Tender Document

For

Conduct of Computer Based Test (CBT)-Examination
For
Various Professional Entrance and Eligibility Examinations

NATIONAL TESTING AGENCY
(An autonomous organization under the Department of Higher Education,
Union Ministry of Human Resource Development, Government of India)
First Floor, NSIC-MDBP Building Okhla, Industrial Area,
New Delhi-110020

Website: www.nta.ac.in   **Tele:011-40759000**

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Cost of Tender Form: Rs 15000/-#
EMD- Rs.20 Lakhs#
(*#Exemption clauses applicable)*

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NOTICE INVITING TENDERS

Online bids are invited on single stage two bid system to select an agency to execute the "Computer Based Test (CBT)-Examination". Manual bids shall not be accepted.

Tender documents may be downloaded from NTA web site www.nta.ac.in (for reference only) and CPPP site https://eprocure.gov.in/eprocure/app.

Bids shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app.

Tenderer/Contractor are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer' for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at https://eprocure.gov.in/eprocure/app'.Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.   Tenderer who has downloaded the tender from the NTA website www.nta.ac.in and Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app, https://eprocure.gov.in/epublish/app shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD** would be forfeited, and tenderer is liable to be banned from doing business with NTA.

*** Regarding EMD exemption please see Clause 9 para 5.1 (page19) and for Tender cost exemption please see Clause 9 para 9.1 (Page 20)*

1. **Disclaimer:**
    This Tender is not an offer by the **National Testing Agency (NTA)**, but an invitation to receive bids from vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized officer of the National Testing Agency.

2. **Introduction:**
    The Ministry of Education (formerly MHRD), Government of India (GOI) has established National Testing Agency (NTA) as an independent autonomous organization under Society Registration Act 1860 for conducting efficient, transparent, and international standards tests in order to assess the competency of candidates for admissions to premier higher education institutions.

3. **Aims & Objectives of the tender:**
    The NTA shall conduct entrance/recruitment examinations through "Computer Based Test (CBT)-Examination" in various selected Cities spread across the country in India and in few cities outside India. The Cities (number can be increased) where the Test shall be conducted are given at **Annexure-VII**.

    The examination may have 050 to 250 questions to be attempted in single/multiple shifts of 1/2/3-hour (s) duration and Number of candidates may vary from examination to examination. Total number of candidates across different examinations in a year will be approximately 30 lakhs.

    The NTA intends to select/ empanel the agency(ies) to execute the "Computer Based Test (CBT)-Examination", its administration, logistics, processing of results and forward raw score & marks to the NTA for composite declaration of results as per requirements of the NTA.

    The system shall mainly comprise of the following activities:
    *   Preparation of centers for Computer Based Test (CBT)-Examination
    *   Providing software and training for Question Paper generation as per requirement of "Computer Based Test (CBT)-Examination."
    *   Conduct of mock tests and workshops regarding Computer Based Test (CBT)-Examination
    *   Non Aadhaar Biometric registration and verification of candidates during examination
    *   Providing the recorded biometric data of the candidates and verification at later stage(s) of admission process
    *   Conduct of Computer Based Test (CBT)-Examination
    *   Compilation of response data in the desired format for result compilation
    *   Preparation of Result
    *   Customized report generation

Note:
(a) The Request for Proposals ("RFP") has been invited from Companies/ Agencies ("Bidders") for selection of "Service Provider."
(b) Bids must be submitted not later than the time, date at the venue mentioned under Important Events and Dates. Bids received after the deadline will not be considered.
(c) Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

4. Important Events and Dates:

S. No	Particulars	Details
1	Mode of Test	Computer Based Test (CBT)-Examination only
2	Tender Form/RFP issued by	National Testing Agency (NTA).
3	Authorized Officer for Clarifications	Director, NTA
4	Availability of Tender Form/RFP	Tender Form/RFP can be downloaded from NTA website **www.nta.ac.in**
5	Tender Form/RFP ID	NTA/2021-22/032
6	Cost of Tender Form/RFP**	Rs 15,000/- (Rs. Fifteen thousand) **
7	Earnest Money Deposit (EMD)**	Rs 20,00,000 (Rs. Twenty Lakhs)**
8	Sale/ Download of Tender Form/RFP	**From 29.4.2021**
9	Pre-Bid meeting for queries, if any	**On 11.5.2021 at 11:30 AM through VC***
10	(a) Last date for submission of Bid	**By 3.00 PM of 24.5.2021**
	(b) Opening of Technical bid to assess essential pre-requisites requirements	**By 3.00 PM of 25.5.2021**
	Presentation & Demonstration by Shortlisted Bidders on the basis of 10 (b) above.	To be decided and notified later
11	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 **genadmin@nta.ac.in** with cc 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.
**Regarding EMD exemption please see Clause 9 para 5.1 (page19) and for Tender cost exemption please see Clause 9 para 9.1 (Page 20)

5. Scope of Work:

The Scope of Work has been divided into following three broad phases:
(a) Pre- Examination Phase
(b) Test Delivery Phase
(c) Post Examination Phase
All examination phases processes shall be carried out by the selected bidder in consultation with NTA.

Note: (a) Following shall be made available by the NTA:

1. Question paper(s) for online practice purposes to be hosted on a 24/7 operational web server.
2. Question paper(s) for mock examinations to be held at specified centers on specified dates (center and dates to be decided by NTA).
3. Soft copy of Candidates Application Master Data base having Roll No., Centre No., Shift, Photographs, Signature etc. (Based on the Soft Copy of Centre Master having Centre No. and Centre Details provided by the vendor).

4. Soft Copy of 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 prescribed format). The Question papers with translation (as applicable) shall be provided by NTA. The Conduct of examination would be multidisciplinary / multiple subjects as per scheme of examination.
5. Rules/guidelines/marking scheme.

(b) Following shall be made available by the selected bidder:

1. Soft Copy of Centre Master having Centre No. and Centre Details.
2. Scheduling of candidates in Test Centers as per normalization, count availability and other guidelines.
3. Complete candidates' response during the examination, audit trail, biometric data and other exam related data.
4. Complete response related data of all the candidates.

(c) Important points to be looked after by the selected bidders:

1. The selected bidder shall arrange Mock test, for the project team involved in the conduct of examination at the centres on the preceding day of the NTA test (i.e. one day before the NTA test). Adequate staff shall be present fulltime during the conduct of Mock Test to ensure smooth conduct of examination.
2. The selected bidder shall ensure that the mock will start maximum by 1600 hours on preceding date centres on centres booked for conducting the NTA on Mock day (the day preceding the day of NTA test.) Service provider shall ensure that the centre does not have any other examination on the day of the NTA test.
3. The selected bidder shall ensure that only those centres and computer nodes that are vetted by the NTA shall be used for the Mock test and Examination.
4. The selected bidder shall ensure that under no circumstances any computer node used by examinees shall go to sleep mode during the entire examination.
5. The selected bidder shall ensure that the final soft copy of Centre Master having Centre No. and Centre details is provided to the NTA at least 6 weeks before the actual date of conduct of examination. Thereafter no change shall be made by the selected bidder in the list. In case of changes, if any by the selected bidder, the bidder shall be liable to penalty as follows: -
   i. If changes are made within the city – total amount admissible in respect of 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.
   ii. If changes are made between the city – Equivalent to Five (5) times the total amount admissible in respect of 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.
6. The selected bidder shall allow the NTA or its representative(s) including an agency identified by it for installation of CCTV and Jammers to maintain due integrity in the conduct of examination.
7. The selected bidder shall allow the NTA, or an agency identified by it to carry out an independent Audit of its Centres or processes including software etc. The selected bidder is required to provide various details as per Annexure – XIII (List is tentative only).
8. For fair and smooth conduct of examination, NTA is authorized to take any step as deemed fit in the test center(s) and the selected bidder unconditionally agree to it.
9. In case selected bidder is unable to provide the desired number of node(s) in few cities, the NTA may make available the node(s). The selected bidder shall make all necessary arrangement to conduct the examination at that very center(s). The roles and responsibility of the bidder vis a vis NTA which includes management details and payment norms are indicated in para 5.4. Further details shall be discussed with the selected bidder and the decision of NTA shall be final.
10. The choice between the Centres provided by the bidder and Centres provided by NTA will be decided on the basis of their suitability for holding the exam and nearness to city center.
11. The service provider will provide any information related to exam activities undertaken by examinees or exam functionaries whenever asked for by NTA.

5.1 Pre-Examination Phase:

The selected bidder is expected to design the examination plan and examination processes as required by NTA. Broadly, the requirements will be as follows:

❖ **Complete Security management processes:**
   ➢ Physical Security
   ➢ Information Security
   ➢ Server Security
   ➢ Network Security

❖ **Candidate handling process:**
   ➢ Mapping of candidates' details with Exam Centers
   ➢ Validation and verification of identity
   ➢ Attendance and biometric (photograph and thumb impression) handling
   ➢ Machine/seat allocation randomly and handling of security parameters

❖ Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on 24/7 operational servers (at one or more places) and conduct of practice sessions for the CBT examination at centers specified by NTA.

- The selected bidder shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.
- The selected bidder shall provide specifications for Hardware and Software required at all stages of the examination at:
   ➢ Exam Centers
   ➢ Devices and systems to be used for authentication and audit trail mechanisms required for Exam.
- The selected bidder shall provide consulting, training and manpower support to handle the entire Examination. The required Hardware, Software, networking shall be installed by the Bidder on lease/rent basis, whose cost would be covered under the commercial bid.
- The selected bidder, as per the requirements and directives from NTA, shall setup systems at the required Exam Centers in India and Outside (The tentative list of Cities where the Test shall be conducted are given at **Annexure-VII**) ensuring that at least 10% of the systems are available as backup per shift. Number of Cities may change based on operational requirements.
- The selected bidder shall ensure that all Exam Centers have the prescribed Hardware, Software, and LAN connectivity for conducting Examination.
- The selected bidder shall ensure that UPS, Generator and Air Conditioners/Air Circulation/Ventilation facilities are available at each Exam Centre in each lab for un-interrupted power.
- The selected bidder shall ensure Ambient temperature (26 degree Celsius -30 degree Celsius) and adequate ventilation and lighting shall be maintained at all centres using air coolers/fans/air conditioners.
- The exam center should be accessible from the key transport places with easily available public transport.
- The exam center should provide adequate comfort to the candidates, but not limited to toilet, water, cleanliness, parking(preferably), thermal, lighting, ventilation, etc.
- The exam center should provide basic life safety for the conduct of exams, but not limited to fire safety, firefighting equipment, electrical (electricity, DG, UPS, wiring), first aid, emergency procedures, etc.
- The exam center should be safe to conduct fair exam, but not limited to personnel security, controlled access, placement of computers, etc.
- The exam center should provide network security, but not limited to exam network, speed of network, physical security of the assets, etc.
- The computers specifications at the exam center should be sufficient for the conduct of exam without disruption.
- The selected bidder shall carry periodic audit at Exam Centers for
   ❖ Hardware, Operating System, Processor Speed, RAM, Network and Keyboards etc.
   ❖ Software - Screen resolution and LAN connectivity, Browser.
   ❖ Working condition of UPS, Generator and Air Conditioners/ Air Circulation/Ventilation.

- The selected bidder shall ensure suitable drinking water and separate hygienic toilet facilities for both Boys and Girls at each examination center**.**
- The selected bidder shall provide a facility to candidates for static mock link for mock test within a fortnight

of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.

- The selected bidder shall host and manage the examination process through LAN -based solution at Exam Centers.
- The selected bidder shall securely install and implement Question Papers (in English and Hindi or any other language as applicable) for "Computer Based Test (CBT)-Examination".
- The selected bidder shall ensure checking of original documents and admit card of the candidates at the entrance gate of the examination center. Individual password shall be given to each candidate by the selected bidder at the examination center after verification of the documents.

- The selected bidder shall ensure that the candidates have pasted passport size photograph and Signature of the candidate is taken on the specific space in the attendance sheet and Verification of the signature and photograph in attendance sheet is done vis-à-vis the signature and photograph in the admit card.
- The selected bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage may be used later for authentication purposes.
- The selected bidder shall arrange/provide adequate displays and provide required instructions/ information to the candidates appearing for exam at Exam Centers.
- The selected bidder shall ensure availability of proper security, frisking (through Handheld Metal detector (HHMD) and Hand Pat) at the examination centers. Separate frisking facilities for Female candidates. Only Female staff will frisk the female candidates. However, female frisking process should be conducted in a three-side covered enclosure. Security Guards should be in proper uniform.
- All pre-examination phase processes shall be carried out by the selected bidder in consultation with NTA.

Test Centers: The service provider would help NTA in identifying the test centers in each of the cities where examination will be held. Each of the identified centers will be vetted and certified by authorized NTA personnel and the service provider. A test center may have one or more test centers; however, offices of service provider must not be considered for test centers. Internal training facilities or other infrastructures specially for conducting "Computer Based Test (CBT)-Examination" may be used.

Police verification of all Exam related functionaries at the exam centers: The service provider will get the police verification conducted for all Exam related functionaries i.e. invigilators/helpers/guards/IT personnel at the exam center which should not be more than 6 months old.

The Service provider will keep a repository of contact details of all manpower deployed at an exam center and share the same with NTA as and when required**.**

5.2   Test Delivery Phase:

The selected bidder shall deploy adequately trained manpower and ensure required hardware and software for smooth conduct of examination at each Exam center in consultation with NTA.

The selected bidder shall make necessary arrangements for following at Each Exam Center:

(a)   Minimum number of personnel to be deployed:

Exam Center Administrator/ Centre Superintendent	One
IT Manager	One per 250 nodes (minimum 1 in a center)
Deputy Centre Superintendent	For more than 250 nodes : one for each additional 250 nodes; (minimum 1 in a center)
Invigilators	One per 15 nodes (minimum 2 per room) for sensitive exams One per 30 nodes (minimum 2 in a room) for other exams
Support Staff	Minimum One per 100 students (Suitability need to be justified with centers)
Security Guards	Minimum One per 50 students for sensitive exams Minimum One per 100 students (Suitability need to be justified with centers) and locations
Peons	Minimum Two per 100 students

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam. In addition, service provider should provide a City Head for each of the cities of examination.

The staff provided at the Test Centre for conduct of examination should be from among the regular staff of the selected bidder and as well as of the Test Centre. Centre Superintendent, Deputy Centre Superintendent and Invigilators must be regular teachers/ staff (Group B and above) of a recognized college/ school/computer institute. NTA will declare an exam as sensitive or otherwise. The total number of candidates for sensitive exams is expected to be approximately 10 lakhs over an exam cycle of one year.

(b) Minimum Candidate System Pre-requisites:

Screen Resolution	1024 X 768
Screen Size	At least 15 inch monitor
Operating System	Windows 7 or higher version with appropriate Service Pack
Browser	Internet Explorer 7.0 or higher version as supported by above Operating Systems
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) USB disabled, Keyboard disabled during exam after login

(C) 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	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.

- The Examination shall be computer based with the bilingual questions (both in English and Hindi or any other language as applicable) being provided onscreen on a random basis, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the candidates on the structure of the exam, time limits and guidelines for answering the question papers.
- Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission.

Infrastructure:
1. The selected bidder shall complete biometric registration process of the candidates before start of examination (digital photo and biometric fingerprint) and after that allow candidates to appear for test at Examination Centers.
2. The selected bidder shall arrange/provide adequate displays and required instructions/ information to the candidates appearing for test at Examination Centers.
3. While the exam will be conducted on local LAN, data of test progress should be transferred to central server every 10 minutes (or as specified by NTA) for monitoring purposes. The selected bidder should provide reports to NTA to view the test progress at all the centers during the examination.
4. The service provider would arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 250 candidates at a test center.
5. The service provider must have the requisite MOU's with the colleges and who would arrange for the client systems necessary for the conduct of examination at each test center. There should be at least 10% reserve pool of client systems of the total number of registered candidates in a session at each test center.

6. There must be adequate spacing between two adjacent seats. Service provider should arrange for partition of appropriate size between adjacent seats.
7. At the test center, main server, backup server and client systems would be provided with functional UPS with generator backup. Uninterrupted power should be made available for the period of each session and for 30 minutes prior to and after each session on the day of examination.
8. The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.
9. The selected bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.
10. The selected bidder shall provide writing pads with 10 sides/5 Sheets white sides (A4) instead of loose sheets for rough work for approx. 15 lakh candidates/per year. Remaining candidates will be supplied with 2 sides/1 Sheet (A4) and extra sheets on demand. Other Stationery items (as per Annexure XII) are to be supplied as a part of the scope.
11. The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.
12. The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in NTA, . The data should be real time data generated from each Exam Centre during the examination.
13. At the end of the exam, transfer/export of candidate Biometric Registration response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 4 Hour from each exam center.
14. Other hard copy documents such as attendance sheet, filled Proformas, Admit Cards, ID proofs, Rough Sheets, etc. (if any) should be sent to NTA within 7 days of conclusion of the examination. Bidder needs to collate all these documents in one place centrally from all centres and provide to NTA in one go. Bidder is also required to provide access to scan copies of these documents. NTA should be able to search these documents with required identifier like Roll Number or Centre Number, etc. Bidder is required to maintain this data for 3 months from examination.
15. MOU of selected bidder with test center/colleges should include a clause that center/college has to permit installation/use of Live CCTV Surveillance and Jammer Equipment's at center/college to monitor the candidates for smooth and fair conduct of examinations. In case center/college does not permit CCTV/Jammers Installation/use then that center/college may not be considered for holding exam.

5.3 Post Examination Phase:

1. The selected bidder shall calculate marks obtained by each candidate as per the requirement and marking scheme to be provided by NTA and prepare the merit list as per the requirements of NTA.
2. The candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. Post uploads, there should not be any traces left of any data pertaining to candidate whatsoever post uploads left on the exam server.
3. The selected bidder should be able to hand over the raw responses/data to NTA immediately (within 24 hrs) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination. The data also need to be uploaded to a server at the Master Control Facility (to monitor the live conduct of examination) of service provider. After confirmation of proper transfer of data to the server, the TAs of service provider in presence of Agency Representative from NTA should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.
4. Candidate response shall be shared with NTA to host for candidate access after the date of last examination of the particular exam assignment.
5. The selected bidder shall provide biometric data (within 7 days) the candidates captured during examination, in the desired format. Post examination Biometric verification process is beyond the scope of present tender.
6. A detailed process manual will be prepared by the service provider and handed over to the authorized representative of NTA for approval.
7. The selected bidder shall provide Post Examination Analytics Report (as per the / formats provided/desired by the NTA) in the following manner:
   (a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of NTA.
   (b) Student performance Analysis.

(c) Psychometric Analysis of Question Papers.
(d) Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.
(e) To provide analysis report regarding proxy candidates, unfair means report etc.
(f) Any other reports by analyzing the data stored, whenever required by NTA.

8. The selected bidder shall provide documented inputs and support for handling.
   (a) Candidates queries
   (b) Press queries
   (c) RTI queries
   (d) Court Cases

Note:
1. The selected bidder will have to carry/demonstrate complete System Test Run (STR) with test data to NTA before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.
2. The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
   - **Test Data Archiving:** The selected bidder shall archive the result and other examination data for a period of one year as custodian from the date of declaration of result for the particular assignment.
   - **MIS generation/ customized reports**: The selected bidder shall provide adequate information as per the requirement of NTA.

5.4 Nodes/ Centers Identified by NTA:
In case selected bidder is unable to provide the desired number of node(s) in a few cities, the NTA may make available the node(s). The selected bidder shall make all necessary arrangement to conduct the examination at that very centre(s). The roles and responsibility of the bidder vis a vis NTA which includes management details and payment norms are given below:-

Role and Responsibility of the Selected Bidder:
1. The overall responsibility for conduct of exam in this mode will rest with the service provider. NTA's role will be limited to providing the test center for conduct of the exam and direct payment to center in charge for using their nodes. The service provider shall arrange IT infrastructure like server etc. on their own.
2. Preparation of centers for Computer Based Test (CBT)-Examination.
3. Providing software and training for Question Paper generation as per requirement of "Computer Based Test (CBT)-Examination."
4. Biometric registration and verification of candidates during examinations.
5. Providing the recorded biometric data of the candidates.
6. Conduct of Computer Based Test (CBT)-Examination.
7. Compilation of response data in the desired format for result compilation.
8. Customized report generation and other data generation as outlined in this tender document.
9. Complete candidates' response during the examination, audit trail and biometric data.
10. Complete response related data of all the candidates.
11. The selected bidder shall ensure that under no circumstances any computer node used by examinees shall go to sleep mode during the entire examination.
12. The selected bidder is expected to design the examination plan and examination processes as required by NTA. Broadly, the requirements will be as follows:

Complete Security management processes:
Physical Security
Information Security
Server Security
Network Security
Candidate handling process:
Mapping of candidates details with Exam Centers
Validation and verification of identity
Attendance and biometric (photograph and thumb impression) handling
Machine/seat allocation randomly and handling of security parameters

13. Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on or 24X7operational servers (at one or more places) and conduct of practice sessions for the CBT examination at centers specified by NTA.

14. The selected bidder shall prepare and provide Standard Operating Procedure (SOP) and documentary manuals for all processes for safe and secure conduct of examination along with rules for contingency and exception handling/ emergency procedures.

15. The selected bidder shall ensure that Hardware (As mentioned in the bid document) and Software required at all stages of the examination are in conformity to:
   ➢ Exam Centers
   ➢ Devices and systems to be used for authentication and audit trail mechanisms required for Exam.

16. The selected bidder shall provide consulting, training and technical manpower support to handle the entire Examination. The required Hardware, Software, networking shall be installed by the Bidder on lease/rent basis.

17. The selected bidder shall ensure that all Exam Centers as per the list provided by the NTA shall have the prescribed Hardware, Software, and LAN connectivity for conducting Examination.

18. The selected bidder shall carry audit at Exam Centers for:
   ➢ Hardware, Operating System, Processor Speed, RAM, Network and Key Boards etc.
   ➢ Software - Screen resolution and LAN connectivity, Browser.

19. The selected bidder shall provide a facility to candidates for static mock link for mock test within a fortnight of signing the contract. The same facility should also be available online to be run through web server. The mock test should be a replica of the examination software.

20. The selected bidder shall host and manage the examination process through LAN based solution at Exam Centers.

21. The selected bidder shall securely install and implement Question Papers (in English and Hindi or any other language as applicable) for "Computer Based Test (CBT)-Examination".

22. The selected bidder shall ensure that individual password shall be given to each candidate by the selected bidder at the examination center after verification of the documents.

23. The selected bidder shall ensure complete biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. Other Stationery items (as per Annexure XII) are to be supplied as a part of the scope.

24. The selected bidder shall arrange/ provide adequate display for information of the candidate appearing for test at the examination centres.

25. All pre-examination phase processes shall be carried out by the selected bidder in consultation with NTA.

26. Minimum Exam Centre Server Prerequisites to be provided by the bidder:

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	Must support at least 100 clients without any perceivable degradation in performance. All mouse/key clicks are to be recorded for each client with time stamp for audit purposes. Response time for question/page loading must be less than one second. All responses to be acted upon in real time.

- The Examination shall be computer based with the bilingual questions (both in English and Hindi or any other language as applicable) being provided onscreen on a random basis, without any manual intervention.
- Sufficient time of 15-20 minutes shall be allotted before the exam for providing orientation to the invigilators on the structure of the exam, time limits and guidelines for answering the question papers.

27. Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, switching between

Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission.

28. The selected bidder shall deploy adequately trained IT,/manpower and ensure required hardware and software for smooth conduct of examination at each Exam center in consultation with NTA.

29. The selected bidder shall complete biometric registration process of the candidates before start of examination (digital photo and biometric fingerprint) and after that allow candidates to appear for test at Examination Centers.

30. While the exam will be conducted on local LAN, data of test progress should be transferred to central server every 10 minutes (or as specified by NTA) for monitoring purposes. The selected bidder should provide reports to NTA to view the test progress at all the centers during the examination.

31. The service provider would arrange for the necessary servers to conduct the examination at each test center. One main server and one backup server will be available for every 250 candidates at a test center.

32. At the test Center, main server and backup server should work uninterrupted.

33. The selected bidder shall maintain audit trails of all activities of the candidate (click by click) during the course of the examination.

34. The selected bidder shall obtain candidate's feedback through online Feed Back Form, after the examination is over.

35. The selected bidder shall have a contingency plan for candidate management/Shifting in case of any emergency.

36. The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in NTA. The data should be real time data generated from each Exam Centre during the examination.

37. At the end of the exam, transfer/export of candidate Biometric registration, response and audit trails shall be done by the selected bidder on secured channel from local server to Central server of the selected bidder within 4 Hour from each exam center.

38. Other hard copy documents such as attendance sheet, filled proformas, Admit Cards, ID Proofs, Rough Sheets,etc. (if any) should be sent to NTA within 7 days of conclusion of the examination. Bidder needs to collate all these documents in one place centrally from all centres and provide to NTA in one go. Bidder is also required to provide access to scan copies of these documents. NTA should be able to search these documents with required identifier like Roll Number or Centre Number, etc. Bidder is required to maintain this data for 3 months from examination.

39. The selected bidder shall calculate marks obtained by each candidate as per the requirement and marking scheme to be provided by NTA.

40. The candidate's responses, biometric, photograph, audit trails should be uploaded automatically from the local server to the selected bidder's data center in a secured manner. There should not be any traces of any data pertaining to candidate whatsoever post uploads left on the exam server.

41. The selected bidder should be able to hand over the raw responses/data to NTA immediately (within 24 hrs) after the candidate's response upload from local exam server. The software should have capability to take the answer key post examination. The data also need to be uploaded to a server at the Master Control Facility (to monitor the live conduct of test) of service provider. After confirmation of proper transfer of data to the server, the service provider in presence of Agency Representative from NTA should demonstrate complete automatic deletion of the responses and audit trails in hard disc of the main and backup server.

42. Candidate response shall be shared with NTA to host for candidate access after the date of last examination of the particular exam assignment by the selected bidder.

43. The selected bidder shall provide biometric data (within 7 days of exam) of all the candidates captured during examination, in the desired format. Post examination Biometric verification process is beyond the scope of present tender.

44. A detailed process manual will be prepared by the service provider and handed over to the authorized representative of NTA for approval.

45. The selected bidder shall provide Post Examination Analytics Report in the following manner:
    a) Item analysis of MCQ responses of the candidates (difficulty index and discrimination index etc.) as per requirements of NTA.
    b) Student performance Analysis;
    c) Psychometric Analysis of Question Papers.
    d) Analyze audit logs and provide summary of audit logs like number of clicks, time log, MAC, IP address etc.

e) To provide analysis report regarding proxy candidates, unfair means report etc.

f) Any other reports by analyzing the data stored, whenever required by NTA.

46. The selected bidder shall provide documented inputs and support for handling.
   a) Candidates' queries
   b) Press queries.
   c) RTI queries
   d) Court Cases

47. The selected bidder shall make necessary arrangements for Minimum number of personnel to be deployed following at Each Exam Center as under:

IT Manager	One per 250 nodes (minimum 1 in a center)

The above staff should be increased proportionately on the basis of size of the center in terms of nodes for exam.

Note:

1. The selected bidder will have to carry/ demonstrate complete System Test Run (STR) with test data to NTA before implementation of the software. The selected bidder should also be able to demonstrate click by click audit trail for any type of enquiry.

2. The selected bidder should also be able to demonstrate Application server logs to capture all errors, warnings and exceptions that are generated in applications along with the time at which they occurred.
   - **Test Data Archiving:** The selected bidder shall archive the result and other examination data for future references after specified time, as per requirement of NTA. The data may be retained for a period of one year, as custodian, from the date of declaration of result for the particular exam assignment.
   - **MIS generation/ customized reports:** The selected bidder shall provide adequate information as per the requirement of NTA.

Role and Responsibility of NTA:

1. Soft copy of Candidates Application Master Data base having Roll No., Centre No., Shift, Photographs, Signature etc.

2. Soft Copy of Question Paper set in Bilingual (both in English and Hindi or any other language as applicable) for each shift and each day shall be provided by the NTA on the day of examination (one hour prior to the start of examination in prescribed format).

3. The Conduct of examination would be multidisciplinary / multiple subject as per scheme of examination.

4. Rules/guidelines/marking scheme.

5. Candidate System Provided by NTA :

Screen Resolution	1024 X 768
Screen Size	15 inch or above monitor
Operating System	Windows 7 or higher with appropriate Service Pack/ Linux
Browser	Internet Explorer 7.0 or above as supported by above Operating Systems
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) USB disabled, Keyboard disabled during exam after login

6. The staff at the Test Centre shall be provided by the NTA.

7. Payment Modalities to the Centre(s) provided by NTA and other details shall be discussed with the Selected Bidder. The decision of NTA shall be a final and binding on the selected bidder.

5.5 CONDUCT OF DRAWING TEST:

JEE (Main) is a National level examination being conducted by NTA since 2019 for admission to 1st year of 5 Year B. Arch Course in the NITs, IIITs, CFTIs institutions throughout the country. JEE (Main) is conducted twice in an academic year on All India basis in which about one and a half lakh candidates each time are expected to appear for the tests. The test is conducted for duration of 3 Hrs (180 minutes). A part of this test is Online, and a part of the test is Offline. The Offline test will be a Drawing test, to be given on A4 size Drawing Sheet.

Drawing Test	Mode of Test	Distribution of Marks each	Total

Drawings (Two questions in separate sheets)	(Offline)	2 Questions, 50 Marks each	Total 100 Marks

Online question paper for Drawing Test will be common for all candidates in a shift, who will be provided Drawing sheets of A4 size of 130GSM, bearing barcode enabled unique identification number allotted to the candidate having corresponding link with application number will be provided by the service provider at JEE(Main) test centres. After the Drawing test (to be conducted in Offline mode), the Drawing sheets shall be got collected by the Service provider.

The Drawing sheet will be scanned by the service provider and the scanned output of the Drawing sheets will be sent to a server at NTA. The necessary software shall be provided by the selected bidder for online evaluation of uploaded scanned drawing sheets.

The Selected bidder shall ensure the high-quality scanning and uploading in a highly safe and secure environment. The selected bidder shall arrange for making available the hard copy of the drawing sheet at the respective evaluation centre decided by the NTA.

Other Stationery items (as per Annexure XII) are to be supplied as a part of the scope.

5.6 Scope of Work for implementing Social Distancing measures/guidelines

In view of the ongoing global pandemic and lock down due to COVID 19 and MHA /MOHFW guidelines certain norms like social distancing, sanitization of premises, wearing of masks etc and other protocol have been issued as measures to mitigate the spread of the virus. NTA intends to implement these norms in the exams conducted by NTA.

The social distancing measures and SOPs (as per Annexure -XV) included in the scope are:

I. Candidates to sit at alternate nodes, i.e., with a gap of one node between each candidate or 6 feet distance (as per Annexure XV).

II. Additional Computing Nodes (including raw power, Generator, mobile Generator) due to gap of one mode between every two candidates (As per requirement).

III. Additional Primary and Secondary Servers (As per requirement).

IV. Additional Registration Desks (As per requirement).

V. Adjustment in manpower requirement in compliance with ratio defined in the contract (As per requirement).

VI. Queue Manager / Rope for Crowd Management (As per requirement).

VII. Volunteer with / without Bar Gun along with a Laptop / Desktop at Entry Gate for sharing candidate Lab No. (ratio 1 per 125 candidates).

VIII. Volunteer(s) for Crowd Management and orderly movement outside the gate (ratio 2 per 125 candidates).

IX. Additional Cleaning Staff for Sanitizing workstations before & after the shift (ratio 3 per 125 candidates).

X. 5% additional special isolated space for unwell candidates with additional arrangements in the lab at each center.

XI. Additional volunteers in the isolated lab.

XII. PPE kit for volunteers in the isolated lab.

XIII. N-95 mask for isolated candidates.

XIV. Gloves for isolated candidates.

XV. Provision of 3 layered face mask for candidates and Face Masks.

XVI. 3 Ply Surgical Face Masks for staff (1 per staff per day).

XVII. Hand Gloves for staff (As per requirement).

XVIII. Provision of Additional security guard at entry gate & volunteer for Notice Board.

XIX. Provision of Volunteer with Thermo Gun at entry gate (ratio 1 per 125 candidates).

XX. Provision of Additional cleaning staff.

XXI. Provision of Additional Invigilator. Ratio as 1:15 per candidate + 5% buffer.

XXII. Provision of Additional Test Center Administrator & IT Manager.

XXIII. Provision of Disinfectant liquid with 1% sodium hypochlorite for spraying in the venue.

XXIV. Provision of Disinfectant backpack spray machines for spraying floors, walls, etc. (2 per venue).

XXV. Provision of Additional Notice Board.

XXVI. Provision of Spray bottles (3 per venue), Sponges/cloth for disinfecting items such as workstations, door handles.

XXVII. Provision of Liquid hand soap & Sanitizers in washrooms and at entry gate.

XXVIII. Provision of Bottles disposal bins.

XXIX. Cardboard boxes for document collection as applicable (As per requirement)

XXX.   Introduction of any other measure in the scope of work in view of mandatory MHA/MOFFW guidelines after discussion with selected bidder.

6. Essential Pre-requisites:

Exam software system is the most critical component for successful delivery of exam. In addition to the standard pre-qualification and technical qualification, NTA will be evaluating the exam software system of the bidder to ascertain if it meets NTA's requirements around standards of expected software functionality, security, logging and reporting.

The bidder would have to support NTA for evaluation of their exam software system on the criteria mentioned in the technical evaluation section. NTA will not take bidder's software or code, instead, the bidder will demonstrate their software in simulated environment and answer NTA queries. The bidder would have to assist NTA during the technical evaluation stage by sharing detailed functionality of the exam software system, creating a live exam environment, access to records created during live exam and answering questions shared by NTA.

Evaluation and marking for each criterion to be done basis following parameters met (as applicable):
1.Adequately captures the event, 2. Raises alarm, 3. Stops the exam, 4. Provides all data to NTA, 5. Accuracy of the data, 6. Timing of the activity, 7. Automated or manual exercise

Exam software assessment would be conducted at technical evaluation stage.

6.1 Organizational Level:

1. The bidder should be a company/ firm registered in India under 'The Companies Act, 2013'. The bidder should be registered and operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Entrance/Recruitment Examination Services. Certificate of Incorporation, Articles of Association, Memorandum of Association etc to be submitted.
2. The bidder should participate as a single entity, no consortium or group companies will be allowed. Self-Declaration on Company Letter Head to be submitted.
3. The bidder shall be single point of contact with NTA and shall be solely responsible for the execution and delivery of the work. The Bidder will provide examination delivery software.
4. The average turnover of the bidder should be minimum INR 30 crores after tax in each of last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017-18, 2018-19 and 2019-20. Refer Annexure I
5. The bidder's Average Annual Turnover during last three financial years should be INR 10 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet/CA certificate etc.). Refer Annexure I.
6. The bidder should not have incurred any loss during last three years up to financial year ending 31st March 2020. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years. Refer Annexure I.
7. The Bidder should be registered with appropriate tax authorities such as Income Tax, Service Tax/GST etc. and should submit valid certificates of registration with these authorities.
8. The bidder must have successfully executed at least 3 (three) (conduct of CBT) academic projects on all India basis, out of which at least one project should be Conduct of Computer based Examination with at least 35,000 candidates scheduled in a single shift. The documentary evidence in form of work order/ contract and performance report must be enclosed on the client's letter head. The bidder must submit city wise list of nodes available with them as on date of bid submission. Any experience as a consortium partner will not be considered. Refer Annexure II, III and IV.
9. The bidder must have (owned/ outsourced) primary data center with DR site infrastructure for data Security. Both the Data Centers should be located in India in different seismic zones. The data center must be Tier III and ISO certified. Data Center should be certified as per the Meity, Government of India Guidelines. Bidder should submit self-declaration along with Master Service Agreement with DC/DR Service Provider (for outsourced DC/DR).
10. The bidder must be able to conduct computer-based examination in multiple subjects in English and Hindi or any other language as applicable. The test delivery system should be able to handle this aspect of multiple languages / multiple subjects very well. Self-declaration on company letter head or past performance experience certificate/contract agreement/work order from user to be

submitted.

11. CMMI level certificate is necessary for Organization Development. The bidder's CBT software should be STQC certified, or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by CERTIN. Copy of valid certificates to be submitted.

12. The Bidder should have infrastructure in all the major cities in India with validated nodes/computers, appropriate technology, hardware and software, dedicated connectivity, trained proctoring staff, adequate security measures and due diligence etc. Self-declaration on company letter head.

13. The bidder should have all relevant facilities and logistics available to execute the work. Self-declaration on company letter head.

14. The bidder must show and submit suitable emergency management plan during any crisis situations/ redundancy of servers, switches, nodes additional center locations, students' data.

15. The bidder should not have been blacklisted by central / state government departments / undertakings. Refer Annexure V and X.

16. The bidder exam procedures and exam software should be able to conduct exams securely and in a fair manner. Refer Annexure XIV

6.2 Assessment Platform level:

1. The proposed examination and question paper (in English and Hindi languages or any other language as applicable) generation software should be in-house developed by the bidder and the bidder must own the complete source code of the software being used for conducting the Computer based exam. They must have the copyright of the source code and all its components. Bidders having CMMI development certificate will be given preference.

   (a) The bidder should have all the necessary components and dependency of source code of computer based examination system in place so that any change required in any of the components of the software can be undertaken by their in-house technical team. Required skills should be made available to make necessary configuration changes. The major/minor configuration changes in software requested by NTA must be met immediately. The bidder should have at least regular 100 technical employees employed in-house in India for Conduct of exam, development of software, maintenance of software, networking and data security. The proof of ESI/PF registration or self-declaration shall be submitted.

   (b) Different versions of Software code should be managed appropriately in a standard version control system within the organization.

   (c) Software code should have multiple backup systems in place so that anytime source code can be recovered in case of any disaster.

   (d) The bidder should own the test cases and regression testing code to produce, to prove that they have done necessary testing of the software to scale up to conduct large scale assessments. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.

   (e) The bidder should design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.

   (f) The bidder should have in-house quality assurance group and a strong quality management system to do quality check of the software.

   (g) Proper security provision for source codes shall be maintained.

2. The proposed software should be Govt. of India compliant CERT-IN certified for IT security.

3. The bidder's software should have a facility to create question paper (in English and Hindi or any other language) securely at a designated place decided by authorized personnel of NTA.

4. The bidder must use 256 -bit encryption for Question paper storage and transfer.

5. The system should support question randomization with option shuffling ensuring that no two adjacent question papers are alike.

6. The final question paper would be password protected by NTA and NTA will share the password after the completion of the examination.

7. The bidder should provide web application to monitor, from the control center at NTA, the pre-examination, during examination and post examination activities for all the centers in India and abroad.

6.3 At any time before the submission of bids, NTA may amend the tender by issuing an addendum in writing or by standard electronic means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required by NTA. NTA has right to cancel or modify the tender.

6.4 Even though bidders may satisfy the above requirements, they may be disqualified if they have:
(a) Made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
(b) If confidential inquiry reveals facts contrary to the information provided by the bidder.
(c) If confidential inquiry reveals unsatisfactory performance in any of the selection criteria.
(d) If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam. **The selected bidder shall have to give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/centres etc**

7. Evaluation of Bids:

The selection of the agency will be based on **Quality and Cost Based Selection (QCBS).** There will be 70 % weightage for Technical Evaluation and 30 % for Financial Evaluation.

The bidder should provide full support to NTA for evaluation of the exam process and exam software's cyber security. The entire technical evaluation support should be completed within 3 weeks from the start of technical evaluation.

7.1 Technical Evaluation:

1 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.

2 Technical Bid will be assigned a **Technical score (TS) out of a maximum of 100 points**, as per the Scoring Model provided at **Annexure-VIII.** Technical evaluation will be based on the criteria given below:
(a) Prior experience of the vendor in conducting "Computer Based Test (CBT)-Examinations".
(b) Capability of the vendor to develop the required software
(c) Availability of adequately trained personnel in the Company to conduct the examination in the required number of centers and cities, and
(d) The bidder should have successfully executed at least 3 (three) similar academic projects (conduct of CBT) in India on all India basis, out of which at least one project should be Conduct of Computer Based Examination with at least 35,000 candidates scheduled in a single shift. The bidder should have proven capability of at least 35,000 audited nodes per single session as on date of submission of bids in the cities desired. The vendor must submit city-wise list of nodes vetted and available as on date of submission of bids.
(e) Standing of the agency and its financial position.
(f) Security and software quality certification.

3 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.

7.2 Financial Evaluation:

The Financial Bid of only those Bidders who have been found to be technically suitable/eligible will be opened. The Financial bids of technically unsuitable/ineligible bidders will not be opened.

The Financial Bids shall be opened in the presence of representatives of technically suitable/eligible Bidders, who may like to be present. NTA shall inform the date, place and time for opening of the

Financial Bid to the technically suitable/eligible bidder(s).

The amount quoted for "Examination Conducted in India" (please refer to Financial Bid Table 1 at Annexure-IXA, IXB & IXC) will be considered for evaluation of the financial bid.

The **financial scores (FS)** would be normalized on a scale of 100 as per the formula given below, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation.

Fmin = 80% of Cost of Annexure IX-A(Table 1) +18% of Cost of Annexure IX-B(Table 1) + 2% of Cost of Annexure IX-C(Table 1)

FS = (Fmin/Fb) * 100 (rounded off to 2 decimal places), where

FS = Normalized Financial Scores for the Bidder under consideration
Fmin = Lowest absolute financial quote received
Fb = Absolute financial quote by the Bidder under consideration

7.3 Final Evaluation Criteria - Quality and Cost Based Selection (QCBS):

Composite Score (CS) = TS * 0.70 + FS * 0.30

The Bidder with the highest Composite Score (CS) would be considered for award of the contract/empanelment.

8. Important Instructions:

1. The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.

2. The successful Bidder would be required to follow defined Software Change Management processes to manage changes in the software. Such a process would include Change Request Management, Impact Analysis, Change Approval, Change Implementation, Version Control, Version labelling, Testing, OA Certification and Deployment into production.

3. The successful Bidder must employ multiple backup systems including offline backups to securely maintain the software and its corresponding source code.

4. The successful Bidder would be required to have an in-house quality assurance and product testing team with a robust quality management processes that are followed to test and certify the system used to conduct the exam. The bidder should maintain documented test cases and maintain evidence of successful test execution covering all test cases. Rigorous testing must be done for major as well as minor and patch releases.

5. Testing should not be limited to system features and functionality. The system used to conduct the exam must be tested for Performance, Security, Usability, High-Availability, Business Continuity, and Disaster-Recovery.

6. The successful Bidder would be required to design a high-performance system and conduct performance tests to verify successful achievement of high concurrency, fast response time, and long-stress duration required of the system used to conduct the exam. Results of such performance tests should be made available for each major release of the system used to conduct the exam.

7. The successful Bidder would be required to design a highly secure system and conduct security tests to verify that there are no vulnerabilities that can make the system susceptible to attacks. Comprehensive testing of source code, software binaries, and the infrastructure must be carried out. Results of such security tests should be made available for each major release of the system used to conduct the exam.

8. Suitable emergency management plans towards any crisis situations/redundancy of servers, nodes additional center locations; students' data etc. should be maintained by the Bidder.

9. The successful Bidder should be able to support the entire solution (in cities within India and outside India where the exam would be conducted) on a 24 x 7 basis with a maximum response time of 3 hours.

10. At any time before the submission of bids, NTA may amend the tender by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. Bidders shall acknowledge receipt of all amendments.

11. If the amendment is substantial, successful Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended by NTA.

9. General Information:

1. The tender is a **"Two Bid" document**. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format <u>along with Earnest Money Deposit (EMD) and Cost of Tender Form</u>. The Tender fee can be in the form of DD or can be remitted to the bank account of NTA. The EMD can be in the form of DD or Bank Guarantee or remitted to the bank account of NTA directly. The Account of NTA is in State Bank of India, D-211/1, Sector -61, . The details are as under:-

Account No.	37714486224
IFSC Code	SBIN0005222
MICR Code	110002422

2. The **financial bid** should contain only commercials. **In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily**.

3. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders made by fax and those received late will not be entertained.

4. The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

5. The bidder should enclose bid security (EMD) of INR 20,00,000 (Twenty lakhs only) only in form of Demand Draft/ NEFT/RTGS drawn in favor of DG, NTA or remitted online to NTA bank account. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (10%) 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. (CPPP permits bid modification before bid closing date/time).

   5.1 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 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 12 months from being eligible to submit Bids for tenders with National Testing Agency.

6. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NTA may also independently seek information regarding the performance from the clients.
   The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless NTA calls it for.

7. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.

8. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

9. The tender document can be downloaded from NTA's web site: www.nta.ac.in or CPP Portal and submitted along with a fee of INR 15,000 (Fifteen thousand) only in the form of demand draft/NEFT in favor of DG, NTA, or remitted online to NTA account. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted. Late tenders shall not be accepted under any circumstances. The technical bid shall be opened as per schedule at NTA Office, in the presence of bidders who may like to be present. No manual bid submission is required.

   9.1 In continuation of para 9 above -- As per MSME policy circular dt 23rd March 2012, MSEs registered under UAM scheme will be provided tender cost free of cost. Bidders are required to submit valid UAM certificate. Bidders claim for free tender cost will be considered for the service/category for which they are registered as per UAM certificate. Decision of Bid Evaluation Committee/Competent Authority will be final in the matter.

   9.2 Demand Drafts for EMD/Tender Cost (if applicable) may be submitted at the Reception at NTA Office Block C-20/1A/8, Sector 62, Gautam Budh Nagar, Noida -201309 (UP) along with covering letter addressed to DG, NTA.

10. All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Delhi, India alone 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 with regard to the bid document, if any, the decision of NTA shall be final. Initially the contract will be for a period of one year and may be extended for another two years on year-on-year basis by the Competent Authority subject to satisfactory performance of the bidder.

11. The payment shall be in Indian Rupees only. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, NTA shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

12. 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.

13. Any disputes arising out of this tender will be subject to the courts of Delhi only.

14. **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 bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

    In such cases, NTA has the right to cancel or modify the tender.

15. **The technical bid shall consist of** –
    - Technical information as desired in prescribed format
    - The financial information as per **Annexure –I**
    - The details of similar works as per **Annexure – II**
    - The details of work under executed or awarded as per **Annexure – III**
    - The Performance Report of works referred in Annexure II & III as per **Annexure – IV**
    - Organizational Structure and information as per **Annexure V**

- The details of Technical and Administrative manpower to be employed for this work as per **Annexure VI**
- To provide State/ City wise No of Centers and total availability of Nodes in the City and a duly authenticated list of Centers with No of Nodes in each city as per **Annexure VII.**
- Physical Infrastructure such as availability of Exam Centers, technology, hardware, software etc. as desired and scope of work under Section 5. Shall have to be provided by the bidder.
- EMD and tender fees.

16. **The financial bid shall consist of Annexures –IX A, IX B & IX C only.**

17. **Demonstration and Presentation:** The vendor will be required to give a demonstration for their client and server software for "Computer Based Test (CBT)-Examination" using one of examination conducted by them in 2019. 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 of demonstration and presentation shall be notified separately. The venue for demonstration and presentation will be NTA Office at or as communicated by NTA.

18. **Evaluation of** the **Technical Bid Proposal:** The proposals submitted by the vendors will be evaluated by taking the following factors into consideration:

    1. Prior experience in conducting "Computer Based Test (CBT)-Examination".
    2. Number of candidates handled in a single session.
    3. Vendor capability to develop the required software.
    4. Availability of adequately trained personnel
    5. Identify the required number of audited nodes in the cities listed.
    6. Master control facility

10. **Appointment of Successful Bidder:**

10.1 **Award Criteria:**
NTA will award the Contract (or empanel) the successful bidder whose proposal has been determined as the most responsive bid as per the process outlined above.

10.2 **Right to Accept Any Proposal and To Reject Any or All Proposal(s):**
NTA reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NTA action.

10.3 **Notification of Award:**
Prior to the expiration of the validity period, NTA will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NTA may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract and shall be binding on both the parties. Upon the selected successful bidder's furnishing of Performance Bank Guarantee, NTA will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

10.4 **Performance Guarantee:**
NTA will require the successful bidder to provide an irrevocable, unconditional Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to 3% of the total cost. The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project. The Performance Guarantee 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 Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the successful bidder fails to submit performance guarantee 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 guarantee in case the successful Vendor fails to

discharge their contractual obligations during the period or NTA incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions. In case the contract is extended on year on year basis then performance guarantee has to be extended for the corresponding period by the successful bidder.

10.5 Signing of Contract:

After NTA notifies the successful bidder that its proposal has been accepted, NTA shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between NTA and the successful bidder with mutually agreed terms and conditions.

10.6 Mode of Payment and Penalty:

1. The payment to the service provider shall be made in Indian Rupees as per 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 2 weeks after receiving the raw data and basic reports.
   (c) The balance 20% of each exam cost shall be paid within 2 weeks after successful completion of processing of the result, submission of the result list to NTA and handing over of the final reports 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.

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 over runs etc.

3. In case of non- fulfillment of the service provider's specific obligation as under the contract, which non-fulfillment leads to data loss/ non-compliance of 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 of event-based log/ data saving. However, the total liability of the service provider under this clause as well as under any other clause of the contract shall be limited to total amount payable for that particular exam by NTA to the service provider (under the terms of the contract), provided, however, that this limitation shall not apply to any liability for damages arising from willful misconduct or negligence.

4. No interest will be paid to the successful bidder on the security deposit.

5. If the bidder fails or neglects any of the bid obligations under the contract it shall be lawful for NTA to forfeit either whole or any part of performance security furnished by the bidder as penalty for such failure.

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 NTA decision or issues then NTA has to bear the cost of the conduct of the examination as quoted in the commercial proposal as per the pro-rata basis.

7. In case the Bidder fails to fulfill the obligations as per the terms and conditions of the contract, the NTA may impose penalty to the extent of % of the total payment due for that Computer Based Examination. In addition, the Performance Security may also be forfeited.

8. In case of any deficiency of service provided by the Technical Administrators in conducting the "Computer Based Test (CBT)-Examination" at a Test center 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 center where the deficiency has been verified and confirmed by NTA. However under no circumstances the penalty can exceed five (5)% of the contract value for that examination.

9. If the Bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement, NTA shall, without

prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract Price subject to maximum deduction of 20% of the order value of the delayed Service(s) or unperformed Service(s).

10. If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services, NTA may without
prejudice to any other right or remedy available to NTA as under the Contract0, recover from the Bidder, as ascertained and agreed liquidated damages not exceeding five (5)% of the contract value.

11. 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.

12. If the delay adversely affects conduct of examination the security deposit/ performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract.

13. Penalty for center change including change of address of center and candidate change by Service Provider after issue of admit card will be levied @ 300% per candidate including non-payment for the affected candidate(s).

14. The Service Provider must allot minimum 95% candidates with 1st/2nd choice of city opted by candidate in the application form. Admit cards are to be issued 15 days before start day of the exam(s) for which center master file is to be provided by the Exam service provider. The penalty for not adhering to these service requirements will be as under:

	Service level	Penalty Applicable
Allotment of candidates with 1st/2nd choice of city	>=95%	No penalty
	90% to < 95%	@ 200% per candidate including non-payment for the affected candidate(s).
	Less than 90%	@ 300% per candidate including non-payment for the affected candidate(s).
Allotment of candidates with 3rd/4th choice of city	Upto 5%	No penalty
	5% to =<10%	@ 200% per candidate including non-payment for the affected candidate(s).
	>10%	@ 300% per candidate including non-payment for the affected candidate(s).
Provision of Complete Centre Master file	>= 6 weeks before start day of exam	No penalty
	15 days to 41 days before start day of exam	@ 0.5% of the total affected value
	10-14 days before start day of exam	@ 1% of the total affected value
	Less than 10 days before day start of exam	@ 2% of the total affected value

10.7 Time Frame:

The successful bidder should be ready to conduct CBT any time after 30 days of signing of contract.

10.8 Information security and data privacy:

The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include

anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

10.9 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 and all 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' compliance with Processing Norms. Further, NTA shall be responsible for all activity occurring under its control and 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.

10.10 Payment Schedules:

The payment to the selected Service Provider shall be made in Indian rupees and shall be paid as mentioned in clause 10.6. **No advance payment shall be made.** Total payment will be done immediately after the receipt of the final reports on completion of the project. This has to be done as per the amount quoted by the selected bidder in financial bid.

10.11 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.

10.12 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 embargos
- 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, confidentiality survive 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.

10.13 Proprietary Rights:

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and NTA shall not be entitled to claim any rights therein. All rights, title and interests in NTA Data shall always remain with NTA. NTA agrees that the selected bidder shall have the right to list NTA name in its marketing material and use NTA logo with respect to such listing and for reference purposes. NTA acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the selected bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients.

10.14 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.

10.15 Dispute Resolution:

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director (Admn) 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.

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

The vendors/ bidders are required to enter into "Integrity Pact" as notified 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/ vendors who commit themselves to such a pact with NTA would be considered competent to participate in the bidding process.

10.17 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, the 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, 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."

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. 2016-17, 2017-18 and 2018-19 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) 2016-17	(2) 2017-18	(3) 2018-19
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

S. No.	Details	(1) 2016-17	(2) 2017-18	(3) 2018-19
i)	Gross annual turnover			

II. Please attach - Up to date Income Tax Clearance Certificate
- Audited Balance Sheet.
- For the financial year 2018-19, the bidder is allowed to submit duly certified provisional balance sheet in case 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)

DETAILS OF SIMILAR WORK EXECUTED

S N0	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Shifts taken for completion	Date of commencement as per contract	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Name, Designation and 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)

DETAILS OF WORK UNDER EXECUTION OR AWARDED

S N0	Name of work/Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be handled	Date of commencement as per contract	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name, Designation and 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)

Performance Report of Works referred in ANNEXURE II & III

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

1.   Name of Work/Project & 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/assessment 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)

STRUCTURE OF THE ORGANIZATION

1.   Name and address of bidder:_____

                     _____

                     _____

2. (a)   Telephone No.   :_____
   (b)   Fax No.   :_____
   (c)   Email address   : _____

3.   Legal Status (Attach copies of 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 & 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 works? 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/black listed 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)

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

TABLE-1:

Category	Total Number of regular employee	Number available for this work	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 these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

Table-1: State wise list of Cities in India.

Note:
1. Provide State/ City wise No of Centers (with capacity of 250 or more nodes) and total availability of Nodes in the City. Add Cities other than given in the State having centers capacity of 100 or more nodes.
2. In case of centers having capacity less than 250 nodes in India, please specify the No of Centres and No of Nodes in a separate column.
3. Attach duly authenticated, State/City wise list of Centers with No of Nodes in each Center which shall be used for the work being bidded with following details :
   Contact Person, Designation, Organisation, Telephone No(s), E-mail and Postal Address, No of Nodes

STATE	CITY	Code	Capacity 250 or more nodes		Capacity less than 250 nodes	
			No of Centres	Total Capacity	No of Centres	Total Capacity
ANDAMAN & NICOBAR ISLANDS	PORT BLAIR	AN01	---	-----	---	-----
ANDHRA PRADESH	ANANTAPUR	AP01	---	-----	---	-----
	BAPATLA	AP02	---	-----	---	-----
	BHEEMAVARAM	AP03	---	-----	---	-----
	CHIRALA	AP04	---	-----	---	-----
	CHITTOOR	AP05	---	-----	---	-----
	ELURU	AP06	---	-----	---	-----
	GUNTUR	AP07	---	-----	---	-----
	KADAPA	AP08	---	-----	---	-----
	KAKINADA	AP09	---	-----	---	-----
	KURNOOL	AP10	---	-----	---	-----
	NELLORE	AP11	---	-----	---	-----
	ONGOLE	AP12	---	-----	---	-----
	RAJAMUNDRY	AP13	---	-----	---	-----
	SRIKAKULAM	AP14	---	-----	---	-----
	TADEPALLIGUDEM	AP15	---	-----	---	-----
	TIRUPATI	AP16	---	-----	---	-----
	VIJAYAWADA	AP17	---	-----	---	-----
	VISAKHAPATNAM	AP18	---	-----	---	-----
	VIZIANAGARAM	AP19	---	-----	---	-----
ARUNACHAL PRADESH	ITANAGAR	AL01	---	-----	---	-----
	NAHARLAGUN	AL02	---	-----	---	-----
ASSAM	DIBRUGARH	AM01	---	-----	---	-----
	GUWAHATI	AM02	---	-----	---	-----
	JORHAT	AM03	---	-----	---	-----
	SILCHAR(ASSAM)	AM04	---	-----	---	-----
	TEZPUR	AM05	---	-----	---	-----
BIHAR	ARRAH	BR01	---	-----	---	-----
	AURANGABAD(BIHAR)	BR02	---	-----	---	-----
	BHAGALPUR	BR03	---	-----	---	-----
	BIHAR SHARIF	BR04	---	-----	---	-----
	DARBHANGA	BR05	---	-----	---	-----
	GAYA	BR06	---	-----	---	-----
	MUZAFFARPUR	BR07	---	-----	---	-----
	PATNA	BR08	---	-----	---	-----
	PURNIA	BR09	---	-----	---	-----
CHANDIGARH	CHANDIGARH	CH01	---	-----	---	-----
CHHATTISGARH	BILASPUR	CG01	---	-----	---	-----
	DURG/BHILAI	CG02	---	-----	---	-----
	RAIPUR	CG03	---	-----	---	-----
DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI	DN01	---	-----	---	-----
DAMAN & DIU	DAMAN	DD01	---	-----	---	-----
DELHI/NEW DELHI	DELHI (CENTRAL)	DL01	---	-----	---	-----
	DELHI (EAST)	DL02	---	-----	---	-----
	DELHI (NORTH)	DL03	---	-----	---	-----
	DELHI (SOUTH)	DL04	---	-----	---	-----
	DELHI (WEST)	DL05	---	-----	---	-----
GOA	PANAJI/MADGAON	GO01	---	-----	---	-----

GUJARAT	AHMEDABAD	GJ01	---	-----	---	-----
	ANAND	GJ02	---	-----	---	-----
	BHAVNAGAR	GJ03	---	-----	---	-----
	GANDHINAGAR	GJ04	---	-----	---	-----
	GODHRA	GJ05	---	-----	---	-----
	JAMNAGAR	GJ06	---	-----	---	-----
	JUNAGADH	GJ07	---	-----	---	-----
	MEHSANA	GJ08	---	-----	---	-----
	PATAN	GJ09	---	-----	---	-----
	RAJKOT	GJ10	---	-----	---	-----
	SURAT	GJ11	---	-----	---	-----
	VADODARA	GJ12	---	-----	---	-----
	VALSAD	GJ13	---	-----	---	-----
HARYANA	AMBALA	HR01	---	-----	---	-----
	BAHADURGARH	HR02	---	-----	---	-----
	FARIDABAD	HR03	---	-----	---	-----
	GURUGRAM	HR04	---	-----	---	-----
	HISSAR	HR05	---	-----	---	-----
	KARNAL	HR06	---	-----	---	-----
	KURUKSHETRA	HR07	---	-----	---	-----
	MURTHAL/SONEPAT	HR08	---	-----	---	-----
	PANCHKULA	HR09	---	-----	---	-----
	PANIPAT	HR10	---	-----	---	-----
HIMACHAL PRADESH	BILASPUR	HP01	---	-----	---	-----
	DHARAMSHALA	HP02	---	-----	---	-----
	HAMIRPUR(HIMACHAL PRADESH)	HP03	---	-----	---	-----
	KANGRA	HP04	---	-----	---	-----
	PALAMPUR	HP05	---	-----	---	-----
	SHIMLA	HP06	---	-----	---	-----
	SOLAN	HP07	---	-----	---	-----
JAMMU & KASHMIR	BARAMULLA	JK01	---	-----	---	-----
	JAMMU	JK02	---	-----	---	-----
	SAMBA	JK03	---	-----	---	-----
	SRINAGAR(J & K)	JK04	---	-----	---	-----
	UDHAMPUR	JK05	---	-----	---	-----
JHARKHAND	BOKARO	JH01	---	-----	---	-----
	DHANBAD	JH02	---	-----	---	-----
	HAZARIBAGH	JH05	---	-----	---	-----
	JAMSHEDPUR	JH03	---	-----	---	-----
	RANCHI	JH04	---	-----	---	-----
KARNATAKA	BAGALKOT	KK01	---	-----	---	-----
	BELGAUM	KK02	---	-----	---	-----
	BELLARY	KK03	---	-----	---	-----
	BENGALURU	KK04	---	-----	---	-----
	BIDAR	KK05	---	-----	---	-----
	DAVANGERE	KK06	---	-----	---	-----
	DHARWAD	KK07	---	-----	---	-----
	GULBARGA	KK08	---	-----	---	-----
	HASSAN	KK09	---	-----	---	-----
	HUBLI	KK10	---	-----	---	-----
	KOLAR	KK11	---	-----	---	-----
	MANGALURU	KK12	---	-----	---	-----
	MANIPAL	KK13	---	-----	---	-----
	MYSURU	KK14	---	-----	---	-----
	SHIVAMOGGA	KK15	---	-----	---	-----
	TUMAKURU	KK16	---	-----	---	-----
	UDUPI	KK17	---	-----	---	-----
KERALA	ALAPPUZHA	KL01	---	-----	---	-----
	ANGAMALY	KL02	---	-----	---	-----
	CHENGANUR	KL03	---	-----	---	-----
	ERNAKULAM/KOCHI	KL04	---	-----	---	-----
	IDUKKI	KL05	---	-----	---	-----

	KANJIRAPPALLY	KL06	---	-----	---	-----
	KANNUR	KL07	---	-----	---	-----
	KASARAGOD	KL08	---	-----	---	-----
	KOLLAM	KL09	---	-----	---	-----
	KOTHAMANGALAM	KL10	---	-----	---	-----
	KOTTAYAM	KL11	---	-----	---	-----
	KOZHIKODE	KL12	---	-----	---	-----
	MALAPPURAM	KL13	---	-----	---	-----
	MOOVATTUPUZHA	KL14	---	-----	---	-----
	PALAKKAD	KL15	---	-----	---	-----
	PATHANAMTHITTA	KL16	---	-----	---	-----
	THIRUVANANTHAPURAM	KL17	---	-----	---	-----
	THRISSUR	KL18	---	-----	---	-----
LAKSHADWEEP	KAVARATTI	LD01	---	-----	---	-----
MADHYA PRADESH	BALAGHAT	MP01	---	-----	---	-----
	BETUL	MP02	---	-----	---	-----
	BHOPAL	MP03	---	-----	---	-----
	CHHATARPUR	MP04	---	-----	---	-----
	CHHINDWARA	MP05	---	-----	---	-----
	GWALIOR	MP06	---	-----	---	-----
	INDORE	MP07	---	-----	---	-----
	JABALPUR	MP08	---	-----	---	-----
	KHARGONE	MP09	---	-----	---	-----
	MANDSAUR	MP10	---	-----	---	-----
	REWA	MP11	---	-----	---	-----
	SAGAR	MP12	---	-----	---	-----
	SATNA	MP13	---	-----	---	-----
	SHAHDOL	MP14	---	-----	---	-----
	UJJAIN	MP15	---	-----	---	-----
	VIDISHA	MP16	---	-----	---	-----
MAHARASHTRA	AHMEDNAGAR	MR01	---	-----	---	-----
	AKOLA	MR02	---	-----	---	-----
	AMRAVATI	MR03	---	-----	---	-----
	AURANGABAD(MAHARASHTRA)	MR04	---	-----	---	-----
	BEED	MR05	---	-----	---	-----
	BHANDARA	MR06	---	-----	---	-----
	BHUSAWAL	MR07	---	-----	---	-----
	BULDHANA	MR08	---	-----	---	-----
	CHANDRAPUR	MR09	---	-----	---	-----
	DHULE	MR10	---	-----	---	-----
	GADCHIROLI	MR11	---	-----	---	-----
	GONDIA	MR12	---	-----	---	-----
	JALGAON	MR13	---	-----	---	-----
	KOLHAPUR	MR14	---	-----	---	-----
	LATUR	MR15	---	-----	---	-----
	MUMBAI SUBURBAN	MR16	---	-----	---	-----
	MUMBAI	MR17	---	-----	---	-----
	NAGPUR	MR18	---	-----	---	-----
	NANDED	MR19	---	-----	---	-----
	NASHIK	MR20	---	-----	---	-----
	NAVI MUMBAI	MR21	---	-----	---	-----
	PARBHANI	MR22	---	-----	---	-----
	PUNE	MR23	---	-----	---	-----
	RAIGAD/ALIBAUG	MR24	---	-----	---	-----
	RATNAGIRI	MR25	---	-----	---	-----
	SANGLI	MR26	---	-----	---	-----
	SATARA	MR27	---	-----	---	-----
	SOLAPUR	MR28	---	-----	---	-----
	THANE	MR29	---	-----	---	-----
	WARDHA	MR30	---	-----	---	-----
	WASHIM	MR31	---	-----	---	-----
	YAVATMAL	MR32	---	-----	---	-----

MANIPUR	IMPHAL	MN01	---	-----	---	-----
MEGHALAYA	SHILLONG	MG01	---	-----	---	-----
MIZORAM	AIZAWL	MZ01	---	-----	---	-----
NAGALAND	DIMAPUR	NL01	---	-----	---	-----
	KOHIMA	NL02	---	-----	---	-----
ODISHA	ANGUL	OR01	---	-----	---	-----
	BALASORE	OR02	---	-----	---	-----
	BEHRAMPUR(GANJAM)	OR03	---	-----	---	-----
	BHUBANESHWAR	OR04	---	-----	---	-----
	CUTTACK	OR05	---	-----	---	-----
	DHENKANAL	OR06	---	-----	---	-----
	JEYPORE	OR07	---	-----	---	-----
	ROURKELA	OR08	---	-----	---	-----
	SAMBALPUR	OR09	---	-----	---	-----
PUDUCHERRY	PUDUCHERRY	PO01	---	-----	---	-----
PUNJAB	AMRITSAR	PB01	---	-----	---	-----
	BHATINDA	PB02	---	-----	---	-----
	FATEHGARH SAHIB	PB03	---	-----	---	-----
	FIROZPUR	PB04	---	-----	---	-----
	JALANDHAR	PB05	---	-----	---	-----
	LUDHIANA	PB06	---	-----	---	-----
	MOHALI	PB07	---	-----	---	-----
	PATHANKOT	PB08	---	-----	---	-----
	PATIALA	PB09	---	-----	---	-----
	PHAGWARA	PB10	---	-----	---	-----
	ROPAR	PB11	---	-----	---	-----
	SANGRUR	PB12	---	-----	---	-----
RAJASTHAN	AJMER	RJ01	---	-----	---	-----
	ALWAR	RJ02	---	-----	---	-----
	BHARATPUR	RJ03	---	-----	---	-----
	BHILWARA	RJ04	---	-----	---	-----
	BIKANER	RJ05	---	-----	---	-----
	JAIPUR	RJ06	---	-----	---	-----
	JODHPUR	RJ07	---	-----	---	-----
	KOTA	RJ08	---	-----	---	-----
	SIKAR	RJ09	---	-----	---	-----
	SRIGANGANAGAR	RJ10	---	-----	---	-----
	UDAIPUR	RJ11	---	-----	---	-----
SIKKIM	GANGTOK	SM01	---	-----	---	-----
TAMIL NADU	CHENNAI	TN01	---	-----	---	-----
	COIMBATORE	TN02	---	-----	---	-----
	CUDDALORE	TN03	---	-----	---	-----
	DINDIGUL	TN04	---	-----	---	-----
	KANCHIPURAM	TN05	---	-----	---	-----
	KANYAKUMARI	TN06	---	-----	---	-----
	KARUR	TN07	---	-----	---	-----
	MADURAI	TN08	---	-----	---	-----
	NAGARCOIL	TN09	---	-----	---	-----
	NAMAKKAL	TN10	---	-----	---	-----
	SALEM	TN11	---	-----	---	-----
	THANJAVUR	TN12	---	-----	---	-----
	THOOTHUKUDI	TN13	---	-----	---	-----
	TIRUCHIRAPPALLI	TN14	---	-----	---	-----
	TIRUNELVELI	TN15	---	-----	---	-----
	TIRUVALLUR	TN16	---	-----	---	-----
	TIRUVANNAMALAI	TN17	---	-----	---	-----
	VELLORE	TN18	---	-----	---	-----
	VILUPPURAM	TN19	---	-----	---	-----
	VIRUDHUNAGAR	TN20	---	-----	---	-----
TELANGANA	HYDERABAD	TL01	---	-----	---	-----
	KARIMNAGAR	TL02	---	-----	---	-----
	KHAMMAM	TL03	---	-----	---	-----

STATE	CITY	Code	No of Centres	Total Capacity	No of Centres	Total Capacity
	MAHBUBNAGAR	TL04	---	-----	---	-----
	NALGONDA	TL05	---	-----	---	-----
	RANGA REDDY	TL06	---	-----	---	-----
	WARANGAL	TL07	---	-----	---	-----
TRIPURA	AGARTALA	TA01	---	-----	---	-----
UTTAR PRADESH	AGRA	UP01	---	-----	---	-----
	ALIGARH	UP02	---	-----	---	-----
	ALLAHABAD	UP03	---	-----	---	-----
	BAREILLY	UP04	---	-----	---	-----
	BULANDSHAHR	UP05	---	-----	---	-----
	FAIZABAD	UP06	---	-----	---	-----
	GHAZIABAD	UP07	---	-----	---	-----
	GORAKHPUR	UP08	---	-----	---	-----
	JHANSI	UP09	---	-----	---	-----
	KANPUR	UP10	---	-----	---	-----
	LUCKNOW	UP11	---	-----	---	-----
	MATHURA	UP12	---	-----	---	-----
	MEERUT	UP13	---	-----	---	-----
	MORADABAD	UP14	---	-----	---	-----
	MUZAFFARNAGAR	UP15	---	-----	---	-----
	/GREATER	UP16	---	-----	---	-----
	RAEBARELI	UP17	---	-----	---	-----
	SAHARANPUR	UP18	---	-----	---	-----
	SITAPUR	UP19	---	-----	---	-----
	VARANASI	UP20	---	-----	---	-----
UTTARAKHAND	DEHRADUN	UK01	---	-----	---	-----
	HALDWANI	UK02	---	-----	---	-----
	HARIDWAR	UK03	---	-----	---	-----
	NAINITAL	UK04	---	-----	---	-----
	PANTNAGAR	UK05	---	-----	---	-----
	ROORKEE	UK06	---	-----	---	-----
	SRINAGAR(UTTARAKHAND)	UK07	---	-----	---	-----
WEST BENGAL	ASANSOL	WB01	---	-----	---	-----
	BURDWAN	WB02	---	-----	---	-----
	DARJEELING	WB03	---	-----	---	-----
	DURGAPUR	WB04	---	-----	---	-----
	HALDIA	WB05	---	-----	---	-----
	HOOGHLY	WB06	---	-----	---	-----
	HOWRAH	WB07	---	-----	---	-----
	KALYANI	WB08	---	-----	---	-----
	KHARAGPUR	WB09	---	-----	---	-----
	KOLKATA	WB10	---	-----	---	-----
	NORTH 24 PARGANAS	WB11	---	-----	---	-----
	SILIGURI	WB12	---	-----	---	-----

Table-2: List of Cities Outside India

STATE	CITY	Code	Capacity of 250 or more nodes		Capacity of less than 250 nodes	
			No of Centres	Total Capacity	No of Centres	Total Capacity
OUTSIDE INDIA	BAHRAIN	ZZ01	---	-----	---	-----
	COLOMBO	ZZ02	---	-----	---	-----
	DHAKA	ZZ03	---	-----	---	-----
	DUBAI	ZZ04	---	-----	---	-----
	KATHMANDU	ZZ05	---	-----	---	-----
	MUSCAT	ZZ06	---	-----	---	-----
	QATAR	ZZ07	---	-----	---	-----
	RIYADH	ZZ08	---	-----	---	-----
	SHARJAH	ZZ09	---	-----	---	-----
	SINGAPORE	ZZ10	---	-----	---	-----

Marking Criteria for Technical Evaluation of Bids

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

S. No	Description of Marking Scheme	Supporting Document	Maximum Marks	Marks evaluated by Bidder	Marks evaluated by Technical Evaluation Committee
1	**Bidder's Profile**		**16 Marks**		
1.1	Overall IT staff strength ((Project Management/Development/Quality Assurance/ Implementation/ Operations)	EPF Registration Certificate and Self Declaration from the Authorized Signatory / HR Head	8 Marks		
	1-100		00		
	101 – 200		04		
	201 - 250		06		
	251 & Above		08		
1.2	**Software /Solution**		**8 Marks**		
	Organization should own the source code of the application software and should be capable to modify as per security requirement of NTA	Self-Declaration from the authorized signatory for ownership of source code & capability /willingness to change	04		
	The organization should have in-house 20 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software (Pl attach proof)	Self-Declaration from the authorized signatory / Departmental Head for required Technical Manpower	04		
2	**Bidder's certification**		**8 Marks**		
2.1	CMMi level (Organisation-Development/Services)		04 Marks		
	CMMi level 3		01		
	CMMi level 5		04		
2.2	CMMi level (Organisation Services)		04 Marks		
	ISO 9001 & ISO 27001 Certifications		02		
	CBT Software STQC/ CERTIN Certified		02		
3	**Bidder's Financial Turnover**		**12 Marks**		
3.1	The bidder's Average Annual Turnover during last three financial years should be INR 10 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet/CA certificate etc.). Refer Annexure I.	Audited Balance Sheet or CA Certificate	06 Marks		
	Less than 10 Crore		00		
	>=10 Crore and <=30 Crore		03		
	>30 Crore and above		06		
3.2	The average turnover of the bidder should be minimum INR 30 crores after tax in each of last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017-18, 2018-19 and 2019-20. Refer Annexure I	Audited Balance Sheet or CA Certificate	06- Marks		
	Less than 30 Crore		00		
	>=30 Crore and <=50 Crore		03		
	>50 Crore and above		06		
4	**Bidder's experience in Computer Based Test (CBT) in INDIA**		**20 Marks**		
4.1	No of Years in Computer Based Test (CBT)	Customer Experience Certificate / Work Order	4 Marks		
	Less than 5 years		00		
	5 Years or More		04		
4.2	Maximum No. of candidates appeared		8 Marks		

	in CBT in single shift during, 2017-18, 2018-19 and 2019-20				
	< 35,000 Candidates		00		
	>=35,000 -< =50,000 Candidates		06		
	>50,000 Candidates		08		
4.3	**Number of Academic Assignments completed with 35,000 or more candidates in INDIA during 2017-18, 2018-19 and 2019-20**		**8 Marks**		
	Less than 3 assignment		00		
	3 to 5 assignments		05		
	More than 5 assignments		08		
5	**Bidder's Infrastructure Capability**		**16 Marks**		
5.1	**Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centers and atleast 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached)**		**8 Marks**		
	< 35,000 Nodes		00		
	>= 35,000 -<=50,000 Nodes		06		
	>50,000 & above Nodes		08		
5.2	**Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security**		**8 Marks**		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies		04		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in Certified infrastructure		08		
6	**Approach and Methodology**		**8 Marks**		
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder		08		
7	**Exam Software System**		**20 Marks**		
7.1	Exam software system is able detect, log and prevent if any candidate utilises another communication mechanism/device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wifi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera		10*		
7.2	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, external network to the exam nodes and the centre server		5*		
7.3	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition of hardware, interference from unauthorised software or service 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 results data		10*		
7.5	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomisation of the questions/answers) before usage during exam		5*		
7.6	The bidder generates and maintain accurate mapping of candidate to the centre, shift and exam node. All changes to the candidates exam node during exam is 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 node (candidate log), routers/switches used at the exam centres, and HO centralised 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 accuracy of time during the conduct of the exam. This includes how time is maintained at 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 sanitises the exam related data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam		3*		
7.10	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam		5*		
7.11	Exam software system should have the capability to add video type questions		3*		
7.12	Candidate verification (biometric et al) during examination to detect malpractices		5*		
7.13	Handling of network failure during exam (between center and HQ or center server and candidate computer)		3*		
7.14	Detection and prevention of remote access of candidate computer		3*		
7.15	Encryption of network traffic between candidate node, servers and data center		5*		
7.16	Security of question paper preparation and upload to agency's software		10*		
7.17	Detecting and preventing malpractice related to unscheduled candidates at exam center		6*		
	Subtotal 7.1 to 7.17		100*		
Total Score			**100**		

* 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 the awarded 16 marks {(80/100) *20 = 16 marks}.

Bidders scoring 70% or more scores as per above criteria will be considered technically qualified. Also, Bidders should score 65% or more in "Exam Software System" (Point 7) scheme to be considered technically qualified. Price Bids of such technically qualified bidders only shall further be opened.

Signature of Bidder

FINANCIAL BID - In Indian Rupees for one/two Shifts per day
(For Section 5.1 to 5.3 and other details of the Tender Document)

Table-1: Item wise cost per candidate for examination conducted in cities in India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
2.	Operational Cost as per scope of work defined under Section 5.1 to 5.3 (except 1 above)		
3.	Operational Cost of Implementation of Social Distancing measures for scope of Item (2) Table 1. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Table-2: Item wise cost per candidate for examination conducted in cities outside India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
2.	Operational Cost as per scope of work defined under Section 5.1 to 5.3 (except 1 above)		
3.	Operational Cost of Implementation of Social Distancing measures for scope of Item (2) Table 2. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Note:
1. **The rates shall be exclusive of taxes.**
2. **The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.**
3. **For '3 shifts in a day exam' Operational Cost will be considered as 80% of cost of '1/2 shifts in a day examination'**
4. **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 _____

FINANCIAL BID - In Indian Rupees for one/two Shifts per day
(For Section 5.4 and other details of the Tender Document)

Table-1: Activity wise cost per candidate for examination conducted in cities in India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
2.	Operational Cost as per scope of work defined under Section 5.4 (except 1 above)		
3.	Operational Cost of Implementation of Social Distancing measures for scope of Item (2) Table 1. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Table-2: Activity wise cost per candidate for examination conducted in cities outside India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
2.	Operational Cost as per scope of work defined under Section 5.4 (except 1 above)		
3.	Operational Cost of Implementation of Social Distancing measures for scope of Item (2) Table 2. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Note:
1. **The rates shall be exclusive of taxes.**
2. **The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.**
3. **For '3 shifts in a day exam' Operational Cost will be considered as 80% of cost of '1/2 shifts in a day examination'**
4. **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   _____

FINANCIAL BID – In Indian Rupees for one/two Shifts per day
(For Section 5.5 and other details of the Tender Document)

Table-1: Activity wise cost per candidate for examination conducted in cities in India.

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Drawing Sheets on 130 GSM MAT as per specification given by the NTA with Bar Code having compatibility with application number (12 Digits) of the candidate		
2.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
3.	Operational Cost as per scope of work defined under Section 5.5 (except 2 above)		
4.	Operational Cost of Implementation of Social Distancing measures for scope of Item (3) Table 1. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Table-2: Activity wise cost per candidate for examination conducted in cities outside India

S.No.	Activity	Rates in Indian Rupees per candidate	
		In Figure	In Words
1.	Drawing Sheets on 130 GSM MAT as per specification given by the NTA		
2.	Biometric registration (capturing of fingerprint, facial image, iris capture) including allotment of candidate nodes and Security & Frisking Services		
3.	Operational Cost as per scope of work defined under Section 5.5 (except 2 above)		
4.	Operational Cost of Implementation of Social Distancing measures for scope of Item (3) Table 2. Scope of Social Distancing measures defined in Section 5.6		
	Total→		

Note:
1. **The rates shall be exclusive of taxes.**
2. **The financial bid (Total Rates in Indian Rupees per candidate) will be considered based on the examination conducted in India.**
3. **For '3 shifts in a day exam' Operational Cost will be considered as 80% of cost of '1/2 shifts in a day examination'**
4. **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 _____

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

Date:

To,

_____

_____

Sub: Acceptance of Terms & 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 web site(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 above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We hereby unconditionally accept that for conduct of NTA examinations, I/We will abide by the directions/instructions issued by NTA from time to time.

7. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation 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)

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app.

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.

2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.

5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

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, the number of documents - including the names and content of each of the document 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 and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) 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. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

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 CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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
- 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 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 examination)
- Annexure II : Document Handling over certificate
- Proforma I : Details of different functionaries involved at Examination Centre
- Proforma II : No Relation Certificate
- Proforma 3A : Certificate of Successful activation
- Proforma 4 : Sample Attendance Sheet
- Proforma 5 : Consolidated Absentee –Cum- 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. Following are the responsibilities of the exam service provider:

1) Provide detailed understanding of the technical architecture, process followed in conduct of exam, data flow and data understanding to the auditor before the start of exam.
2) Provide timely details of the exam centers coordinators (contact number, authorization, etc) to auditors.
3) Provide timely access to exam center premises for pre-exam audit.
4) Timely mitigate (before exam start) the critical observations identified by auditors during pre-exam center audit to the satisfaction of NTA.
5) Provide electronic data as identified in the section below. Point 1 (click by click of candidate audit log) of the below data requirement section is to be provided at 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 exam" at the exam center as independent observers.
9) For sample machines and network switches in exam center identified by the auditors, facilitate 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 to be extracted in presence of the auditors for the purpose of validation.

Following electronic data is to be provided by selected bidder:

1) Raw dump of click-by-click activity log of candidate during the exam with 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 exam, visit to various question paper sections/questions, exam end time, incidents during exam, etc.
2) Raw dump of click-by-click activity log of IT Manager/personnel on the server (at exam center) used for conducting the exam, with timestamp. This data should be shared from both primary and backup server and should include all the activities, for example, set up of the exam, question paper download time, conduct of exam, marking of attendance, time for end of exam 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 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 center, room number, seat number, node IP, node MAC, similar details in case of change of node, etc.)
6) Final score 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 exam including historical incidents.
9) Log of 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 center and nodes on which candidates give the exam.
11) Details of exam centers and their total capacity in terms of seats and nodes
12) Report of health check/IT audit of machines as well as physical infrastructure audit of centers
13) List of whitelisted websites and applications on primary server, backup server, and candidate nodes
14) Biometric registration data, report which includes candidate details, time stamps and center details.
15) Log of exam data received at a central server with timestamp.
16) Log of connections made to the exam center 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)

Date:

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 adheres to the following requirement:

1. I / We segregate and secure the exam lab network (switch) before the start of the exam by creating VLAN and blocking unwanted ports.

2. I / We have ethics and integrity requirements as part of the contract for all staff (on roll, contractual, etc.) involved in the execution of the exam.

3. On the day of exam, all user activities performed (over network or physically) on 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. 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, machine identifier) during the entire exam duration.

5. All communications between HO and exam centre or within exam center is encrypted (question paper transfers, data push and pull from HO, communication between center server and nodes, communication between center primary and backup server and communication between different exam software machines)

6. I / We capture the hardware and software on the computers 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 the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation 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 gurantee absolutely. Your department / organization can test the above requirements in a live environment created by us during technical evaluation stage.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE -XV

The detailed SOP for Implementing SD Measures are:

A. **Pre-Examination Phase Social Distancing measures**

A.1 Allocation of candidate at venue

- Candidates need to be able to maintain a space of at least 6 feet from each other.
- Random allocation logic will allow candidates to sit at alternate nodes, i.e., with a gap of one node between each candidate or with gap of 6 feet from each other with proper sanitization between 2 shifts.
- Odd seat numbers will be allocated in shift 1 and shift 3, and even seat numbers in the shift 2 and shift 4. This will ensure uniform utilization of infrastructure.

A.2 Changes in Admit card

The following changes are to be made in the format of Admit card (Admit Card by NTA)

- Specific instructions for social distancing for candidates
- Staggered Time Slot for the candidate's entry into the venue – to be printed on the Admit card.
- Candidate self-reporting questionnaire for COVID-19 symptoms.
- Bar code providing the candidate roll number.
- List of items permitted in exam labs.
- In case of candidate with scribe, both the candidate and the scribe must bring their own N95 mask A.3 Training of staff for SD Measures.
- Guidelines for SD
- Standard Operating Procedures for implementing safety precautions and for maintaining required standard of hygiene.
- The exam centre officials such as Centre Supdt functionaries may be allowed to participate in exam conducting process only after assessed for their knowledge of SD measures.

A.3 Training of staff for SD Measures

- Guidelines for SD
- Standard Operating Procedures for implementing safety precautions and for maintaining required standard of hygiene.
- The exam centre officials such as Centre Supdt functionaries may be allowed to participate in exam conducting process only after assessed for their knowledge of SD measures.

A.4 Materials to be supplied at Exam Centre.

Each exam centre needs to have the following additional materials:

- Masks for exam staff
- Surgical Gloves & Masks for candidates as a mandatory requirement for admission into exam venue. Candidates will bring their own disposable mask and gloves.
- Masks and gloves for security guards
- Hand Sanitizer at entry and inside the exam venue as needed.
- Spray bottles, Sponges/cloth for disinfecting items such as workstations, door handles, etc
- Disinfectant liquid with 1% sodium hypochlorite for spraying in the venue
- Disinfectant backpack spray machines for spraying floors, walls, etc
- Additional cleaning material for washrooms to ensure increased hygiene.
- Water dispenser for handwash at entry gate
- Liquid handwash soap at entry and washrooms for washing hands.
- Barcode scanners to ensure candidate's touch-free entry.
- Thermo guns (approved model) for Temperature check of incoming candidates
- Additional notice boards
- Individual water bottles to be brought by the candidate.
- Rope lines and Floor Marks to manage queues.
- Box to collect candidate documents – should be placed in an area covered by CCTV.

A.5 Sanitize the Exam Centre venue and wearing of PPE kits by Centre officials.

i) At the Start on exam day

- Spray entire venue floors and walls, doors, gates, with disinfectant from backpack spray machines
- Fresh surgical mask and surgical gloves to be used by exam functionary after staff verification is done.
- Replenish all sanitizer bottles at entry gate, labs, registration desks, server room, staff/observer room, etc
- Replenish all liquid handwash bottles in restrooms and entry gate.

ii) Before each shift starts (and after last shift of the day)

- Candidate Seating Area to be thoroughly sanitized – monitor keyboard, mouse, webcam, desk and the chair.
- Clean and disinfect all the washrooms.
- Disinfect all door handles, staircase railing, lift buttons, etc
- Disinfect wheelchairs if present at the venue.
- Replenish all sanitizer and liquid handwash bottles at the venue.
- Clean all the trash bins.

iii) At end of the day

- Staff to take mask and gloves home and dispose them there.
- Safely dispose of all used masks and gloves discarded at the venue and trash bin bags as per standard guidelines issued by health authority.

A.6 Provide mandated items at workstation before the shift.

- Water bottle - to be brought by the candidate. Selected bidder to provide, in case some candidates ask for it.
- Candidate should come to centre wearing a disposable mask and candidate will be required to use the mask provided at centre and dispose the mask which candidate came wearing from home. A fresh 3 Ply mask will be offered to all candidates before entry.

A.7 Exam Centre officials verification and self-declaration

- This step needs to be done immediately at the staff entrance.
- Exam functionary must agree self-declaration in the system.
- Thermo gun check must be done at this point.
- If any person fails to meet the self-declaration criteria, or thermo gun check, he/she will be asked to leave the venue immediately.
- Exam functionary to use the mask and gloves at all times.

A.8 Crowd management outside the venue

- Advisory notice boards to caution the candidates about Social Distancing precautions will be positioned at suitable locations within and near the venue.
- Queue manager / ropes to be placed in a way to move candidates towards the entry gate in an orderly way without crowding. Draw circles within the roped area for people to stand.
- Loudspeaker to be used to call candidates as per their time slots.
- Discontinue the practice of displaying Lab to Roll number allotted to candidate outside the venue to avoid crowding at the entrance.

A.9 Managing Candidate Entry at the Gate

i) Entry of Candidates as per Time Slot given in Admit Card

- Admit card issue by NTA.
- To avoid crowding at the venue entry due to candidates reaching all together, they will be given staggered time slots. The staggering of time slots will be done in such a way so as to ensure uniform distribution of candidates across labs during entry at the venue. A prior communication on this process of staggered   will be shared with the candidates through admit card (Admit card by NTA).

ii)   Barcode Reader at Entry Points
- Barcode readers will be available at the entry point to scan barcode on the admit card. This will display the information required to verify the candidate details without physically touching his documents.
- The Lab number will also be displayed and informed to the candidate at this point.

- In the absence of Bar code/QR Code reader the following protocol to be followed:

➢ A list containing mapping of Roll number to Lab number will be available at the entry with the exam functionary (either printout or soft copy on mobile device like laptop or tab/smartphone). This list will not be displayed outside the venue.
➢ The candidate will show the admit card and ID proof for verification to the exam functionary standing across the table.
➢ Post verification, the exam functionary will read the Roll number, find it on the list and inform candidate about his Lab number.
➢ At no time will exam functionaries touch any document of the candidate

18.1.1.1 Security guards at gate should wear masks as they become the first point of contact for all candidates.
18.1.1.2 The temperature of the candidates will be checked at the entry gate of the exam centre. Candidates.
18.1.1.3 with temperature greater than 99.14-degree Fahrenheit will be accommodated in the Isolation Lab.
18.1.1.4 In exceptional cases where Candidate is not feeling well, candidate will have to sign self-reporting questionnaire (to be part of the admit card), which will be viewed by the guard at a safe distance, and then candidate will drop it in a box (preferably ballot box type) kept at entry under CCTV coverage.
18.1.1.5 Use of IR Thermo Guns for candidate temperature measurement.
All staff members and candidates to be checked with Thermo guns at the entry point for fever. In case, any person is observed to be having above normal temperature (> 99.14° F) or displaying any symptoms of the virus, they will not be allowed entry into the venue.
- The candidates with above normal temperature (> 99.14° F) or COVID like symptoms will be allowed in a separately set up isolation lab of up to 5% centre capacity.
- Local Helpline Number for COVID-19 be displayed prominently at the venue and used when required.

vi)   Regular announcements will be made urging candidates to maintain social distancing amongst them. Volunteers will also guide the candidates to maintain social distancing.
vii)   In case any of the responses suggest COVID infection/symptoms, the candidate will be reported to Centre officials before permitting inside the exam venue.

A.10 Items permitted into the venue for Candidates.
Candidates will be permitted to carry only certain items with them into the venue.
- Gloves
- Personal transparent water bottle
- Personal hand sanitizer (50 ml)
- Exam related documents (Admit Card, ID card, etc)
- No other item to be permitted inside the venue. The admit card will clearly state what candidates are permitted to carry and that they are not permitted to carry anything else.

A.11 Candidate Frisking
- Body pat frisking will not be done while Social Distancing is in effect
- Bluetooth and wifi signal presence will be checked inside the lab
  A.12 Document verification
- A table of approx. 3 ft width should be kept at lab entrance so as keep distance between candidates and exam centre officials regulating entry of candidates.

- Candidate will flash the documents for exam functionary to view.
- Candidate will place the admit card on the table and exam functionary will stamp it with shift specific coloured stamp.

A.13 Candidate Registration and Seat Allocation
- At registration desk, the candidate will be directed to sanitize his / her hands using provided sanitizer or brought by him/her.
- Photograph will be taken while candidate is standing.
- No biometric will be taken at Registration desk.
- Seat number will be given to the candidate.
- Post exam, System will do offline verification of the registration photograph against photograph submitted with the application using Facial Recognition. In case of photo mismatch, the candidate will be flagged for further checks and scrutiny.

A.14 Usher Candidate to allocated seat
Candidate will be guided to his allocated seat, ensuring that social distancing is maintained.

B. During Examination Phase Social Distancing measures
B.1 Candidate Authentication
- After candidate enters his credentials, his photo will be captured by the system on a periodic, random basis in a nonintrusive manner.
- The Admit card informs the candidate that his photograph may be taken at periodic intervals. The photographs will be analysed offline post exam for discrepancies and for verification against application and/or registration photograph using facial recognition.

B.2 Candidate self-declaration
- COVID 19 specific safety instructions are displayed as part of initial instruction for the candidates. This will include declaration about the candidate's status with regard to COVID-19 symptoms.
- In case any candidate does not give this self-declaration, he/she would be shifted to isolation lab.

B.3 Manual Attendance at the candidate seat
- Manual attendance with signature and ink fingerprint will not be done.

B.4 Invigilation
- CCTV enabled.
- There will be a runner at the CCTV room to inform the lab in case any malpractice attempt is observed on the CCTV feeds.
- The practice of physical movement of invigilators inside the lab will be minimized to the extent possible.
- Surgical masks will be mandated for invigilators.
- In case invigilator is required to operate a candidate's computer to resolve any issue, they will need to sanitize their hands before and afterwards.

B.5 Rough sheet management
- Rough sheet(s) kept at each candidate desk will be used by candidate.
- Candidate must drop the rough sheets in the boxes (preferably ballot box type) provided at the lab/exit when leaving. The box should be under CCTV coverage.

B.6 Washroom break management
- Candidate must take permission from Invigilator before going to washroom. When candidate returns, photograph will be taken non intrusively by the system for subsequent validation.
- Housekeeping staff manning the washrooms must insist that the candidates wash their hands before leaving the washroom.

B.7 Drinking water management
- The practice of water dispenser will be discontinued for Social Distanced CBTs.

- Personal Water Bottles will be permitted at the table and should be brought by the candidates. Provision upto 10% of candidate count per center for small transparent Water Bottles (500 ml) to be kept.

B.8 Managing disruption during exam.

- Invigilator needs to wear mask whenever operating candidate machines.
- They will need to sanitize their hands before and afterwards.
- In case of disruption requiring shifting of candidate to another machine, the candidate should be moved to an absent candidate machine thus ensuring social distancing norms.
- In case of disruption requiring shifting of candidates in larger numbers, the movement should be handled row-wise in a sequential fashion following the normal process and also ensuring social distancing norms.

B.9 Managing malpractice during exam

- If required, the runner will be used to share the input with the concerned lab.
- The normal process will be followed whilst ensuring social distancing norms.

C. Post Examination Phase Social Distancing measures

C.1 Candidate exit from venue

- On completion of a shift, the candidates should be permitted to move out in an orderly manner – One candidate at a time.
- Candidate must drop the Admit Card in a box at the exit. The box will be emptied after a suitable safe period advised by medical experts.
- Required distance will be maintained without crowding anywhere.
- Volunteers will be present along the exit path to ensure orderly movement of candidates.

D. Managing refreshments for exam functionaries and observers

- Exam functionaries must bring their own food to the venue.
- Refreshments are allowed only in designated areas and at scheduled times (only before, after or between shifts).
- Refreshments are not permitted in labs or the server room.
- Social Distancing norms must be maintained while having refreshments.
- No disposable cutleries. Staff will be instructed to bring their own.

E. Maintain record of all exam functionaries

- Record of all exam functionaries will be maintained in the system for future reference and traceability
- Invigilator records are to be maintained in the system through staff verification process
- Venue Head and IT Manager tracker to be is centrally maintained digitally by the Project Manager
- Name and number of other staff such as Housekeeping, Security Guards, etc will be maintained in a separate digital register by the Venue Head. No signature will be needed.

F. Usage of Lifts

- Use lift only if absolutely required. Wherever possible, staircases should be used duly maintaining social distancing norms.
- Only 2 persons should be allowed in small lifts, and 4 persons in large lifts standing with back towards each other.
- Sanitizer bottle must be kept in the lift so that hands can be sanitized after touching buttons.
- Lift usage instructions should be posted both outside and inside the lifts.

S. No.	Bidder Details	To be filled by the Bidder or Firm	For use of Technical Committee
i.	Cost of Tender Form Details		
ii.	EMD Remittance Details		
1.	Registered Firm/ Company		
1a.	Date of Registration		
2.	Average Turnover of Bidder		
2a.	2017-18		
2b.	2018-19		
2c.	2019-20		
3.	Average Annual Turnover in India during last three financial years from Computer Based Examinations		
3a.	2017-18		
3b.	2018-19		
3c.	2019-20		
4.	Permanent Account Number		
	TAN		
	GST Number		
5.	Number of Projects executed for Computer Based Test		
	Number of Projects with 1Lakh candidates in single shift		
6.	Primary data center		
	DR site infrastructure		
	Location of Primary Data Center and DR Site infrastructure		