



राष्ट्रीय परीक्षा एजेंसी
National Testing Agency
Excellence in Assessment

Tender Document

For

Selection of Service Provider to act as Exam Monitoring Agency

For

Entrance Examinations Conducted by National Testing Agency



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*

Tele: _____

Website: www.nta.ac.in,

E-mail: procurement@nta.ac.in

Cost of Tender Form: Nil

EMD: ₹ 7 Lakhs #

(#Exemption clauses applicable)

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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.

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

'BID': The Technical, Commercial, and Financial bids

'EMD': Earnest Money Deposit.

'CBT': Computer Based Test

'CCTV': Closed Circuit Television

'DoPT': Department of Personnel and Training

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

'EMA': Exam Monitoring Agency

'EPFO': Employees' Provident Fund Organization

'ESIC': Employees' State Insurance Corporation

'GeM': Government e-Marketplace.

'GFR': General Financial Rules

'GST': Goods and Services Tax

'MSE': Micro and Small Enterprises

'MSME': Micro, Small and Medium Enterprises

'NDA': Non-Disclosure Agreement

'NIT': Notice Inviting Tender.

'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

'LCBS': Least Cost Based Selection

'QCBS': Quality-cum- Cost Based Selection

'QP': Question Paper

'RAM': Random Access Memory

'SOP': Standard Operating Procedure

'SRO': Server Room Audit

'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

DISCLAIMER

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

NOTICE INVITING TENDER

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, including the **Supreme Court JCA, High Court of Allahabad, High Court of Gujarat, High Court of Uttarakhand, Ministry of Commerce and Industry, EPFO, DoPT, Rajya Sabha Recruitment**, and many other examinations.

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.

Online bids are invited on two packet system for **Selection of Service Provider to act as Exam Monitoring Agency (EMA) for Entrance** Examinations Conducted by National Testing Agency.

Tender documents may be downloaded from NTA web site www.nta.ac.in (for reference only) and GeM Portal website: <https://gem.gov.in>.

Bids shall be submitted online only at GeM website: <https://gem.gov.in>. Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders for the e-submission of the bids online.'

2. Aims & Objectives of the tender:

This Tender document establishes the fundamental for Selection of Service Provider to act as Exam Monitoring Agency (EMA) for Entrance Examination Conducted by National Testing Agency, 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. NTA strives to conduct the exams in a fair, transparent, seamless and accurate

manner without any malpractices. Therefore, it is imperative to assess the integrity, accuracy and consistency of the examination process followed during pre-exam, during exam and post exam in exam Centres all over India. The NTA therefore intends to select a Service Provider for review of examination process for Entrance Examinations Conducted by National Testing Agency. NTA reserves the right to award the contract to one or more bidders or empanel the agencies for the job.

3. Important Events and Dates:

S. No.	Particulars	Details
1.	Description of Work	Selection of Service Provider to act as Exam Monitoring Agency (EMA) For Entrance Examinations Conducted by National Testing Agency
2.	Tender Form/RFP issued by	National Testing Agency (NTA)
3.	Authorized Officer for Clarifications	Director (Procurement) NTA
4.	Availability of Tender Form/RFP	Tender documents may be downloaded from GeM Portal website: https://gem.gov.in and NTA website www.nta.ac.in
5.	Tender Form/RFP ID	As per Gem Portal
6.	Earnest Money Deposit (EMD)	Rs. 7,00,000 (Rs. Seven lakhs only)
7.	Sale/ Download of Tender	As per Gem Portal
8.	Pre-Bid meeting for queries, if any *	As Per GeM Portal
9.	(a) Last date for submission of Bid	As per Gem Portal
	(b) Opening of Technical bid to assess essential pre-requisites requirements	As per Gem Portal
	(c) Presentation & Demonstration by Shortlisted bidders.	To be decided and notified later
10.	Opening of financial Bid of Technically qualified bidders	To be decided and notified later

*The prospective bidders desirous of attending the pre-bid meeting or sending queries may submit their request through email to **procurement@nta.ac.in**. A link for attending the pre-bid meeting via Video Conference on MS Teams software will be sent to the interested bidders on receiving their mail id(s). NTA reserves the right to restrict the number of participants from a bidder in public interest.

4. Scope of Work:**

The Scope of Work has been divided into following three broad phases:

- (I) Pre- Examination Phase
- (II) During exam (Test Delivery) Phase
- (III) Post Examination Phase

Note: The Successful Bidder shall be required to provide a comprehensive dashboard, enabling real-time monitoring of discrepancies and deficiencies across all three phases of the project. The dashboard shall facilitate continuous tracking, reporting, and management of identified issues, ensuring transparency and timely resolution, throughout the duration of each phase.

****NTA will decide which activities to be undertaken depending on the criticality of exam.**

I. Pre exam phase

Activity 1: Exam centre review

The broad scope covers- feasibility of exam centres:

- (1) Readiness to conduct exam
- (2) Non-compliance in setting up infrastructure
- (3) Vulnerability to malpractices.

Successful agency shall undertake the following activities-

- i. Accessibility of the exam centre i.e. location mapping to test the exam centre from key places (distance from key public places, availability of transport, safety, etc.) and it should be reflected on the Dashboard in real-time.
- ii. Candidates access to clean toilet facilities and to potable water (boys, girls, number of toilets, source of water, adequate supply, cleanliness, etc.). The pictures/videos should be available on the dashboard in real-time.
- iii. Presence of basic life safety (fire, electrical, first aid box, medical supplies, trained staff, evidence of maintenance, etc.)
- iv. Assess if adequate facilities are available for PwD/PwBD (lifts, approachability, parking, etc.)
- v. The exam centre should be equipped for emergency situations (procedures, key contact numbers, etc.)
- vi. General centre safety (electrical, physical, access control, backup DG, sufficient UPS to support the centre, wiring safety, separate server room, etc.)
- vii. Comfort of candidates at centre (temperature, lighting, thermal, PwD/PwBD candidate comfort, ventilation, accessibility, distance between two computers, etc.)
- viii. Assess the centre's arrangement, on number of IP based CCTVs, functional against recommended number/quantity and provision of CCTV in all rooms where exam is to be conducted
- ix. Assess the condition of hardware (computer, UPS available and functioning, etc) on sample basis
- x. Any deviation and incident should be captured in real-time by observer/designated authority and the respective information should be available on the Successful agency's dashboard, in real-time.
- xi. The mechanism should have feature of hierarchy-based login, information access and incident capture.

Successful Agency shall provide complete detailed report within 10 days of receiving the Centre List from concerned Exam Division.

Activity 2: Candidate application sanctity check

Check the sanctity of details submitted by candidates during registration phase (to detect and prevent candidates who are trying to create opportunity for impersonation).

- i. **Image Quality Assessment:** At the application form stage, agency should identify candidate who are not adhering to NTA prescribed photograph standards. NTA wants to assess uploaded photograph quality (blur, exposure and noise), occlusion of any kind, human photograph, single person in the photograph, and face area should be as per standard.
- ii. **Face Comparison:** NTA will provide agency photographs of previous year's same exam successful candidates, which should be compared with the current year candidate photographs to identify similar candidates. Each previous year successful candidate photograph would be matched with current year candidate application photograph (i.e. 1 is to N comparison).
- iii. **Forensic analysis of application data:** Candidate Vulnerability Analysis of application data/images to identify suspicious patterns like duplicate applications, choice of cities, IPs, Pin Codes, Coaching centres from where application have been submitted or any other analysis which NTA might feel to be undertaken by agency.
- iv. Any candidate whose credentials/data show deviation from the SOP (provided separately by Exam Unit) should be flagged for further necessary action in the exam cycle, subsequently, as per requirements of NTA.

Successful Agency shall compile a list of such identified cases and submit to Exam Division **at least 10 days before the date of exam.**

II. During Exam

The successful agency shall deploy manpower at selected centres, which shall be communicated by Exam Unit, monitor the exam process, highlight exceptions, and enable NTA to take necessary action immediately.

Activity 1 – Exam Process Monitoring

Deploy Server Room Observer (SRO), at select exam centres, to oversee examination. The scope of work for SRO will include detection and documentation of action taken during exam. The following list of activities/items is indicative (but not exhaustive):

- i. Exam start and end time
- ii. Question Paper (QP) download time at centres
- iii. Ensuring random seat allocation
- iv. Exam disruptions
- v. Seat change requests
- vi. Assess rotation of invigilators, IT managers, etc staff at centre
- vii. Observing the IT staff of Exam Conducting Agency (ECA), which will be managing primary and backup server (data upload)
- viii. Validate, on sample basis, installation and configuration of firewall on computers (in coordination with ECA)
- ix. All the deviations outlined in the steps above should be mitigated by authorised personnel deployed

at centre entry point.

- x. All the information captured above i.e. deviations, wherever applicable, should be visible on the agency's dashboard, in real time.
- xi. Review of exam centre on the day of exam, if the exam service provider handles the exam operations as per SoP and Manuals (Candidate attendance, Candidate registration, pen/paper collection, filling of various reports, allocation of duties, etc.)
- xii. To check and report for Impersonation cases.

Successful Agency shall compile a list of such identified cases and submit to Exam Division **within a week of conduct of exam.**

Activity 2 - Video analytics for near real time monitoring

A large number of CCTV cameras are installed across exam centres, for live monitoring. It shall be the Agency's responsibility to monitor the feed coming in from all these live cameras. Based on this, the Agency shall submit a report outlining the following anomalies:

- i. Identification and regular reporting of cameras which are not accessible or are offline or placed at incorrect locations.
- ii. Validation of camera labels/name vis a vis location of camera
- iii. Monitor movement of persons at the exam centre.
- iv. Invigilator not moving in exam room for a certain period, or not moving in all lanes
- v. Movement at entry and exit gates during the examination
- vi. Two or more people in close proximity inside exam labs
- vii. All the above activities should be visible on the Agency's dashboard in real time.

Successful Agency shall compile a list of such identified cases and submit to Exam Division **within a week of conduct of exam.**

In addition to above, offline exams shall also require specific analysis of the following points:

- I. Movement in strong room
- II. No camera in strong room
- III. QP Box not visible in strong room

III. Post exam phase

Activity 1 – Post examination analysis for entire exam

The Agency shall conduct a comprehensive analysis of the examination data collected by ECA or other bidders to identify non-compliance, SLA (Service Level Agreement) violations, data reliability issues, and potential malpractice cases. The analysis shall cover all candidates and centres and based on data provided by the examination service provider, assess indicators of data breach, tampering, or malpractice including but not limited to following:

- i. Log analysis: candidate logs, database logs, application logs, and related system logs.
- ii. Statistical analysis of student response activity logs (cheating indicators, answering pattern, centre level, room level trends and occurrence of exam disruptions, etc.)
- iii. Historical analysis to identify trends and patterns of malpractices

- iv. Identification of abnormal incidents at candidate/room/centre/city levels to assess malpractice likelihood.
- v. Identify and report any abnormal / vulnerable / vital deviations observed by scientifically and statistically system driven data analysis with automated report generation which should comprise the application data of candidate with academic records with examination performance Country, State, City, Centre and Room level for next steps.
- vi. Should be able to analyse and report the manpower engaged in the examination at a centre vs centre/room performance to ascertain the abnormality at any level i.e. State, City, Centre and Room.
- vii. Performance analysis of candidates where anomalies have been identified during post-review, pre-exam, or during-exam phases.
- viii. Any additional analysis which is necessary to meet post-examination objectives.
- ix. Match candidate image (for sample candidates) uploaded during application process with candidate image captured by ECA during biometric process on the day of examination.
- x. Forensic audit through CCTV footage of suspected candidates, withheld candidates etc. as and when required.

Activity 2

a. Incident Response Analysis – related to malpractices

In cases where NTA requires investigation of specific cases, venues, or incidents, the Agency shall have the capability to undertake the following scope:

- i. Log analysis (candidate logs, database logs, application logs and related system logs etc.)
- ii. Forensic collection of identified candidate computers /servers from exam centres.
- iii. Imaging, processing, extraction of data of computers/servers processing
- iv. Digital forensics and cyber forensics of computers to identify remote access or abnormal events that can impact exam integrity
- v. Issue Fact-finding investigation report detailing potential suspicious activities identified from forensic analysis of provided digital evidence.
- vi. Review CCTV footage covering the entire duration of the incident.

Successful Agency shall compile a list of such identified cases and submit to Exam Division **within one a week of conduct of exam.**

Activity 3: Post Exam CCTV Analysis

- a. Review CCTV Footage of Centres to check for incidences which constitute Unfair Means case (UFM) as part of Post Exam Activity
- b. Successful Agency shall compile a list of such identified cases and submit to Exam Division **within one week of conduct of exam.**

Other – any other task as assigned by NTA related to audit/analysis:

Objective: Certain support activities which are related to audit/forensic/analysis/inspection would be requested by NTA on an ad-hoc basis, for example, trending on the application forms, cross exam data

analysis to make exams more secure, due diligence of application forms, etc. Following type of resources would be required for such type of activities:

- i. Forensic analytics: a technical graduate with minimum 1 year of experience. Experience of analytics on Python, SQL etc. tools
- ii. Audit: a graduate/professional degree (MBA/Lawyer/CA/etc.) with minimum 1 year of experience. Should have experience of document review/audit

5. Pre-Qualification Criteria – Mandatory

S No.	Eligibility Criteria	Document Proof
1	The Applicant shall either be a firm/ company/ partnership/ proprietorship firm registered under the Indian Companies Act, 2013 / the partnership Act, 1932/GST Act.	Copy of Certificate of Incorporation and copies of GST registration, PAN certificate etc. and other relevant certificates.
2	The bidder must have an annual turnover of at least INR 10 Crores in the last three financial years (FY 2022-23, 2023-24 and 2024-25) The bidder should have positive net worth for all three years.	CA Certified/Audited annual financial results (balance sheet and profit & loss statements of the bidder for the last three financial years (FY 2022-23, 2023-24 and 2024-25) to be submitted.
3	As on date of submission of the proposal, the bidder should not be blacklisted/debarred by Government of India/State Governments/PSUs.	An undertaking to this effect shall be furnished on a ₹100 non-judicial stamp paper, duly notarized.
4	The bidder must have successfully executed/or executing an ongoing project in an audit/verification/assessment, related to process review or fraud detection within the government or public sector. The value of the project(s) must be a minimum of INR 2 Crore, and the project(s) must have been undertaken within the past 5 years.	Copies of related work order(s)/LoI(s) (or Agreement) or Payment Receipts of the projects to be submitted.
5	The bidder must have at least 100 (full time) personnel on their payroll, working in the organization continuously for the past 3 financial years	The Bidder shall submit relevant documentary evidence, to substantiate compliance with this criterion, including but not limited to: - Valid Provident Fund (PF) registration - Insurance Certificate - Self-certified statements/documentation from the Employees' Provident Fund

		Organization (EPFO) and/or the Employees' State Insurance (ESI) Corporation These documents must confirm that the Bidder has employed a minimum of 100 (one hundred) full-time staff on its payroll continuously for the past 3 financial years.
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Note: (i) The bidder has to mandatorily qualify the Pre-Qualification criteria and submit documents as described in above table. If the bidder fails to qualify the Pre-qualification criteria and submit necessary documentation, it will not be eligible for further consideration and will be disqualified.

(ii) To maintain independence and objectivity of the auditing engagement, NTA shall not consider applications from any bidder that falls into any of the following categories of the auditing agency-

a. Any service provider directly or indirectly part of executing NTA's examination(s).

b. Examination Centres.

c. Coaching Centres/Institutes

- If, at any stage of evaluation or during the currency of the contract, it is determined/found that the bidder falls within any of the above categories, the bidder shall be disqualified at the evaluation stage or shall be terminated with immediate effect if the contract has already been awarded. The bidder shall also be liable for legal action from NTA under the applicable laws and the contract, as the case may be.***

6. Technical evaluation criteria

S. No.	Criteria	Marks	Maximum Marks	Documentary Evidence
1	Experience of the bidder in projects which includes Exam Monitoring Agency audit/verification/assessment projects (related to process review/fraud detection) or project management consulting/ related activities for state/ central government in last 5 years at least one project should be of more than 2 cr. - 6 marks if the project has forensic or investigation or audit as part of the scope - 4 marks for work as EMA	10	10	Certificate by a whole-time director OR Certificate by the Company Secretary/CFO Chartered Accountant of the bidder OR purchase order/work order
2	Experience of bidder in consulting/advisory/surveillance security projects for central government or state government i. 4 projects involving process review related to fraud/malpractice prevention/technical/ surveillance audits with minimum value of INR 1 cr– 5 marks each.	20	20	Copy of work orders/contract/agreement or work completion certificates
3	Approach, methodology and capability for execution of the project a. Pre Exam- Presentation on the approach and methodology on bidder's understanding of the NTA's requirements -Approach / Technology proposed including work schedule, quality assurance including reporting formats – 05 marks	5	30	To be assessed based on technical proposal, presentation and demo of software/tools
	b. During Exam Demo of proposed solution/ application/ technology tools to be used with respect to (During Exam phase – as mentioned in Scope of Work, Para 5- 10 marks,	10		
	c. Post Exam Live Demo of the proposed solution/ application/ technology tools to be used for: - CCTV analytics on near real time – 5 marks Post exam log analysis and investigation – 10 marks (basis data provided by NTA)	15		

4	Key experts' to be deployed at NTA (qualification and competence for this project) 1. Project Director with more than 8 years of experience (total 1) – 8 marks a. 2 marks for educational qualifications (minimum postgraduate or equivalent) b. 2 marks for project management related certification i.e., PMP (Copy of valid certificate to be attached) c. 2 marks for project management experience (minimum 5 projects as project manager) d. 2 marks for experience of audits /analysis/ reviews/ project management (min 2 years)	8	30	Certified Copies of CV, related certifications and documents are to be submitted. *
	2. Project Manager (Min 5 years of experience) – 5 marks a. 2 marks for minimum qualification (Postgraduate or CA or equivalent) b. 2 marks for experience in examination sector c. 1 mark for examination verification/audit/reviews	5		
	3. Project Coordinator (Min 3 years of experience) – 5 marks a. 2 marks for minimum qualification (Graduate- or equivalent) b. 2 marks for a minimum of 1 year of experience in the examination sector c. 1 mark for examination verification/audit/reviews Note - Project manager and project coordinator will be stationed at the NTA /HQ for the entire duration of the project.	5		
	4. Technical team leader – 3 marks a. Minimum qualification (B Tech) b. 1 mark for experience in working on designing Artificial Intelligence/Machine Learning/data analytics-based models c. 1 mark for a minimum of 3 years of technical experience d. 1 mark for experience in examination verification /analytics (at least 1 year)	3		
	5. Forensic process expert (total 1) – 3 marks a. 1 mark for educational qualifications (Minimum graduate) b. 1 mark for minimum 1 forensic/audit project c. 1 mark for experience of technical audits/CBT process audit	3		

	6. Computer forensic/ incident response expert (total 1) – 2 marks a. 1 mark for educational qualifications (minimum technical graduate and any diploma/certification in cyber forensics/cyber security/CEH) b. 1 mark for minimum 1 project related to cyber forensics/audits.	2		Bidder has to submit the undertaking on the company letter head.
	7. If more than 200 persons can be deployed on a single day across the country – 4 marks	4		
5	Bidder Turnover (average of last three FYs) criteria: 20 Cr. to 30 Cr. – 4 marks 31 Cr. to 50 Cr. – 7 marks More than 50 Cr. – 10 marks	10	10	Copy of Audited financial statements must be submitted.
GRAND TOTAL			100	

* NTA reserves the right to inspect/ verify the personnel deployed at any time during the validity of the contract. If it is found that the deployed personnel do not meet the prescribed criteria, NTA may, at its sole discretion, forfeit the security deposit and impose appropriate penalties (including debarment).

Note: Minimum 70% required to qualify in the Technical Bid.

7. Bidding process

7.1 Pre-bid meeting shall be held after floating of the tender, an opportunity shall be provided to all prospective bidders to seek clarifications, if any.

7.2. Prospective bidders can seek clarification regarding the project or pre-qualification requirements via e-mail (procurement@nta.ac.in).

7.3. The Bidder shall submit their proposals in two packets i.e. Technical Bid and Financial Bid. The Tender process is based on a "Two packets 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 EMD can be in the form of DD/Bankers cheque NEFT/RTGS/FDR/any other valid banking instrument or can be remitted into the bank account of NTA directly. The Financial Bid should only contain the Rate Bid as per prescribed format. If a bidder includes the Financial Bid within the Technical Bid, their bid shall be summarily rejected.

7.4 The Bidder is expected to provide all or part of the services mentioned in the Scope of Work as desired by NTA.

7.5 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." However, Bidders are cautioned that incomplete information, unclear responses, alterations in the prescribed Annexures, or deliberate suppression of information may result in disqualification.

7.6 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 document. 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.

7.7 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.

7.8 References, information and certificates from clients should be provided. These should certify the bidder's technical strengths, delivery, and execution capabilities. Contact numbers for all clients should be included. NTA may independently verify the performance of the bidders.

7.9 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.

7.10 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.

7.11 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.

7.12 The currency of bid and payment shall be quoted by Bidder entirely in Indian Rupees. All payments shall 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.

7.13 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.

7.14 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 per requirements of NTA.

7.15 The initial contract period will be for one year, extendable by another (1+1) two years at the discretion of the Competent Authority subject to satisfactory services.

7.16 A formal agreement will be executed upon finalization of the Tender with the successful bidder based on mutual discussion with the successful bidder.

7.17 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.

7.18 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.

7.19 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.

8. Methodology of Bid Evaluation:

8.1 The technical bid shall consist of –

- a. Technical information as desired in prescribed format
- b. The financial information as per **Annexure –I**
- c. The details of similar works as per **Annexure – II**
- d. The details of work under executed or awarded as per **Annexure – III**
- e. Structure of the Organization as per **Annexure – IV**
- f. Details of technical & administrative personnel to be employed for this work as per **Annexure V**
- g. Format of Curriculum Vitae (CV), related certifications and documents For Proposed Key professional staff as per **Annexure VI**
- h. **EMD Annexure VII**
- i. Financial bid form (rate schedule) - **Annexure VIII**

8.2 Detailed technical evaluation shall be carried out by a Technical Evaluation Committee constituted for this purpose by the NTA along with other conditions in the tender document to determine the substantial responsiveness of the tender. For this clause, the substantially responsive bid is one that conforms to all the essential pre-requisites/eligibility criteria and terms and condition of the tender without any material deviation.

8.3 Evaluation of the Technical Bid Proposal: Technical Bid will be assigned a Technical Score (TS) out of maximum of 100 points, as per the Scoring Model provided in clause 6. Technical evaluation will be based on the criteria given below:

- a) Bidder profile
- b) Prior experience/ trained personnel
- c) Number and nature of assignments
- d) Presentation

Presentation: The bidder will be required to give a presentation of their capacity/capability to assist NTA with the defined scope of work. They will also be required to make a presentation on their capabilities as per the conditions specified in this document. The date of presentation shall be notified separately. The venue for demonstration and presentation will be NTA Office at Delhi or as communicated by NTA. The Technical Evaluation Committee will call the bidders for presentation or clarifications to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Technical Evaluation Committee constituted for the purpose.

Qualification Criteria & Selection Process

Bidders obtaining a score of less than 70% in the technical evaluation shall be deemed Not Qualified" and will not proceed to the next stage of evaluation. The selection of the agency shall be conducted in accordance with the Least Cost Based Selection (LCBS) method.

Technical Evaluation

To qualify, bidders must achieve a minimum threshold of 70% in the technical evaluation, as detailed in the technical evaluation criteria. Only those bidders who meet or exceed this benchmark will be eligible for the opening of their financial bids.

Financial Evaluation

The financial bids of only those bidders who are technically qualified shall be opened. Up

to three bidders may be empaneled, subject to their agreement to match the rates quoted by the L1 bidder and their fulfillment of all qualifying and suitability criteria.

General Provisions

- I. The National Testing Agency (NTA) reserves the exclusive right to amend, modify, or make changes to the tender document. Any such amendments or addenda will be published solely on the NTA website and Gem Portal.
- II. All costs incurred by bidders in connection with the preparation and submission of their bids shall be borne exclusively by the bidders. NTA shall not be liable for any such costs.
- III. A bidder must secure a minimum of 70 technical marks to qualify for opening of the financial bid. Any bidder scoring less than 70 marks in the technical evaluation shall be disqualified, and their financial bid will not be opened.
- IV. From the time of bid submission to awarding the contract, no Bidder shall contact the NTA Officials on any matter relating to the submitted bid. If a Bidder needs to contact the NTA for any reason relating to this tender and/ or its bid, it should do so only in writing or electronically. Any effort by a Bidder to influence the NTA during the processing of bids, evaluation, bid comparison or award decisions shall be construed as a violation of the Code of Integrity, and bid shall be liable to be rejected as nonresponsive in addition to other punitive actions for violation of Code of Integrity as per the Tender Document.

9. General Information:

- i. The bidder should enclose bid security (EMD) of INR 7,00,000 (Seven lakhs only). The Bids without EMD shall be summarily rejected. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to five percent (05%) of total contract value within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document and tender closing date/time.
 - a. In continuation of para 5 above as per Rule 170 of GFR--- “Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)” are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule (170 of GFR) are however required to submit a signed Bid securing declaration (as per Annexure XI)accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years from being eligible to submit Bids for tenders with National Testing Agency.
 - b. Any Central Government Organization/PSU shall be exempted towards submission of EMD.
- ii. All disputes arising with respect to the bid document shall be subject to the jurisdiction of courts of Delhi, only and shall be governed by the law of India. NTA reserves right to award the work/cancel the award without assigning any reason. In case of differences in the bid document, if any, the decision of NTA shall be final.
- iii. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple

bids. Any such act will make the bid liable for rejection.

- iv. Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:
- If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements, and enclosures of this document.
 - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
 - If the bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

Responsibilities of Bidder

- i. The successful bidder should sign the NDA as required by NTA.
- ii. The technology-based tools to be deployed by bidder should be hosted at their servers (no extra cost of storage will be provided by NTA). However, the confidentiality of data will solely be responsibility of bidder.
- iii. Bidder should conduct background check of the staff.
- iv. Bidder must arrange their logistics, and no cost will be reimbursed by NTA.
- v. A report in the prescribed format will be submitted on daily basis. The format for report will be devised on mutual consultation.
- vi. Project manager and project coordinator will be stationed at the NTA HQ for the entire duration of the project.
- vii. Agency must sufficiently deploy separate manpower (in addition to Project manager and Project Coordinator) at NTA office to execute scope of work as given below
 - a. Pre exam – after closure of candidate registration
 - b. During exam - monitoring of exam centres - 1 week prior to start of exam till end of exam
 - c. During exam - CCTV analytics - 3 days prior to start of exam till end of exam
 - d. Post exam log analysis - 3 weeks from the start of exam

Responsibilities of NTA

- i. Finalise the SoPs for pre-exam, during exam and post exam activities in consultation with agency
- ii. NTA will provide a space to the bidder.
- iii. NTA to facilitate availability of exam related logs to the bidder.
- iv. NTA will assist agency in integration of monitoring agency's applications/tools with other agencies (wherever required)
- v. NTA to provide authorization letter to bidder for visit to exam centres (pre and during exam)

10. General Conditions of the Contract (GCC)

10.1 The successful bidder shall be solely responsible for all taxes, duties, fees, levies etc., incurred until delivery/provisions of the Services to the NTA.

10.2 The quoted price shall be considered to include all relevant financial implications, including inter-alia the scope of the Services to be delivered and the incidental goods/services to be supplied, location of the bidder, site(s) of the delivery of Services, terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment & labour.

10.3 Acquaintance with Local Conditions and Factors

The Bidder, at his own cost, responsibility, and risk, is encouraged to visit, examine, and familiarize himself with all the site/ local conditions and factors. The Bidder acknowledges that before the submission of the bid, he has, after complete and careful examination, made an independent evaluation of the Site/ local conditions, infrastructure, logistics, communications, the legal, environmental, and any other conditions or factors, which would have any effect on the performance of the contract. Bidders shall themselves be responsible for compliance with Rules, Regulations, Laws and Acts in force from time to time at relevant places. On such matters, the NTA shall have no responsibility and shall not entertain any request from the bidders in these regards.

10.4 Permits, Approvals and Licenses

Whenever the delivery of Services and incidental Goods/ Works requires the contractor to obtain permits, approvals, certificates and licenses from local public authorities, it shall be the contractor's sole responsibility to obtain these and keep these current and valid at his own cost. Such requirements may include but not be restricted to licenses or environmental clearance if required.

10.5 Bidder's obligation

10.5.1 The successful bidder must proactively keep the NTA informed of any changes in its constitution/ financial stakes/ responsibilities during the execution of the contract.

10.5.2 The contract will be awarded to the successful bidder(s) based on specific eligibility & qualification criteria. The successful bidder is contractually bound to maintain such eligibility and qualifications during the execution of contract. Any change which would vitiate the basis on which the contract was awarded to the successful bidder should be proactively brought to the notice of the NTA within 7 days of it coming to the bidder's knowledge.

10.5.3 The successful bidder shall indemnify and keep harmless, free of costs, the NTA and its employees and Officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the Services provided by the bidder under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks and because of any act or omission or default or negligence or trespass of the bidder, his agents, or employees, despite all reasonable and proper precautions may have been taken, during the execution of the Services.

10.5.4 All documents, samples, data, associated correspondence or other information furnished by or on behalf of the NTA to the successful bidder, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential and shall remain the property of the NTA and shall not, without the prior written consent of NTA neither be divulged by the bidder to any third party, nor be used by him for any purpose other than the services and work required for the performance of this contract. If advised by the NTA, all copies of all such information in original shall be returned on completion of the successful bidder's performance and obligations under this contract.

11. Duration of the Project and Time Frame

The initial contract period will be for one year, extendable by another (1+1) two years at the discretion of the Competent Authority subject to satisfactory services/performance. The successful bidder should be ready to commence the work/provide their services, as per requirements of NTA, within 10 days of award of work/contract.

12. Payment Terms

The Firm shall be paid only after successful acceptance/necessary certification by the concerned exam unit, of the report by NTA. The payment will be based on rates finalized for the award of contract to the successful Firm. Bidder is required to submit exam wise reports along with the invoice. All payments are subject to statutory deductions. 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.

13. Force Majeure:

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or NTA as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes, and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargoes
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The selected bidder or NTA shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive the termination of the contract. However, NTA shall make payment for all the services rendered by the selected bidder till such date of termination of contract.

14. 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 RFP, 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 its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost, and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, 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 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.

15. Limitation of Liability:

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by NTA for the Service that gives rise to such liability. The limitation on any Party’s liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder’s application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of NTA to perform any of NTA’s obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge NTA for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

16. Dispute Resolution:

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director (Admin.) of the NTA shall be the official by whose designation the NTA may sue or be sued.

In the event of any dispute arising between the parties, the same shall be referred to the Director General, NTA, whose decision shall be final and binding on the parties.

17. Integrity Pact (On a Non-Judicial Stamp Paper of Rs.100/-):

The bidders/ bidders are required to enter into “Integrity Pact” as prescribed by the CVC vide Circular No.02/01/2017 (file No.015/VGL/091 dated 13.1.2017) and amended from time to time. Only those bidders/bidders who commit themselves to such a pact with NTA would be considered competent to participate in the bidding process. **A declaration of willingness to sign the Integrity Pact shall be submitted along with the bid.**

18. Arbitration Clause:

- a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, either party will give notice in writing to other party indicating concern, 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 case, the matter will be referred to the sole arbitrator appointed by Director General, National Testing Agency, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- b) 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.
- c) The venue of the arbitration proceeding shall be the office of NTA, Noida or such other places as the arbitrator may decide.
- d) The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.”

19. Processing Norms:

NTA and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and suppliers of NTA relating to the Services as special agent for and on behalf of NTA and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by NTA and agreed by the Parties. The selected bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of selected bidder’s compliance with the Processing Norms. NTA agrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney’s fees and expenses, arising out of or resulting from the selected bidder’s compliance with Processing Norms. Further, NTA shall be responsible for all activity occurring under its control and Bidder shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

All the documents/code/applications etc. prepared and developed by the bidder's manpower will be the property of the NTA. All designs, reports, other documents and software submitted by the successful bidder, shall become and remain the property of the NTA and the bidder shall, not later than upon termination or expiration of this contract, deliver all such documents and software to the NTA, together with a detailed inventory thereof.

20. Penalty:

The detailed Service Level Agreement (SLA) will be signed with successful bidder. Any breach in SLA will lead to penalty, and later termination of the contract. This shall be as follows:

- a) If at any given point of time it is found that the bidder has made a statement, on any platform, which is factually incorrect, the NTA may take a decision to cancel the contract with immediate effect and reserves the right to blacklist the agency.
- b) If the bidder doesn't fulfil any of the contractual obligations, the NTA may take the decision to cancel the contract with immediate effect and reserves the right to blacklist the agency. Further, performance security of the agency shall also be forfeited.
- c) In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per week of the cost of contract value up to maximum of 20% of the contract value from the Agency. The timeline/schedule of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise.
- d) The time schedule, i.e. period during which the work is to be done, may be required to be adjusted as per requirements of the NTA and is to be observed strictly as per directions of the NTA from time to time. In case of any delay in supplying the desired report as per schedule of written request, on the part of the agency, it shall be liable to pay charges @ Rs.10,000/- per day delay the NTA which will be deducted at the time of payment of bill of the agency or else it will be recovered from the performance security submitted by agency. Timeline for each activity will be as mentioned in the scope of work against specific heads.
- e) Errors and Deductions:
 - In case of any error in the report submitted the Service Provider would be liable to pay charges @ double the per cent charges.
 - The Service Provider has to complete the assigned job as per the time schedule prescribed by the NTA. In case of any delay, a penalty of five times the per cent charges per day will be imposed on the Service Provider which will be deducted from the bill of the Service Provider`.
 - In case of any irregularity noticed in execution of assigned work, the penalty levied by NTA will be final and binding on the firm.
 - In case the successful bidder fails to complete the job, the remaining portion of the job will be got done from the market at the risk & cost of the Service Provider in addition to the penalty as mentioned above and the performance security will also be forfeited on account of breach of contract.

21. Performance Security Deposit:

NTA will require the successful bidder to provide an irrevocable, unconditional Performance Security Deposit within 15 days from date of award of the work, for a value equivalent to 05% of

the total cost. The Performance Security should be valid for a period of 15 months. The Performance Security shall be kept valid till completion of the project. The Performance Security shall contain a claim period of three months from the last date of validity. The successful bidder shall be responsible for extending the validity date and claim period of the Performance Security as and when it is due on account of non- completion of the project. In case the successful bidder fails to submit a performance security within the time stipulated, NTA at its discretion may cancel the order placed on the successful bidder without giving any notice. NTA shall invoke the performance security in case the successful Bidder fails to discharge their contractual obligations during the period or NTA incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. In case the contract is extended on a year-on-year basis then performance security has to be extended for the corresponding period by the successful bidder.

22. Compliance with applicable Laws/Acts and Safety Measures

- a) Agencies shall comply with all the provisions of labor law related legislation acts as enacted by Government from time to time and in case of any prosecution / penalty, consortium shall be liable for the same.
- b) Agencies shall be liable for payments of duties viz. P.F. E.S.I. etc. including any compensation payable under Workmen Compensation Act. NTA shall have no responsibility or financial or other liabilities towards professional employed by agencies.
- c) Agencies will take all safety measures / precautions during work. Any accident due to negligence / any other reason will be to consortium account.
- d) Successful bidder shall comply with relevant Laws/Acts including but not limited to the provisions of the Labour Codes including Code on Wages, 2019, The Industrial Relations Code 2020, Code on the Social Security 2020, and The Occupational Safety, Health and Working Conditions 2020, and Draft Rules made thereunder, as modified from time-to-time, wherever applicable and shall also indemnify the NTA from and against any claims under the aforesaid Labcodes and the Rules.

23. Applicable Law and Jurisdiction

This contract, including all matters connected with this contract, shall be governed by the India laws, both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Delhi Court, if required.

24. Insurance and Medical Facilities

- a) It is the responsibility of the agencies to ensure their staff and equipment against any exigency that may occur at site. Agencies will also take insurance cover for third party liability, which might occur due to damages caused to their manpower, equipment etc. NTA shall not be responsible for any such damage.
- b) Medical facilities (as per law) for professionals, including insurance of professionals on site, will be provided by the agencies.

ANNEXURE-I

FINANCIAL INFORMATION

I. Financial Analysis: Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years i.e. 2022-23, 2023-24 & 2024-25 as certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Table – 1: Total Turnover

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25
i)	<u>Gross annual turnover</u>			
ii)	<u>Profit/Loss</u>			

(Signature with date and Seal of Bidder)

ANNEXURE-II**DETAILS OF SIMILAR WORK EXECUTED**

S. No.	Name of work/ Project & Location	Organization name	Date of commencemen t as per contract	Actual Date of completion n	Litigation/ Arbitration pending in progress with details	Name, Designation and address/ telephone number of authorized official to whom reference may be made	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

ANNEXURE-III**DETAILS OF WORK UNDER EXECUTION OR AWARDED**

Assignment Name:		Country:
Location within Country:		Key professional staff Provided by Your Firm / entity (profiles):
Name of Client:		No. of Staff:
Address:		No. of Staff-Months; duration of assignment:
Start Date (Month/ Year):	Completion Date (Month/Year):	Approx. Value of Services (in INR):
Name of Associated Consultants if any:		No. of Months of Key professional staff, provided by Associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved, and functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		

(Signature with date and Seal of Bidder)

STRUCTURE OF THE ORGANIZATION

1. Name and address of the bidder:

2. Contact no. & Email address:

3. Legal Status (Attach copies of original document defining legal status).

A Limited Company or Corporation:

4. Particulars of Registration with various Government bodies & Statutory Tax Authorities: (Attach attested photocopy)

a) Registration

Number:

b) Organization/Place

of

registration:

c) Date

of

validity:

5. Names and titles of Directors & 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 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 name of the project and 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-V

**DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR
THIS WORK**

TABLE-1:

Category	Number of	Number available for this	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

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

FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY PROFESSIONAL STAFF

1. Proposed Position [i.e., team leader, etc...]
2. Name of Firm [Insert name of firm proposing the staff]:
3. Name of Staff [Insert full name]:
4. Date of Birth: Nationality:
5. Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:
6. Membership of Professional Associations:
7. Other Training [Indicate significant training since degrees under 5 - Education were obtained]:
8. Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:
9. From [Year]: To [Year]:
10. Employer:
11. Positions held:
12. Detailed Tasks Assigned
13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]

[List of all tasks to be performed under this assignment]

Name of assignment or project:

Year:

Location:

Client:

Main project features:

Positions held:

Activities performed:

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful mistake described herein may lead to my disqualification or dismissal, if engaged

(Signature with date and Seal of Bidder)

ANNEXURE – VII

EMD DETAILS

Tender for Selection of Service Provider to act as Exam Monitoring Agency For Entrance Examinations Conducted by National Testing Agency

The amount of EMD of Rs. _____ /- (Rupees _____) is being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ in favour of the Director General, National Testing Agency, Noida.

Sr. No.	Particulars	Information to be furnished by the firm/agency along with documentary proof
1	Name of the firm/Agency with Complete Address, Phone nos., Mobile nos. & email IDs.	
2	Year of incorporation of the Firm (Copy be enclosed)	
3	GST Registration No./PAN No. (Copy be enclosed)	
4	Total Experience (copies to be enclosed)	
5	Annual Turnover (Financial year) duly certified by a Chartered Accountants firm FY 2022-23, 2023-24 and 2024-25	
6	Details of contracts/work order executed during Last three financial years with satisfactory completion certificate from end customers along with their address and phone No. (copy may be enclosed)	
7	Details of EMD	

ANNEXURE –VIII

FINANCIAL BID FORM (Rate Schedule)

Tender for Selection of Service Provider for review of examination process For Professional Entrance Examination Conducted by National Testing

Dated: _____

**The Director General,
National Testing Agency**

After having gone through the terms and conditions as enlisted in the tender document for Review of Pre, During, Post Exam Processing For Professional Entrance Examination Conducted by National Testing Agency. I/We

accept all the terms and conditions of the tender document and quote our lowest rates for the same as under:

Table-1: Fee for exam audit

S. No.	Phase	Activity	Indicative Number	Unit	Rate (INR)
1	Pre exam	1. Exam centre review	500	Per centre	
2	Pre exam	2. Candidate Application Sanctity	10	Per candidate	
3	During exam	1. Exam Process Monitoring	500	Per candidate	
4	During exam	2. Video Analytics for near real time monitoring	1,00,000	Per candidate	
5	Post exam	1. Post Exam Analysis for entire Exam	2,00,000	Per candidate	
6	Post exam	2. Incident response analysis	10,000	Per candidate	
7	Post exam	3. Post Exam CCTV Analysis	1,00,000	Per candidate	
8	Any other audit/analyses	Providing manpower	-	Per man month	
Total (1+2+3+4+5+6+7+8) in INR					

The number of centres above are taken for evaluation purposes only and the actual number of centres may vary depending on NTA's need. Also, the number of auditors required (forensic analytics and audit) and the actual number of man months required for each resource would depend on NTA need.

Note:

- i. These rates are valid for one year and extendable on year-to-year basis by two more years on satisfactory performance (total 3 years).
- ii. The rates should be quoted both in figures and words. If any ambiguity found in rates, then rates in words will be taken into consideration.

Place:

Date:

Signature of owner/authorized Officer of the firm/agency

Name Address with seal of the Firm