Cost of Biometrics i.e. Biometric registration (capturing of fingerprint, facial image, etc.) including allotment of candidate nodes	Composite Cost	
3.2	Cost of Biometric Authentication (Aadhar based) – Facial and Fingerprint Authentication in addition to 3.1 above.		
3.3	CCTV Surveillance, Monitoring, recording and Live Feed in NTA		
3.4	Cost of Security and Frisking Process		
Total of Sr. No. 3			
Grand Total (S. No. 1 to 3)			

Note: It is expected that a total of about 50 lakh candidates will be tested throughout the year. However, this is an estimated number, and figures may vary.

Rates may be different for the Centres outside the Country.

***Invigilator: Essentially should be Graduate**
(NTA may use any of the services or any combination of other services)

Table 3: Scenario 3 / Option 3 Refers to the scenario where all the services including the CBT Platform Operation (Biometrics, CCTV & frisking) will be provided by the bidder except Infrastructure and Human Manpower which will be provided by the NTA

S. No.	Item	Basic Unit price per candidate (in Rs.) (excluding all taxes)	Basic Unit price per candidate (in Rs.) (including all taxes)
A	B	C	D
1	Providing & operating the CBT platform		
1.1	Operational cost for the Delivery and conduct of Examination.	Composite Cost	
1.2	Server Administrator (One per 250 nodes (minimum 1 in a Centre))		
Total of Sr. No. 1			
2	Other Services		
2.1	Cost of Biometrics i.e. Biometric registration (capturing of fingerprint, facial image, etc.) including allotment of candidate nodes	Composite Cost	
2.2	Cost of Security and Frisking Process		
2.3	Cost of Biometric Authentication (Aadhar based) – Facial and Fingerprint Authentication in addition to 2.1 above.		
2.4	CCTV Surveillance, Monitoring, recording and Live Feed in NTA		
Total of Sr. No. 2			
Total (S. No. 1 to 2)			

Note: It is expected that a total of about 50 lakh candidates will be tested throughout the year. However, this is an estimated number, and figures may vary.

Rates may be different for the Centres outside the Country.

(NTA may use any of the services or any combination of other services)

Note 1: The word ‘Node’ means the nodes scheduled for the examination excluding buffer nodes.

Note 2: No extra payment shall be made for the arrangement of buffer nodes as per the scope.

Note-3:

- *The rate shall be written both in figures and words.*
- *Rates shall be quoted based on “per Node per shift” and shall include all levies/taxes in respect of activities mentioned in the paras related to the scope of work including any incidentals thereof.*
- *The lowest Commercial bid will be determined based on the total amount quoted in column “E”.*
- *The bidder will have to substantiate the taxes and levies claimed by him in each bill. The bidders will thus be required to provide documentary evidence of the rates of tax as applicable on the basic unit cost quoted at the time of claiming payment consequent upon the award of the contract arising out of this Tender.*

Note:

- 1. The rates shall be inclusive of all taxes.**
- 2. The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.**
- 3. Quoting for all line items is mandatory.**

(Signature and Seal of Bidder)

Name in Capital letter: _____

(in the capacity of: _____)

Duly authorized to sign Bid for and on behalf of _____

ANNEXURE – X

TENDER ACCEPTANCE LETTER (To be given on Company Letter Head)

Date: _____
To: _____

Sub: Acceptance of Terms and Conditions of Tender.

Tender Reference No: _____ Name of Tender / Work: - _____

Dear Sir,

1. I/We have downloaded/obtained the Tender document(s) for the above-mentioned 'Tender/Work' from the website(s) namely: _____ as per your advertisement, given in the above-mentioned website(s).
2. I/We hereby certify that I/we have read the entire terms and conditions of the Tender documents from Page No. ____ to ____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the Tender conditions of the above-mentioned Tender document(s) , corrigendum(s) in its totality/entirety.
5. I/We do hereby declare that our Firm has not been blacklisted by any Central/ State Govt. t/ Public Sector Undertaking for any examination-related activity as on the date of submission.
6. I/We hereby unconditionally accept that for the conduct of the NTA examination, I/We will abide by the directions/instructions issued by NTA from time to time.
7. I/We certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE – XI

UNDERTAKING

(on ₹ 10 non-judicial stamps duly notarized)

I/We hereby undertake that: -

I/ We hereby submitted our Tender for the Conduct of Computer-Based Tests

I / We have enclosed the EMD in the shape of a demand draft of ₹ 50,00,000/- (Refundable) in the name of the National Testing Agency, payable at New Delhi, Demand Draft. No. _____
Dated _____ Issued from Bank _____ dated _____
and for the cost of Tender document demand draft of Rs. _____
(Non-Refundable) in the name of the National Testing Agency, payable at New Delhi, Demand Draft No. _____
Dated _____ Issued by Bank _____.

I / We hereby agree to all the terms and conditions, stipulated by the NTA, in this connection including delivery, penalty, etc. Quotations for each group are being submitted under separate covers and sheets and shall be considered at their face value. Tenders are duly signed (No thumb impression should be affixed).

I / We undertake to sign the contract/agreement if required within 15 (fifteen days) from the issue of the letter of acceptance and start the work as per instruction immediately, failing which our / my security money deposited may be forfeited and our / my name may be removed from the list of suppliers at the NTA, New Delhi.

I / We agree to abide by this bid for a period of 120 (Number) days after the date fixed for bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

I / We agree that until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We agree that the same services of Conduct and Processing of Online (CBT) Examination have not been provided to any Central Govt./ State Govt./PSU etc. at lower rates as quoted in the Financial Bid.

I / We are participating as a single entity.

I / We have gone through all terms and conditions of the Tender documents before submitting the same and accept the same.

Yours faithfully.

Signature of the Authorized Signatory of Bidder

Name in Capital letter

Full Address

WITNESS

WITNESS

INSTRUCTION FOR BID SUBMISSION

The bidders are required to submit hard copies of their bids in NTA. The instructions given below are meant to assist the bidders, preparing their bids in accordance with the requirements, and submitting their bids.

More information useful for submitting bids may be obtained.

SEARCHING FOR TENDER DOCUMENTS

- 1) The documents are available on NTA Portal (nta.ac.in), to facilitate bidders to search active Tenders.
- 2) Once the bidders have selected the Tenders they are interested in, they may download the required documents/Tender schedules.
- 3) The bidder should make a note of the Tender ID assigned to each Tender, in case they want to obtain any clarification/help.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- 2) Please go through the Tender advertisement and the Tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted and the number of documents – including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender document/schedule.

SUBMISSION OF BIDS

- 1) Bidders must submit their bid in NTA Office on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to sign the required bid documents one by one as indicated in the Tender document.
- 3) The bidder should prepare the EMD as per the instructions specified in the Tender document. The original should be posted/couriered given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender documents.
- 4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable (in a separate sealed envelope super scribing “PRICE BID”). If the price bid has been given as a standard BoQ format with the Tender document, then the same is to be downloaded and filled by all the bidders. Bidders are required to consider the BoQ file, with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should submit it. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 5) The server time will be considered as the standard time for referencing the deadlines for submission. Bidders should follow this time during bid submission of the bids by the bidders, opening of bids, etc.
- 6) The submitted Tender documents must be readable.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a Tender or the relevant contact person indicated in the Tender.
- 2) Any queries relating to the process of online bid submission or queries relating to the Portal, in general, may be directed to the Portal Helpline.

ANNEXURE – XIII

LIST OF STATIONERY ITEMS

- Pen for Candidates: Black Ball Point Pen
- Writing Pad for candidates with 10 white paper sides per candidate (A4 size)
- Pen for Invigilators/Centre Head: Red and Blue Ball Point Pen
- Non-staining Ink Stamp Pad for putting Thumb Impression by candidates
- Fevi Stick for Pasting Photographs by Candidates
- Staplers for stapling Photographs pasted by candidates and Performa
- Printing of Attendance Sheets pdf files (Centre/Shift wise will be provided by NTA)
- Printing of List of Candidates pdf files (Centre/Shift wise will be provided by NTA)
- Identity Cards by an authorized person for all staff at Centre Invigilators, Water man, Security Staff,
- Registration Staff

➤ **Following Proforma:**

Feedback on the Examination Centre (to be filled by the Observer after completion of the examination)

- **Annexure II:** Document Handling over certificate
- **Proforma 1:** Details of different functionaries involved at the Examination Centre
- **Proforma II:** No Relation Certificate
- **Proforma 3A:** Certificate of Successful Activation
- **Proforma 4:** Sample Attendance Sheet
- **Proforma 5:** Consolidated Absentee -Cam-Attendance Statement
- **Proforma 6:** Record of Admit Card Returned
- **Proforma 7:** Centre Head's Certificate of Scrutiny and Verification of Attendance
- **Proforma 8:** Certificate of Conduct of Examination
- **Proforma 9:** De-Mapping and Re-Mapping of Candidate from Allotted Seat to Other Seat
- **Proforma 10:** Log of using the Washroom during Examination
- **Proforma 11A:** Certificate of Functioning Signal Silencer/Jammer
- **Proforma 11B:** Certificate of Temporary Shutdown of Signal Silencer/Jammer
- **Proforma 12:** Certificate of Live Video Feed from CCTV
- **Proforma 13:** Certificate on Frisking and Gender Sensitivity
- Envelopes for 250 Candidates

(a) A4 Size - One for Performa for 250 candidates

- One for Attendance Sheets

(b) Three Full Size - One for putting Admit Card collected from candidates
One for putting Rough Sheets/writing pads collected from candidates
One for putting above A4 Size envelopes

SCOPE OF INDEPENDENT AUDIT AND ITS REQUIREMENTS

The selected bidder shall work closely with the auditors for smooth, transparent, and timely conduct of the exam. The following are the responsibilities of the exam service provider:

- 1) Provide a detailed understanding of the technical architecture, process followed in conducting of exam, data flow, and data understanding to the auditor before the start of the exam.
- 2) Provide timely details of the exam Centres functionaries (contact number, authorization, etc.) to auditors.
- 3) Provide timely access to exam Centre premises for pre-exam audit.
- 4) Timely mitigate (before the exam starts) the critical observations identified by auditors during the pre-exam Centre audit to the satisfaction of NTA.
- 5) Provide electronic data as identified in the section below. Point 1 (click by the click of candidate audit log) of the below data requirement section is to be provided at the end of every exam day. All remaining data should be provided within 1 week after the close of the last shift of the exam. Please note that in case some of the data is not available, all efforts should be made to collect and share the data.
- 6) The observations related to pre-, during, or post-exam should be mitigated to the satisfaction of NTA.
- 7) The data should be made available to NTA in a secure manner. All processing of the data provided by the exam service provider would be performed by NTA at their premises.
- 8) Provide access to the auditor "during exams" at the exam Centre as independent observers.
- 9) For sample machines and network switches in the exam Centre identified by the auditors, facilitate the download of application logs, or other system settings after the exam is over.
- 10) All the data outlined in the section below should be captured electronically and extracted in the presence of the auditors for the purpose of validation.

The following electronic data is to be provided by the selected bidder:

- 1) Raw dump of click-by-click activity log of the candidate during the exam with a timestamp. The dump should include all activities captured by the application, for example, exam start activity, questions explored options selected. Response submitted for questions, break time, resume of the exam, visit to various question paper sections/questions, exam end time, incidents during the exam, etc.
- 2) Raw dump of click-by-click activity log of IT Manager/personnel on the server (at exam Centre) used for conducting the exam, with a timestamp. This data should be shared from both the primary and backup server and should include all the activities, for example, set up of the exam, question paper download time, the conduct of the exam, marking of attendance, time for the end of exams and exam data upload to a central server, deletion of exam data from the computers, other user activities performed on the servers (application logs, application/services running operating system event logs, remote logins, etc.).

- 3) Dump of services and applications running on the attendance/registration system, and IT manager computer.
- 4) Raw incident log dump of the exam application on the node used for delivery of the exam (should include all events for example, hardware events, network events, software events, etc.).
- 5) Seating plan of candidates (exam Centre, room number, seat number, node IP, node MAC, similar details in case of change of node, etc).
- 6) The final score was computed for the candidates.
- 7) Feedback received from candidates.
- 8) Log of system or power issues or any other technical/non-technical incident that occurred during the exam including historical incidents.
- 9) Log any issues with the Firewall or exam software.
- 10) Configuration (OS, RAM, MAC address, IP address, screen resolution, printer settings, sleep mode settings, antivirus policy, services running applications installed, hardware installed, etc.) of the servers used to conduct the exam at the Centre and nodes on which candidates give the exam.
- 11) Details of exam Centres and their total capacity to take the exam.
- 12) Report of health check/IT audit of machines as well as physical infrastructure audit of Centres.
- 13) List of whitelisted websites and applications on primary server, backup server, and candidate nodes.
- 14) Biometric registration data, a report that includes candidate details, time stamps, and Centre details.
- 15) Log of exam data received at a central server with a timestamp.
- 16) Log of connections made to the exam Centre servers from the central server or Head office (network log of connections made)
- 17) Provide any other data as per requirement of NTA connected with the particular exam.

EXAM SOFTWARE DECLARATION

[To be given on Company Letter Head)

**To
Director General,
National Testing Agency,**

Sub: Cyber security of exam software

Tender Reference No: _____ Name of Tender/Work: _____

Dear Sir,

I / We hereby certify that I/we have read the cyber security requirements of the exam software mentioned under "Essential Pre-Requisites" Section 6 from Page No. ____ to ____ and I/we declare that our exam procedures and software adhere to the following requirements:

1. I/We segregate and secure the exam lab network (switch) before the start of the exam by creating VLAN and blocking unwanted ports like DHCP while blocking off peripheral access like USB and storage. KVM, AAMT, ILO, VITULIZATION, etc.
2. I/ We have ethics and Integrity requirements as part of the contract for all staff (on a roll, contractual, etc.) involved in the execution of the exam.
3. On the day of the exam, all user activities performed (over the network or physically) on a node, on Centre servers, and HO server with results database is logged with details (who performed, what action performed, and what time) by our exam software. The following at minimum is captured:
 - HO server: DB log (if results are in DB)
 - Exam Centre server: DB log, OS logs, exam application logs
 - Node candidate log, OS logs
4. I/We provide accurate records for all the seats allocated to a candidate (should include Centre, room name, seat number, and machine identifier) during the entire exam duration.
5. All communication between HO and the exam Centre or within the exam Centre is encrypted (question paper transfers, data push and pull from HO, communication between Centre server and nodes, communication between Centre primary and backup server, and communication between different exam software machines).
6. I/We capture the hardware and software on the computer being used for the exam delivery [server/nodes). At minimum captures Ethernet cards, processor, RAM, HDD, USB devices, OS, software installed, and services running.
7. I/We certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit/performance guarantee absolutely. Your department/organization can test the above requirements in a live environment created by us during the technical evaluation stage.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE - XVI

DOCUMENT REQUIRED BY THE TECHNICAL EVALUATION COMMITTEE

S. No.	Bidder Details	To be filled by the bidder or Firm	For use of the Technical Committee
i.	EMD Remittance Details		
1.	Registered Firm / Company		
1a.	Date of Registration		
2.	Average Turnover of Bidder		
2a.	2021 – 22		
2b.	2022 – 23		
2c.	2023 – 24		
3.	Average Annual Turnover in India During Last Three Financial Years from Computer-Based Examination		
3a.	2021 – 22		
3b.	2022 – 23		
3c.	2023 – 24		
4.	Permanent Account Number		
5.	TAN		
6.	GST Number		
7.	Number of Projects Executed for Computer-Based Test		
8.	Number of Projects with 10000 candidates in a single shift		
9.	Primary data Centre		
10.	DR site infrastructure		
11.	Location of Primary Data Centre and DR Site Infrastructure		