National Testing Agency

Corrigendum

(Tender No. NTA/2018-19/002 dated 29.8.2018)
Use of Software/ Algorithm for conduct of Computer Based Test (CBT) for Various Professional Entrance and Eligibility Examinations by NTA

S.No.	Page No	Tender Reference	Existing Content (Relevant Extract only)	Revised Content (Relevant Extract only)/ Explanation/ Clarification
1	4	3	NTA reserves the right to award the contract to one or all or empanel the agency(ies) for the job.	NTA reserves the right to award the contract to one or more agency as the service provider.
2	4	3	The system shall mainly comprise of the following activities: Aadhaar based (as permitted by UIDAI/ decided by NTA) and or Non Aadhaar based biometric registration and verification of candidates during examinations.	Annexure – IX has been amended to incorporate the cost component of Aadhaar verification separately (Optional). Biometric data involves capturing of photograph, Thumb/ finger Impression as per standard protocol, Signature of the candidate and verification. The Biometric identification devices are to be provided by the bidder.
3	4	2. Introduction	The examination may have 090 to 200 questions to be attempted in single shift of 2.00 to 3.00 hours and Number of candidates may vary from examination to examination. Total number of candidates across different examinations in a year will be 50 (fifty) lakhs.	Please refer Clause 2 of the Tender document. Further details shall be provided to the successful bidder.
2	5	5. Scope of Work	(a) Following shall be made available by the NTA: 1. Question papers for online practice purposes to be hosted on a 14x7 operational web server	(a) Following shall be made available by the NTA: 1. Question papers for online practice purposes to be hosted on a 24x7 operational web server
3	5	5. Scope of work	(b) Following shall be made available by the selected bidder: 1. Complete candidate's response during the examination, audit trail and biometric data. One set of sealed data to be provided to the NTA's representative within two (2) hours of completion of the exam of each session. The media for said data shall be provided by the NTA	Industry Standard Specifications as per the requirement of NTA.
4	5	5. Scope of work	(c) Important points to be looked after by the selected bidder: 1. The selected bidder shall arrange Mock Test (for the project team) 2. The mock test is to be conducted only once for one project team	Project Team – Personnel involved in conduct of Exam.

5	5	5.1 Pre-examination phase	i. The selected bidder is expected to design the examination plan and examination processes as required by NTA. Broadly the requirements are as follows: **Complete security management processes:** Physical security **Candidate handling process:** Mapping of candidates details with exam centres Validation and verification of identity Attendance and biometric (photo and thumb impression Machine/seat allocation randomly and handling of security parameters	Physical security and other exam centre logistic activities are out of the scope of work of the bidder. However, biometric data collection, mapping of candidates etc. is within the scope of work of the bidder.
6	6	5.1 Pre-examination phase	v. 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, whose cost shall be covered in the commercial bid vi. The selected bidder, as per the requirements and directives from NTA, shall set up systems at the required Exam Centres in India and Outside vii. The selected bidder shall ensure that all Exam Centres as per the list provided by NTA shall have prescribed Hardware, Software and LAN connectivity for conducting the examination	Hardware in terms of server support, national/ master control facility is to be provided by the bidder. Provision of Computer terminals for CBT, Power backup, Non-Technical Manpower (Invigilators, Centre Suptd., Deputy Centre Suptd., Waterman, Security etc.) both in and outside India is out of the scope of work of the bidder. The periodic audit of systems at test centre(s) to conduct the computer based tests (CBT) is within the scope of bidder.
8	6	5.1 Pre-examination phase	x. The selected bidder shall host and manage the examination process through intranet based solution at Exam Centres	Technology for managing examination processes is not restricted to LAN/ Intranet. The same shall be discussed with the successful bidder.
9	6	5.1 Preexamination phase	xiv. The selected bidder shall arrange/provide adequate display for information of the candidate appearing for test at the examination centres	Candidate information to be displayed on screen.
10	6	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	Computer Systems (Nodes) will be available at the examination centres provided by the NTA. Server etc shall have to be provided by the bidder.
11	7	5.2 Infrastructure	At the test centre, main server and back-up server should work uninterrupted	The NTA approved test centres will have the adequate power back-up facility to conduct the test. However, the software should be capable of "resuming" from the point of last saved event.

12	7	5.2 Infrastructure	The selected bidder shall monitor and supervise Exam Centre activities on monitoring console to be installed by the selected bidder in NTA Noida. The data should be real time generated from each exam centre during examination	Server activity to be monitored in real time from master control facility.
4	8	5.3 Post Examination Phase:	7. 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	As per the format and algorithms to be provided by the NTA to the successful bidder.
5	8	6. Essential Pre-requisites: 6.1 Organizational Level:	5. The average annual turnover of the bidder/ consortium/ group of companies, taken together should be minimum 100 crores including minimum of Rs.25.00 Crores or more from CBT (in India), after tax in each of last 3 consecutive financial years viz. 2015-16, 2016-17 and 2017-18 (Attach documentary evidence such as audited Balance Sheet etc.). OR The average annual turnover of the bidder/ consortium/ group of companies, taken together from CBT (in India only) should be minimum 50 crores or more from, in each of last 3 consecutive financial years viz. 2015-16, 2016-17 and 2017-18. (Attach documentary evidence such as audited Balance Sheet etc.).	As per Annexure – I, for the financial year 2017-18, the bidder is allowed to submit duly certified provisional balance sheet in case audited balance sheet is not available.
6	8	6. Essential Pre-requisites: 6.1 Organizational Level:	6. The bidder should not have incurred any loss during last three years up to financial year ending 31st March, 2018. The bidder should submit certified copies of their company Balance Sheet and Profit and Loss Account duly audited for the last three financial years.	As per Tender document with particular reference to Annexure – I.
1	8	6. Essential Pre-requisites: 6.1 Organizational Level:	8. The bidder must have successfully executed at least 5 (Five) (conduct of CBT) projects in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of at least 50000 candidates in a single shift in the past one year. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).	8. The bidder must have successfully executed at least 5 (Five) (conduct of CBT) projects in all India basis, out of which at least one project should be Conduct of Computer based Examination with capability of at least 50000 candidates in a single shift in the last three years. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead. (Bidder's past achievement in this regard shall be considered for technical evaluation).
7	9	6. Essential	9. The bidder must have (owned/ outsourced) primary data center with	9. The bidder must have (owned/ outsourced) primary

		Pre-requisites: 6.1 Organizational Level:	Disaster Recovery 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.	data center with Disaster Recovery 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 or above and ISO [ISO 9001 (Quality), ISO 27001 (Information Security), ISO 20000 (IT Services Management), ISO 22301 (Business Continuity Management System)] certified. Data Center should be certified as per the Meity, Government of India Guidelines i.e. audited by Cert-In empanelled agency.
8	9	6. Essential Pre-requisites: 6.1 Organizational Level:	12. The bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Service certificate will be given preference. CMMI level certificate is necessary for Organisation 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 Meity, Govt. of India.	12. The bidder should have all relevant facilities and logistics available to execute the work. Bidders having CMMI Service certificate or ISO/ IEC 20000–1 will be given preference. CMMI level certificate is necessary for Organisation Development. The bidder's CBT software should be STQC/ Cert-In certified or the processes meet ISO 9001 & 27001 standards. The CBT software should meet the cyber security audit requirements as specified by Meity, Govt. of India i.e. audited and certified by Cert-In empanelled agency.
16	9	6. Essential Pre-requisites 6.1 Organisational Level	13. The bidder must show and submit suitable emergency management plan during any crisis situations/redundancy of servers, switches, additional centre locations, students' data	Redundancy of servers is the responsibility of the bidder. Other hardware such as switches, additional centre locations, students' data is the responsibility of NTA.
17	9	6. Essential Pre-requisites 6.2 Assessment Platform level	1. The bidder should have at least 500 technical employees employed in-house in India for conduct of exam, development of software, maintenance of software, networking and data security	500 technical employees across the consortium is permitted.
9	9	6. Essential Pre-requisites: 6.2 Assessment Platform level:	2. The proposed software should be Govt. of India compliant Meity certified for IT security.	2. The proposed software should be Govt. of India compliant Meity certified for IT security i.e. audited and certified by Cert-In empanelled agency.
19	11	8.	The successful bidder shall obtain declaration from their personnel	It is a binding on the successful bidder to get necessary declaration.

		Important Instructions	(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.	
20	11	9. General Information	Tender Cost should be in the form of DD and EMD can be in the form of DD or Bank Guarantee/FDR in favour of NTA	Tender Cost should be in the form of DD and EMD can be in the form of DD or Bank Guarantee. It should be drawn in favour of National Testing Agency payable at Noida. Bank Details of NTA are provided in the tender document at page 11.
10	12	Submission of Tender Cost, Earnest Money Deposit and Annexures	The tender document can be viewed at NTA's web site: www.nta.ac.in. However, the bids are to be submitted online only. The fee of INR 25,000 (Twenty five thousands) by way of Demand Draft and EMD of INR 1,00,00,000 (One Crore) only by way of BG/ FDR in the form of demand draft in favor of NTA, Noida. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted The Hard Copy of original instruments in respect of cost of tender document, earnest money Deposit and all Annexures must be delivered to Director(Administration),NTA at Noida by 4:30 PM of Friday the 14th September 2018. Late tenders shall not be accepted, under any circumstances. The technical bid shall be opened at 10.00 AM of Saturday the 15th September 2018 at NTA Office, Noida in the presence of bidders who may like to be present.	The tender document can be viewed at NTA's web site: www.nta.ac.in. However, the bids are to be submitted online only. The fee of INR 25,000 (Twenty five thousands) by way of Demand Draft and EMD of INR 1,00,00,000 (One Crore) only by way of Bank Guarantee in the form of demand draft in favor of **National Testing Agency, Noida.** There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted **The Hard Copy of original instruments in respect of cost of tender document, earnest money Deposit and all Annexures must be delivered in the office of Director (Administration), NTA at Noida by 4:30 PM of Friday the 28th September 2018. Late tenders shall not be accepted, under any circumstances. The technical bid shall be opened at 11.00 AM of Wednesday the 3rd October 2018 at NTA Office, Noida in the presence of bidders who may like to be present.**
11	15	10. Appointment of Successful Bidder: 10.7 Time Frame:	The selected bidder would be required to make the system up and operational within a period of 30 Days from the date of signing of Contract.	The bidder should be ready to conduct the exam. within 30 days from the date of issue of work order by the National Testing Agency.
12	22	ANNEXURE – IV	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)	Information as per Annexure - IV is to be provided under the seal and signature of the bidder.
13	31	ANNEXURE – VIII Marking Criteria for Technical	1.1 Overall IT staff strength ((Project Management/ Development/ Quality Assurance/ Implementation/ Operations) - 10 Marks 1-499 - 00 500 – 999 - 05 1000– 1499 - 08	Overall IT staff strength (Project Management/ Development / Quality Assurance / Implementation / Operations / Conduct of Exam / Networking / Data Security) - 10 Marks

			Evaluation of Bids	1500 & Above - 10	1-499 - 00 500 – 999 - 05 1000– 1499 - 08 1500 & Above - 10
14	31		ANNEXURE – VIII Marking Criteria for Technical Evaluation of Bids – Clause 2	Bidder's certification-10 marks CMMi Level(Organization-Development)-05 marks CMMi level 3 Development-02 marks CMMi level 5 Development-05 marks STQC & ISO Certifications-05 marks ISO 9001 & ISO 27001 Certified-02 marks CBT Software STQC Certified-05 marks	Bidder's certification-10 marks **CMMi Level (Organization-Development) - 05 marks** CMMi level 3 Development-02 marks CMMi level 5 Development-05 marks **STQC & ISO Certifications-05 marks** ISO 9001 & ISO 27001 Certified-02 marks CBT Software - STQC/ Cert-In Certified-05 marks
				Scope of Work/Generic requirement	1. Deployment of Police at exam. centre is out of the scope of bidder. 2. CCTV recording is out of the scope of bidder. 3. Allotment of Centre and Issuance of Admit Card to the candidates shall be done by NTA. 4. Hardware in terms of server support, national/ master control facility is to be provided by the bidder. Server activity to be monitored in real time from master control facility. 5. The HDD or USB Pen-drives as media shall be provided by the NTA for transfer of data. 6. Per Candidate means per Scheduled Candidate who is issued an Admit Card. 7. In India, as far as possible, Exams shall be conducted by NTA in two batches only. For outside India, the conduct of exam depends on number of candidates and available nodes. 8. Question paper authoring is out of the scope of work of the bidder.
34	31			Annexure – VIII	Revised Annexure – VIII Appended
35	33			Annexure – IX	Revised Annexure – IX Appended

Note 1. All Annexures are to be uploaded on CPPP. The hardcopy of all the Annexures with supporting documents may also be delivered in a sealed envelope in the office of Director (Admn.), NTA by 4.30 PM of 28th September 2018.

  2. Further details if any shall be discussed and finalised with the successful bidder(s)..

  3. Other Terms and Conditions remain unchanged.

Director (Administration)

Marking Criteria for Technical Evaluation of Bids

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

S. No	Description of Marking Scheme	Maximum Marks	Marks evaluated by Bidder	Marks evaluated by Technical Evaluation Committee
1	**Bidder's Profile**	**20 Marks**		
1.1	**Overall IT staff strength (Project Management/ Development / Quality Assurance / Implementation / Operations / Conduct of Exam / Networking / Data Security)**	**10 Marks**		
	1-499	00		
	500 – 999	05		
	1000– 1499	08		
	1500 & Above	10		
1.2	**Software /Solution**	**10 Marks**		
	Organization should own the source code of the application software.	05		
	The organization should have in-house 50 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)	05		
2	**Bidder's certification**	**10 Marks**		
2.1	**CMMi level (Organisation-Development)**	**05 Marks**		
	CMMi level 3 Development	02		
	CMMi level 5 Development	05		
2.2	**STQC & ISO Certifications**	**05 Marks**		
	ISO 9001 & ISO 27001 Certified	02		
	CBT Software - STQC/ Cert-In Certified	03		
3	**Bidder's Financial Turnover**	**15 Marks**		
3.1	**Average annual turnover in INR during 2015-16, 2016-17 and 2017-18 in INDIA from Computer Based Test only. Organization must be profitable in at least last 3 financial years ending 31 Mar 2018 (Pl submit proof)**	**15 Marks**		
	>=25 Crore and <50 Crore	08		
	>=50 Crore and above	15		
4	**Bidder's experience in Computer Based Test (CBT) in INDIA**	**30 Marks**		
4.1	**No of Years in Computer Based Test (CBT)**	**10 Marks**		
	Less than 3 years	00		
	3 to 5 Years	05		
	More than 5 Years	10		
4.2	**Maximum No. of candidates appeared in CBT in single shift during 2015-16, 2016-17 and 2017-18**	**10 Marks**		
	<50000 Candidates	00		
	50000 < 100000 Candidates	06		
	100000 & above Candidates	10		
4.3	**No. of Assignments completed with more than 50000 candidates in India during 2015-16, 2016-17 and 2017-18**	**10 Marks**		
	Less than 3 assignments	00		
	3 to 5 assignments	05		
	More than 5 assignments	10		
5	**Bidder's Infrastructure Capability**	**10 Marks**		
5.1	**Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security**	**10 Marks**		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies	05		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Meity GOI Certified infrastructure	10		
6	**Approach and Methodology**	**15 Marks**		
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder	15		
	Total Score	**100**		

The information given above is correct. In case, at any stage, any information is found to be false, my bid/ offer stands rejected and the EMD stands forfeited.

Signature of Bidder

Note - Bidders scoring 70% or more scores as per above criteria will be considered technically qualified.
Price Bids of such technically qualified bidders only shall further be opened.

FINANCIAL BID - In Indian Rupees for two Shifts per day

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 finger print and facial image) and verification of candidates		
2.	Operational Cost as per scope of work defined under Section B		
	Total→		

1.	Aadhaar based verification (Optional)		

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 finger print and facial image) and verification of candidates		
2.	Operational Cost as per scope of work defined under Section B		
	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.**

(Signature and Seal of Bidder)

Name in Capital letter: _____

(in the capacity of: _____

Duly authorized to sign Bid for and on behalf of _____