

INVITATION FOR TENDER

For the job of establishment of Digital Infrastructure for
Online Assessment and Training centres PAN India



NATIONAL TESTING AGENCY

Excellence in Assessment

NATIONAL TESTING AGENCY

(An autonomous organization under the Department of Higher Education,
Ministry of Education, Government of India)

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

Website: www.nta.ac.in
E-mail: procurement@nta.ac.in

Tele: 011-69095250

Cost of TENDER Form: ₹ 10,000/-

EMD: ₹ 60,00,000/-

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SECTION I: DISCLAIMER

All information contained in this Tender document provided/clarified is in good interest and faith. Though adequate care has been taken in the preparation of the Tender document. The interested agencies shall satisfy themselves that the document is complete in all respects.

The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required for formulation of proposals.

National Testing Agency (NTA) reserves the right to reject any or all of the proposals submitted in response to the Tender document at any stage without assigning any reasons whatsoever.

NTA also reserves the right to withhold or withdraw the process at any stage with intimation to all those who have submitted their proposals in response to the Tender. NTA reserves the right to change/ modify/ amend any or all of the provisions of the Tender document without assigning any reason. Any such change would be communicated to the bidders by posting it on the NTA website.

NTA, its employees and associates will have no liability under any law, for any loss which may arise from or be incurred or suffered on account of anything contained in the Tender or otherwise including the accuracy adequacy, correctness completeness or reliability of Tender and any assessment, assumption, statements, or information contained therein or deemed to form part of this Tender. The award of the assignment the information and any other information supplied by or on behalf of NTA or their employees and tender respondent or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of the Tender process is confidential to NTA and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

SECTION II: INVITATION FOR TENDER

National Testing Agency (NTA) invites Tender from Qualified Agencies for investment in Designing and Establishment of Online Assessment, Examination and Training centres throughout PAN India to initiate new ways of assessment using emerging education technologies focusing on 21st century skills.

BID DATA SHEET

S. No.	Particulars	Details
1.	Date of issue of TENDER document	31.03.2023
2.	TENDER Form / Bid issued by	National Testing Agency (NTA)
3.	Authorized Officer for Clarifications	Director, NTA
4.	Availability of TENDER Form / Bid	TENDER documents may be downloaded from NTA website www.nta.ac.in (for reference only)
5.	TENDER Form / Bid ID	NTA/2022-23/041
6.	a. Cost of Tender form / Bid document b. Earnest Money Deposit (EMD)	INR 10,000 (Rupees Ten Thousand only) INR 60 Lacs (Rupees Sixty Lacs only) <ul style="list-style-type: none"> • EMD exemption is not allowed to any bidder. • Bidders shall physically submit EMD & Tender Fee in a sealed envelope tiled “Tender for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India to assist National Testing Agency in successful implementation of objectives of New Education Policy 2020” to the NTA before the bid submission end date. • Scanned copy of EMD & Tender Fee also needs to be submitted along with Technical bid. • Bidder has to submit EMD & Tender Fee to the NTA official in Hard copy, at least 48 working hours before the closing of Last date/time of Bid Submission. • Receipt of successful submission of EMD & Tender Fee has to be uploaded online with the technical bid. If not complied, bid will not be considered for opening and rejected outrightly.
7.	Sale of TENDER Form/bid	31.03.2023
8.	Pre- Bid Meeting for queries (if any)	06.04.2023
9.	Last date for submission of Tender response	20.04.2023
10.	Opening of Bidder responses	After 20.04.2023

SECTION III: INSTRUCTIONS TO BIDDER

1. About National Testing Agency (NTA)

The Ministry of Education (MoE), 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.

The NTA conduct various examinations across the country in Computer Based Test (CBT) mode and also in Offline mode i.e., pen and paper exam.

The NTA conducts Entrance examinations through “Computer Based Test (CBT)-Examination in online mode” in approximately 600 examination centers spread all across India.

2. Aim and Objective of Tender

The National Education Policy (NEP) 2020 has emphasized on integration of ICT in teaching, learning and assessment. This would inter-alia necessitate establishing a large number of examination centres in PAN India that will be equipped with all IT requirements so that whenever there is a requirement for conducting online teaching, learning sessions and examination assessments, these centres can be utilized by State and Central Government Examination agencies like NTA, PSC’s, SSC’s etc. During off periods, there will be a provision of fulfilling other objectives such as teacher training and development, access to e-content for various purposes, conducting webinars or live discussions, and other ongoing ICT-based educational initiatives in these centres.

To achieve the objective, Private and Govt. universities, Higher Education Institutions (HEI), Private schools, Govt. / Semi-Govt. buildings will be approached to offer area in their campus for the development of new IT infrastructure or to modify the existing one according to their policy.

NTA is looking forward to achieving below objectives and reforms through this project:

- i. Conduct of examination across India in a standardized format and without any scope of malpractice.
- ii. Utilizing these exam centres to execute various other ICT based vocational education courses/ programs listed under NEP 2020.
- iii. Promote and create future-ready IT technology enabled standardized Online Examination centres.
- iv. Utilization of this infrastructure by willing Private and Govt. universities, Higher Education Institutions (HEI), Private schools, Govt. / Semi-Govt. buildings to offer targeted training in low-expertise tasks for supporting the AI value chain such as data annotation, image classification, speech transcription and many others.
- v. Creating more virtual ICT labs to give remotely located students access to hands-on experiential learning/practice.

- vi. Helping Private and Govt. universities, Higher Education Institutions (HEI), Private schools, Govt. / Semi-Govt. buildings in the field of testing through development of a State-of-the-Art culture of testing in India.

3. Evaluation and Comparison of Bids

- a) The bidders will be evaluated on the basis of their technical response(s) as per below:
 - i. The bidder has to submit documentary evidence against Bidder PQ and OEM PQ points as specified in this Tender document.
 - ii. Unconditional acceptance w.r.t. Scope of Requirements and Scope of work has to be submitted by the Bidder as part of the technical response.

4. Selection of Bidder

- a) Only Technical qualified bids will be eligible for financial evaluation. Based on the technical evaluation, a list of short-listed bidders shall be prepared.
- b) In the second stage, a financial evaluation will be carried out as specified in this Tender. The Financial Proposal of the eligible and technically qualified bids will only be opened for consideration under LCBS evaluation.
- c) Bids will finally be ranked according to the Least Cost (L1) scheme.
- d) L1 bidder will be declared as successful contractor/service provider and will be awarded LOA (Letter of Award) within a day's time of opening of financial bid. There could be more than one L1 bidder as per Financial Bid Form. NTA also reserves the right to empanel more than one bidder for speedy implementation of the Project.
- e) Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that NTA decisions are final and binding without any right of appeal whatsoever.

5. Eligible Bidder

- i. **BIDDER PRE-QUALIFICATION CRITERIA:**
 - a. Bidder should be a Private Limited or Limited company or LLP or Central PSU based out of India and should be into existence for atleast last 5 years as on day of bidding. Proprietorship and Partnership firms are not allowed.
 - b. Consortium, Joint-venture bids are not allowed.

- c. Bidder should be profitable for each of the last 3 FY's and should have Average Annual Turnover of more than INR 100 Crores in last 3 FYs (2019-20, 2020-21 & 2021-22).
- d. The bidder should have provided IT Hardware-as-a-Service in a single examination project with a minimum project value of INR 5 Crores for any State/Central Govt/PSU department directly, during the last 5 years as on day of bidding.
- e. To make the examination process transparent, the bidder would not be allowed to engage themselves for Exam conduction activities with NTA through their own-self or any of their consortium partners during the validity of this contract. The bidder who have been engaged for Exam conduction activities (CBT or OMR or Type-writing or Online assessment based exam) with any State/PSU/Central Govt. bodies in India in the last 5 years as on day of bidding through their own-self or any of their consortium partner would not be eligible to participate in this bid process. Central PSU's are exempted from this clause.
- f. The bidder should not have been blacklisted by any of Government / State organization till award of work order nor should their contract / work order has been cancelled due to non-performance/failure of technology. Bidder has to submit a Self-undertaking on its Letterhead.

ii. OEM PRE-QUALIFICATION CRITERIA:

- a. OEM of Networking components should be ISO 9001, ISO 14001, ISO14064-1, ISO 27001, ISO 45001 certified, with more than 20 years of existence/operations in India and an Annual Turnover of INR 600 crores or above. OEM should also have experience of supplying 1500+ switches in any surveillance project/multi-location project in Government.
- b. OEM of UPS should be ISO 9001, ISO 14001, ISO 50001, TL9000, OHSAS 18001, BIS, CE, ROHS certified and an Annual Turnover of INR 600 crores or above. OEM should have minimum 150 service centers on PAN India basis.
- c. OEM of the CCTV should be CMMI Level 5, ISO 9001, ISO 14001, ISO 27001, ISO 45001, UL, BIS, CE, ROHS, FCC certified, Full time ONVIF member, GDPR compliant (Certificate to be attached) and have supplied minimum 1,00,000 nos. of IP Cameras in one Single P.O. to any State Govt./Central Govt./Public sector undertaking in India and have existence in India since last 5 years as on day of bidding with manufacturing in India since last 5 years. CCTV and VMS OEM should be same make for better integration.
- d. Documentary evidence against each OEM criteria along with Manufacturing Authorization Format (MAF) issued on the name of Bidding organization strictly for this Tender opportunity has to be submitted along with Technical bid. MAF should contain OEM Signatory Contact details (Name, Designation, Email, Phone, Date) and Tender Number & its name. Failure to

submit the documentation would be liable for rejection of bidder.

6. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and NTA hereinafter referred to as "the Purchaser", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

7. Contents of Bid document

The goods services required, bidding procedures and contract terms are prescribed in the Bidding Documents. In addition to the Invitation for Bids, the Bidding Documents include:

- Bidder or OEM PQ
- Scope of work
- Schedule of Requirements
- Bid Form
- Price Schedule
- Bid Security Form
- Performance Security Form
- Declaration of blacklisting / debarred form
- Non-disclosure Agreement

The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

8. Clarifications of Bidding document

Prospective Bidder requiring any clarification of the Bidding Documents may notify the NTA in writing or by mail at the NTA's mailing address indicated in the invitation for Bids in the formats given. NTA will respond in writing to any request for clarification of the Bidding Documents, which it receives not later than 1 day prior to the Pre-bid meeting date prescribed by the NTA.

Pre bid meeting shall be called on date and time indicated in the invitation of bid. The interested bidder may attend the meeting. Bidders are advised to seek clarification on such bid terms, if any, during pre-bid meeting or ask same in written in pre-bid clarification response.

9. Amendment of Bidding document

At any time prior to the deadline for submission of bids, the NTA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.

The prospective bidders who have registered in the site will be notified of the amendment through mail, and the same will be binding on them.

In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the NTA, at its discretion, may extend the deadline for the submission of bids.

10. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and NTA shall be written in English language only. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language in which case, for purposes of interpretation of the Bids, the translation shall govern.

11. Bid Prices

The Bidder shall indicate the appropriate Price Schedule, in financial bid for Selection of Agency for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India to assist National Testing Agency in successful implementation of objectives of New Education Policy 2020. To this end, the bidders have to submit the bids for all the schedules. However, bidders shall quote for the complete requirement of goods and services specified under each schedule, failing which such bids will not be taken into account for evaluation and will not be considered for award.

The separation of the price components, if applicable, in accordance to price schedules will be solely for the purpose of facilitating the comparison of bids by the NTA and will not in any way limit the purchaser's right to contract on any of the terms offered.

Fixed Price: Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and shall be rejected.

12. Bid Currency

Prices shall be quoted in Indian Rupees only.

13. Bidder Authorized Signatory

- a. The individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:
 - Constituted Attorney of the company, or
 - Duly Authorized Representative/Signatory of the company, in which case he/she shall submit a certificate of authority as Power of Attorney or Board Resolution on behalf of the company.
- b. The Bidder shall sign its Bids with the exact name of the Company to whom the contract is to be issued. Each bid shall be signed by a duly authorized signatory executed under seal.
- c. The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
- d. The power of attorney or Board resolution of the bidder as proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. The department may out rightly reject any bid not supported by adequate proof of the signatory's authority.

14. Late Bids

Bids received by NTA after the specified time on Bid Due Date (BDD) shall not be eligible for consideration and shall be summarily rejected.

15. Validity of Bids

The Bidder shall keep the "Financial Bid" valid for acceptance for a minimum period of 120 days after the last date of receipt of the Bids.

16. Other T&Cs

- a. Consortium and Joint venture bid won't be allowed and, would be liable for rejection out rightly.
- b. Hypothetical and conditional Tenders will not be entertained and will be rejected summarily.
- c. NTA reserves the right to accept or reject all or any of the Tenders without assigning any reason.
- d. There shall be no commitment to the minimum quantity which can be ordered during currency of the contract. Supply orders shall be placed on the Bidder against the Contract for such quantities as may be decided by the NTA.
- e. All disputes concerning in any way this tender are subject to Delhi State High Court's Jurisdiction only.
- f. Bidder has to bid for all the required services as per the Scope of work of this tender. Partial bid or Conditional bids will be out rightly rejected.

17. 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 (Letter of Intent). In case the tendering process / Public procurement process

has not been completed within the stipulated period, the NTA, may request the Bidders to extend the validity period of their Proposal.

The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

18. Contract Signing

Generally, after selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by NTA to the Selected Bidder and the Selected Bidder shall, within 2 (two) working days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, NTA may, unless it consents to extension of time for submission thereof, cancel the LOA and the next highest-ranking Bidder may be considered.

Bidder has to sign the Contract agreement as per respective Clause of this tender within a period of 15 days from the date of LOA.

19. EMD, Tender Fee

The tender document can be downloaded from NTA's web site: www.nta.ac.in or GeM Portal and submitted along with a fee of INR 10,000 (Rupees Ten thousand) only in the form of demand draft/NEFT in favour 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.

The bidder should enclose bid security (EMD) of INR 60,00,000 (Seventy lakhs only) only in form of Demand Draft/ NEFT/RTGS/Bank Guarantee 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 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.

The Account of NTA is in State Bank of India, D-211/1, Sector -61, Noida. The details are as under:

Account No. 37714486224

IFSC Code SBIN0005222

MICR Code 110002422

Demand Drafts for EMD/Tender Fee or Proof of EMD/Tender Fee payment may be submitted at the reception along with covering letter addressed to "Director General, NTA" at NTA Office First Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020 in Hard copy, atleast 48 working hours before the closing of Last date/time of Bid Submission.

20. Performance Security

Security Deposit for proper and timely fulfilment of the contract has to be furnished by the successful Bidder within 07 working days from the date of Agreement cum receipt of work order and also required to furnish a guarantee on a stamp paper of 100/- duly attested by a Notary Public to the effect that he shall maintain Secrecy and Confidentiality of the documents.

No exemption will be made.

The Security Deposit cum Performance Guarantee of 3% of Contract Value of One Year or INR One Crore only, whichever is lower, by furnishing a Bank guarantee or Demand Draft or Fixed Deposit Receipt issued by a Nationalized/ Scheduled Bank approved by RBI drawn in favour of the “_____” payable at “_____” for a period of One year initially and has to be renewed every year till the completion of contract period. The Security Deposit can also be made in the shape of Guarantee Bond executed by a Nationalized/ Scheduled Bank.

Security Deposit will be retained by the NTA till satisfactory completion of the work. It should be clearly understood that in the event of the Contract not being executed and completed as per the quality and time schedule laid down, the same is liable to be forfeited. This will be in addition to the penalty, if any, which may be imposed as specified in the delivery schedule.

NTA authority will return the PBG within 30 days of completion of contract period.

21. Data Protection

In the course of providing the services, the bidder may be compiling, processing and storing proprietary data relating to the users. The bidder is responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the proprietary Data.

The bidder is required to follow the best practices for the data security regarding data made available to them. The bidder shall not transfer any Data unless otherwise authorized by the Competent Authority of NTA in this regard.

22. Confidentiality

Information relating to the project, clarification, evaluation, and recommendation for the selection of Bidder's shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising NTA in relation to matters arising out of, or concerning the Selection Process. NTA shall treat all information submitted as part of the Proposal, in confidence and shall require all those who have access to such material to treat the same in confidence. NTA may not divulge any such information unless

it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or NTA or as may be required by law or in connection with any legal process.

SECTION IV: TERMS & CONDITIONS

1. Introduction and Purpose

Ministry of Education (MoE), Government of India has entrusted National Testing Agency for conducting online testing, assessment throughout India. Presently NTA conducts entrance, recruitment and eligibility examinations for various state & central departments, colleges, etc. on PAN India basis.

NTA conducts the Computer based examinations in multiple shifts with multiple set of question papers due to limited infrastructure availability as per defined standards for conducting Online examinations.

In present context, NTA envisions to set up examination centers for online examination in approximately 600+ districts for estimated candidates approx. 2,00,000 per shift. Presently, candidates from remote areas, need to travel at an average of 150 km from their residence to reach at the examination centers; which is a painful, costly for candidate particularly the females and the differentially abled candidates.

In addition, the number of candidates has increased in last few years but the proportion of seats available for online examination has not been increased and this has led to multiple shifts and days for an examination.

The objective is to establish a minimum of 01 Lab or more labs (each of capacity preferably 250 computers or more) in Private and Govt. universities, Higher Education Institutions (HEI), Private schools, Govt. / Semi-Govt. buildings etc. These examination centers will be established at Engineering Colleges, Polytechnics, ITIs Institutes and Colleges / Schools (all government or reputed private) that have or are ready to allocate space for installation of adequate infrastructure.

As a part of this initiative, it is envisaged to setup / establish ICT based online exam centers in multiple states/districts spread across the country. NTA intends to complete this work through private partners who will setup / establish ICT based online exam, training centers in the locations decided by NTA designated committee.

The purpose of this tender is to select a bidder for providing services w.r.t.

- Infrastructure (ICT & Furniture inclusive of electrification, power backup & network cabling),
- Support Manpower to operate and maintain the centers,
- Maintenance of Infrastructure to ensure smooth functioning of online test centre.

The infrastructure provided by agency would be in-line with the requirement given in the bid and their maintenance needs to be assured till the project tenure. The ownership of infrastructure will be with the selected agency, however during the project tenure NTA would have sole authority towards its utilization.

NTA does not guarantee to accept or move into agreement for any/all the proposals, if the solution does not seem to satisfy the core requirement towards conduct of scientifically defined question.

2. Brief Scope of Work

2.1.1. Bidder is required to provide infrastructure and manpower services for conducting computer-based

examinations, educational and vocational training, skill development centers up to the contractual period.

The scope includes but not limited to:

- 2.1.2. Supply of furniture (Computer table & Chair) with required electrification & passive cabling for power supply and network connectivity along with Internet facility. Every node shall have partition to keep privacy. Charges for provisioning Internet and Electricity for lab; shall be borne by the agency itself for throughout the contractual term. Primary and secondary Internet links shall be provisioned by the agency to handle the link unavailability circumstances during examination. The connectivity provision should belong to different service providers.
- 2.1.3. Supply and commissioning of Air Condition for the computer lab. (For each 25 nodes, minimum 01 AC should be provisioned).
- 2.1.4. Supply and commissioning of 250 or more computers with preloaded software (i.e., Windows Operating System, Open Office, Antivirus etc.) and utilities required by NTA.
- 2.1.5. Establishment of 01 Local server (with Windows Server Operating system and Antivirus) at each Computer lab.
- 2.1.6. Supply and commissioning of Multi-Function Laser printers, 01 MFP laser printer per Lab/Centre.
- 2.1.7. Supply and commissioning of IP CCTVs for surveillance along with NVR and AI features.
- 2.1.8. Supply and commissioning of UPS to cover entire computer lab, network, and server Maintenance of Infrastructure till contractual period to ensure uninterrupted service Manpower to maintain and operate computer lab and conducting examination.
- 2.1.9. Centralized Helpdesk for logging of complaints/issues for the Centres/Labs.
- 2.1.10. The **contract would be entirely a Service Based Contract** where infrastructure and manpower would be provided by agency to operate and maintain the required setup for online testing and payment would be made against the services provided.
- 2.1.11. The infrastructure provided by the agency under this contract shall be in very good condition.
- 2.1.12. The bidder shall submit manufactures authorization format (MAF) from OEMs for computers and all other major equipment (Networking Equipment, UPS, CCTV, VMS, FR)
- 2.1.13. Space for establishing Computer Lab shall be provided by the relevant educational institutions however coordination activity shall be undertaken by agency appointed by NTA.
- 2.1.14. Bidder is required to setup a Computer lab for NTA on defined locations with 250 or more nodes at each center's as per above scope of work. The lab would be further operated and maintained by the agency for the contract period and hence 1 technical lab assistant are required to run the infrastructure throughout the year till the end of contractual term.
- 2.1.15. The minimum set up required for one lab for online testing is given in this Tender.
- 2.1.16. During the examination days, additional manpower as defined in this Tender shall be deployed by the

selected agency to facilitate the examination conduction process on various shifts.

2.1.17. NTA is not liable to deploy any resource for conducting examinations.

2.1.18. Bidder will be solely responsible for safety, compliance to local rules/regulations and integrity of the centers.

3. Space for the Project and Infrastructure

The space approx. 25 Sq. Ft. Per node/seat will be facilitated and arranged by the NTA for the entire contractual period, to setup one lab with equipment and infrastructure described in this Tender document. The bidder shall be responsible for complete renovation, civil work and interior and miscellaneous work such as electrification etc. If the no. of labs is more than one at those places the proportionate space shall be provided. The bidder shall be responsible for maintaining the space during the contract period. The bidder shall be responsible for all incidental and actual charges of maintenance, electricity, water cess etc.

If required, NTA may ask the Bidder to arrange raw spaces in their own capacity or construct the space in a given place on CPWD rates at different cities for setup and scale-up of CBT Lab infrastructure in India.

Bidder may understand the schedules of requirement before quoting for project, to understand the gravity of work. The detail specifications are given in this Tender document.

3.1.1. Electrification

Bidder is required to plan the placement of infrastructure towards establishing the computer lab. Plan required to be discussed and approved by the local educational authorities before undertaking the site preparation activities. Each computer table should be equipped with 1 Electrical Point including 3 Switches & 3 Sockets, (2 No. 5-Amps and 1 No. 15-Amps.) - Point wiring using ISI approved PVC Conduit / Casing Capping, 1.1 KV grade 2.5 square meter FRLS Cu flexible wire including supply of wire, switch, socket and GI Box.

3.1.2. Air Condition

Bidder is required to supply and commission Air Conditioners of adequate capacity in the Computer Labs. Minimum 01 AC should be provisioned for 25 computer nodes, additional AC are required to cover Server area (if server is situated at different space/room).

3.1.3. Laying of Cables for Networking

Bidder must make sure that Cables shall be laid by skilled and experienced workmen using adequate equipment to minimize stretching of the cable. All terminations should be carried out according to the manufacturer's instructions and guidelines and standards of generic cabling systems. When terminating outlets, care must be taken to avoid damaging the copper cores when stripping back the outer sheathing. Every computer table shall have connectivity provisions with category-6 cables with adequate equipment.

3.1.4. Furniture

Computer lab environment is expected to be implemented with ensuring privacy by separating every node with

adequate space along with partitioning provisions. Every node would have comfortable chairs for longer sittings. In addition, agency has to ensure relevant furniture for installing required nos. of printers and registration desk/ reception desk at Lab. The layout of the computer lab should be approved by NTA. Separate room for server would be available at Institution however in case of non-availability of Server room, the bidder has to provide proper partitioning for Server and UPS in Lab area.

3.1.5. Surveillance

The bidder has to supply and commission the latest technology IP CCTV surveillance system at every computer lab covering each and every inside of lab. Minimum 2 cameras diagonally installed per 50 computers shall be commissioned to ensure coverage of every aspect. Additional camera(s) is/are required to be provisioned to cover Registration and Server areas.

3.1.6. Power Backup

Bidder has to install and commission the UPS capable enough to provide backup for Computer Lab for a minimum of 30 minutes along with provision to connect with DG set of approx. 83.5 KVA for one lab for uninterrupted power supply.

3.1.7. Safety Equipment

Bidder has to ensure the availability of safety equipment such as fire alarm, fire extinguishers etc. to prevent fire incidents.

Toilets for boys and girls shall be provided, along with drinking water facilities.

3.1.8. Baggage Management

Bidder shall be asked to arrange a Baggage management facility for Candidate belongings along with full proof security outside the Entry gate of Exam centre or before the screening area. Service provider would be allowed to provide this service directly to Candidate on chargeable basis to a maximum of INR 25.00 Per candidate at each Exam centre.

Metal Storage (1x1 ft size cabinets) / Boxes / shelves / rack to be provided to be placed against the building / entry to facilitate storage.

3.1.9. Food Kiosk

Bidder could run Food kiosks outside the Entry gate of Exam centre at their own cost and could bill it to Candidates of their own on MRP.

4. ICT Commissioning

Bidder is required to supply, install, test and commission the required nos. of computers and printer at every lab. The network connectivity provision for every computer would be the responsibility of the agency. Accordingly, agency has to setup the lab, and connect every node in the network with the local server connected to Internet. Agency should test the complete infrastructure and demonstrate its proper functioning before taking signoff.

The bidder is required to provide overall Internet connection of 10 Mbps lease line speed, with at least 4 Mbps at each ICT Lab. The backup Internet connection should be provisioned by the Bidder, to accommodate connectivity, in case of primary Internet connection is not working.

Local servers would be established at every lab to ensure common functioning among every node and log management.

5. Best Practices

Bidder should comply with below mentioned best practices while commissioning of centres:

- a. External Display “NATIONAL EXAM CENTRE” should be displayed outside ensuring its visibility from a distance.
- b. If the no. of gates are more than 1 at any centre then Gates should be numbered and navigation should be available.
- c. Parking facility should be there within a radius of 500 meters of Exam centre.
- d. Crowd management facility should be there.
- e. Appropriate Rope Line dividers with stands should be provided to guide the crowd in the required direction.
- f. Physical Handicapped (PH): Each Exam centre should be PH compliant and PH candidates should be provisioned on ground floors.
- g. Anti-skid flooring in PH seats area should be provisioned.
- h. Cardboard partitions between seats should be avoided.
- i. Emergency exits in case of exigency should be provisioned for the safety of candidates.

6. Manpower

The bidder has to provide the following personnel for the entire contract duration for the smooth and uninterrupted conduct of online examination and educational activities by Institute administration.

S. No.	Manpower	Qualification & Experience
6.1	One Lab Assistance at each lab	At least Graduate in computer stream with Minimum 5 years of experience in lab management including Infrastructure Management, Network Management, Software Management, conducting examination etc.
6.2	One Additional Assistants during examination at every lab	At least Graduate in computer stream with Minimum 3 years of experience in lab management including Infrastructure Management, Network Management,

		Software Management, conducting examination etc.
6.3	One peon and one security guard shall be provided	For all days at each centre

The Helpdesk (for ticket raising). The bidder is required to provide ticketing system for smooth operation of computer labs at centres. Calls and/or tickets logged/raised over phone or directly by ticketing system would be actioned within the specified timeline as specified. The tickets/calls will primarily be logged/raised by respective ICT Lab/Centre representatives.

Successful bidder will be responsible for compliance of all the statutory labour laws w.r.t. deployment of manpower by them under the contract and any/all liabilities accruing on account of about laws will be the responsibility of the bidder.

7. Maintenance, Warranty, Duration, Deliverable and Time Schedule

The bidder has to manage and maintain the complete ICT lab (in working condition) at all (or assigned) centre's/educational institutes covering electrical, computer hardware, software, network & Internet connectivity and necessary infrastructure like UPS, Generator etc. on all 365 days of a year for the entire contract period from the date of Go-Live.

Installation of software/upgrades/patches from time to time to keep the systems up to date. Immediate mitigation strategies should be applied for identified threats/viruses/ malware/spywares to keep ICT labs free from vulnerabilities.

The bidder has to ensure availability, accessibility and fully operational/functional state of IT infrastructure at each (or assigned as part of the work order) centre/ institute 24x7 hrs for all 365 days, for examination and training for full utilization. They have to ensure availability, accessibility and fully operational/functional state of IT infrastructure at least 12 hrs. before the commencement of the scheduled examination. Adequate tests and measures to be carried out on weekly basis to ensure health of IT infrastructure at assigned centres/locations.

8. Contract Term

- a. The Contract encompasses 12 months of implementation period and 3 years of execution period (after Go-Live).
- b. The contract will be signed for minimum period of 3 years and thereafter could be extended for a further period of maximum three years (3+3 years), unless revoked, on mutual discussion basis between NTA and service provider.
- c. Neither NTA nor service provider would be allowed to negotiate on the minimum contract term period of 3 years.

9. Project Milestones

The Contract encompasses 12 months of implementation period and 3 years of execution period (after Go-Live).

9.1.1. Deliverables, Milestones and Time Schedule:

The milestones and deliverables for the implementation of project would be as follows:

S. No.	Activity / Task	Timelines (In Months)	Responsibility
a.	Date of Signing of the contract	T	Service Provider & NTA
b.	Receipt of final List of “National Exam Centres” along with their Address and concern contact person details	T+1 st	NTA
c.	Kick-off Meeting: (Submission of Detailed implementation plan/roadmap and submission of performance Bank Guarantee)	T+2 nd	Service Provider
d.	Initial Site Survey of each facilitated “National Exam Centre”	T+4 th	Service Provider
e.	Submission of below docs to designated Official of NTA: i. Site Survey report ii. Layout design plan of each “National Exam Centre” iii. Detailed BoQ of each “National Exam Centre”	T+8 th	Service Provider & NTA
f.	Designated Official has to revert with his Remarks (Accept/Reject) within a period of 2 days from the date of submission of documents. <i>Note: This survey report duly signed by designated official of NTA & the bidder or its representative shall be submitted along with the Invoice for claiming payment.</i>	T+8 th	NTA
g.	Site Preparation (Supply of furniture, electrification and passive cabling) including civil works, if any	T+9 th	Service Provider
h.	Supply and Commissioning of Computer, Network hardware, surveillance system and other utility software including all infrastructure required for center	T+11 th	Service Provider

i.	Demonstration of Functional Lab including manpower	T+11 th	Service Provider
j.	Implementation of Integrated Command Control centre at NTA Delhi office along with all software's to manage and monitor each "National Exam Centre" remotely	T+11 th	Service Provider
k.	Exam centres/ICT labs Go-Live	T+12 th	Service Provider

9.1.2. The bidder has to take the necessary approval of NTA or its authorized representative for Schematics Diagram (Layout) before starting the implementation of the project.

9.1.3. The successful bidder will implement the project strictly as per the plan approved by the NTA. The successful bidder shall carry out cabling work at such locations as may be decided by the NTA within a specified period as specified in Instruction letter/LOI/Order. This period may be extended depending upon the fulfillment of Conditions Precedent.

9.1.4. As part of implementation, the successful bidder shall provide details of equipment that will be incorporated in the proposed system, material and manpower as required.

9.1.5. The successful bidder shall provide the necessary technical support, Standard Operating Procedure (SOP) and other information to the NTA in monitoring the proposed system applications. The NTA at any time during the term of the Agreement should have access to the proposed sites.

9.1.6. The successful bidder may have to work during Holidays and Sundays, according to the urgency of work. It will be the responsibility of the successful bidder to co-ordinate with the NTA and its User Departments as necessary to execute the required job.

9.1.7. The successful bidder shall not disturb or damage the existing network of communication. If in case any damage to the network is done, the same shall be corrected with no extra cost.

9.1.8. The successful bidder shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from the NTA.

9.1.9. Any damage caused to the property of the NTA or Educational institution while create of National Exam centre shall be solely the successful bidder's responsibility. In case any damage to the property is caused, the same will be rectified by the successful bidder at its own cost. No extra cost shall be paid to the successful bidder for such reasons.

9.1.10. The successful bidder shall have to furnish the documentation of the work undertaken in consultation with the NTA.

9.1.11. It is a three-year turnkey Service based contract. The successful bidder shall be fully responsible for implementing the Project in totality and should include the items, if not included in Schedule of Requirement to complete the project on turnkey basis. Any claim whatsoever in this regard will not be entertained later.

9.1.12. NTA reserves the right to visit any working site of the bidder with prior intimation. The concerned bidder has to make necessary arrangement for the same.

9.1.13. The successful bidder shall be responsible and take required insurance for all of their representatives working on the site at their own cost. The NTA will not be responsible for any loss or damage to any of the representatives of the successful bidder during the said contract.

9.1.14. All work shall be performed and executed by the successful bidder in strict conformity with conditions laid down in the tender and any relative instruction issued to the successful bidder by the NTA from time to time.

9.1.15. The successful bidder shall organize the systematic training of selected personnel from the NTA's office on the operation / management of equipment.

9.1.16. REVIEW: The project would have a review on completion of 1 year from the date of project commencement. The outcome of review may lead to increase in nos. of locations for implementation agency on same cost and terms and conditions with relevant time as stated in project plan for implementation of new computer labs.

9.1.17. Project Scalability Parameters:

Required quantities of computers, printers, relevant furniture, and other provisions can be asked to increase in a particular Examination center based on per lab location service cost quoted by bidder.

In case of scalability, NTA may ask for additional manpower to run the lab.

The price quoted by the bidder shall become the basis for project scalability and hence cost quoted by bidder should be valid throughout the contractual period.

Calculation for scaling shall be as under:

Seat

Total nos. of seats in a lab=250

Service Charges for running a lab for a Month = A

Service Charges for running a seat for a Month "B" = A/250

Service Charges for running X seats for a Month = B * X

Labs

To set up extra labs, the payment will be given proportionally to the quoted price.

Power increase in every 50-60 seats would also increase 1 manpower.

10. Payment Term

- a. Payment for services shall be made in Indian Rupees. Bidder has to quote "Per candidate Per shift" rate as Exclusive of GST taxes in financial bid.

- b. The payments will be made Exam centre wise on Per Candidate Per Shift basis as per the rates quoted in financial bid.
- c. All payments will be made to Bidder within a period of 30 days from the date of Invoice. In case of any ambiguity in the Invoice then NTA will inform the Bidder in written immediately within 5 days from the receiving date of Invoice.
- d. The successful bidder would be required to raise an Invoice on Monthly basis to NTA for each Exam centre after the completion of exam during the contract period.
- e. Successful bidder would be allowed to raise
- Minimum bill “Per Examination centre” =

$$\frac{(\text{No. of Seats} \times \text{‘Min. of 200 candidates’} \times \text{‘Per Shift rate’}) \times (365 - \text{No. of Days as on Go-Live date})}{365}$$
 created for NTA in a year OR on actual basis.
 - This facility would be provided to successful Bidder for the management of Exam centres round the clock over the year. (Note: A year is defined as a Financial year period i.e. April 01 to March 31.)
 - In case of 500 seats per Exam centre then Bidder can bill minimum INR amount of (500 x 200 x ‘Per Shift quoted rate’).
 - Calculation of 200 is basis an assumption of 2-shifts exam will be conducted for a Minimum period of 10 days per month i.e. 100 days a year x 2 shifts.
 - Go-Live date = ‘Day of written acceptance by NTA official’ or ‘Date of 1st Exam conducted in that specific Exam centre’, whichever is earlier.
- f. Bills will be paid within 30 days from the date of submission of Invoice.

11. Penalty Term

- a. NTA expects full commitment from the selected agency to maintaining the secrecy and integrity of the examination process.
- b. Penalty Capping: Maximum of 5% of the cost of Tender.

S. NO.	DETAIL	PENALTY COULD BE IMPOSED UP TO
1	In case of Exam activity couldn't be initiated / conducted in that specific Exam centre due to the reason involving 'Implementation Agency'	INR 5,000/- per candidate location apart from that specific day's invoice amount

2	In case of non-functioning of AC or camera or backup etc.	INR 500/- per day per location
3	In case of non-functioning of any other Electrical equipment's apart from above point	INR 500/- per day per location
4	In case of Diesel Generator failure during Event activity	INR 1,000/- per day per location
5	In case of cheating /hacking of computers	500% of tender amount for that centre

SECTION V: PROJECT IMPLEMENTATION GUIDELINES

Below are the Project Execution Guidelines for the bidder to review and follow:

1. Premises

- a) The site premise must be accessible with Public Transport Facilities with good frequency.
- b) Distance from city bus stand / station should be generally within 20 KM.
- c) Site approach should not experience water logging during rainy season.
- d) Should not be generally located in Noisy areas like markets, main roads, Commercial complex, Malls.
- e) Site should not be near/in same building with Marriage Halls.
- f) Approach Road to site should be generally more than or equal to 12 feet, must be paved one, no kacharasta.
- g) In case of multi-tenant building, the site needs to have dedicated exclusive stairs cases ensuring no mixing of candidates.
- h) In case of site at colleges, approach/staircases need to be dedicated ensuring no mixing of candidates with lockable floor access and defines holding area for candidate screening.
- i) There is no wine / Pan shop / Temple / Mosque / animal shelter/ Jail etc within 200 meters of site.
- j) There is no disco / clubs and big Restaurant within 200 meters of site.
- k) Site should not be near a sensitive area like court complex etc. which attracts high foot fall.
- l) Should not be located near Garbage dumps / big drains / Smokey area etc.
- m) The area of all the Labs, UPS & Server rooms allocated must have “Exclusive Access” with Lock & Key.
- n) Should not be located near chemical processing plants, crushers & heavy construction sites.
- o) External Display on top of building only “NATIONAL EXAM CENTRE” display to be hanged so that it is visible from a distance.
- p) Scrolling (Railway station like) display required for sites with 798 plus nodes.
- q) Parking area should be available in the vicinity (Within 500 meters) without creating any Public nuisance or objection from Traffic authorities with onsite parking provision for NTA staff and ECA staff. (Onsite parking to be on Non-Chargeable Basis)
- r) Should not be in an isolated remote area.
- s) The site should not be in area with known prolonged power cuts.
- t) Site should have sufficient space for holding area and screening area in front of the gate so that while screening documents, Crowd building / Traffic Blockage can be avoided. There should be sufficient

space for Candidate assembling. The holding area and verification area needs to be separated and demarcated in the layout plans.

- u) Site needs to have restricted access in the form of boundary wall or restricted access (Lock & Key) to floors housing the assessment halls.
- v) All floors on the site should have provisioning for emergency fire exits.
- w) Staircase steps should be of adequate length and width (minimum 5 feet Wide for small site of 266 nodes)
- x) Access to the staircase should not be blocked by channel gates, need to have lockable gates.
- y) Halls need to have doors/exits as far apart from each other.
- z) The floor needs to be tiled or Kota stone, best option would be to have anti-skid type floors, should not have cemented /vinyl flooring mats.
- aa) All electrical cables need to be properly dressed and in proper casing and not hanging or on pathways.
- bb) Washrooms should not be far from exam halls, should not open inside exam halls along with CCTV coverage on pathways.
- cc) Dedicated Washrooms need to be provisioned separately for gents & ladies on every floor & cannot be shared; washrooms have to be in the same building as the exam halls.
- dd) Water dispensers with Refrigerated clean water need to be provisioned and should meet the minimum capacity per 265 nodes, the capacity of cold-water storage will increase proportionately with the size of the nodes.
- ee) Multi-floors with independent stairs need to be provided along with independent emergency staircases, Any Multi-Tenant/ Shared floors need to be approved by NTA before site is finalized. The holding area and verification area need to be separated and demarcated in the layout plans.
- ff) Basement/Lower ground floor Locations are NOT allowed.
- gg) All PH candidates must be on the ground floor only with PH toilet facilities (1 Per 266 Set), lifts will not serve the purpose in case of an emergency.
- hh) All corridors, approach to washrooms need to be covered by CCTV so that there is no blind spot left and candidates are covered while on premises.
- ii) For cities with multiple sites, PH count of the entire city can be planned at one or more sites, there is no compulsion that all sites need to have PH.
- jj) Anti-Skid Flooring in PH Seats Area. All PH floors in the exam hall/PH approach and toilets need to have anti-skid tiles/flooring.
- kk) Must have holding Area (reasonable considering multiple of 266 nodes) before finalising the site. The holding area and verification area needs to be separated and demarcated in the layout plans and duly approved before work starts.

- ll) Sites should have Reception area / Holding Area / and waiting area, same needs to be approved before going ahead with sites. Should be marked in layout plan for approval. (Reception should have at-least 250 Sq Ft dedicated Space , Holding Area should have at least 800 SQF (266 Size), 1600 SQF (532 Size) & 2000 SQF for 798 size and above, waiting area outside the premises should be big enough to accommodate waiting candidates ensuring that road/pathways do not get blocked)
- mm) For sites with 798 nodes and above count, conference rooms/Command Centre (Monitoring)- 10 seat with 42 inches LED Display Screen supported by networking/CCTV/ intercom extension to be provided (Space of 150-200 sq.ft. including table)
- nn) Ensure Holding/ Verification/ Registration Area is identified in the layout plans. Moveable barriers of at least 4 Feet in height with the message “Silence - Exams in Progress” pasted on them are to be used for managing crowd & for segregating the examinations halls from the main building/holding area. Rope barriers are not allowed for segregation of crowd/ space.
- oo) Venue head should lock and seal the labs and server room and any other room as deemed fit, at the end of the day. Need to have a Key Manager covered under CCTV.
- pp) All the keys to be put in a box and the same again needs to be locked and sealed, Keys of this box should be there with the security , Venue head as well as security in-charge should have one set each of building / campus keys.
- qq) In case University is operating their office from the same campus, then University needs to have separate LAN and power supply connection. None of the University PCs can be on same LAN as of Exam Lab. Entry to University office should not be intrusive to the exam centre.
- rr) There should be at least two people to close and open the Venue, one must be security Guard.
- ss) A logbook should be maintained for the purpose, should be signed by at least two people every time.
- tt) Besides the internal walls of the assessment halls for which Colour codes would be discussed later at the Layout finalization stage, all other walls including corridors, walkways, etc. may be painted in plain white Colour. Repainting to be done every 30 months. Wall paintings to be done using established brands only e.g. Asian/Berger/Dulux/Nerolac/Jenson & Nicholson/Shalimar/Asghar Paints/British Paints/Sheenlac Paints/Jotun Paints.
- uu) Walls and path approaching halls should be kept clean and freshly painted at the time of hand over and repainted after every 30 months or earlier if they become dirty.
- vv) The washroom count has to be complete as per the requirement with Gents /Ladies PH washrooms on every floor, with complete entry exit and approach to the washroom to be covered by CCTV.
- ww) Provision for 3 w/cs for ladies, 2 w/cs and 4 urinals for gents, 1 for PH candidates per 266 nodes for exclusive use of Exam centres. In case of higher count of nodes at the site, the requirement of washrooms will increase in the same ratio.
- xx) All standard WC dimension must have a minimum of 450mm diameter maneuvering space within the

cubicle with minimum standard size of – 850 mm wide X 1500 mm deep.

- yy) PH toilets should have extra space for Wheelchair movement and handrail for support.
- zz) Ladies frisking areas need to be marked and provided with curtains/visual barrier shields.



2. LAB Layouts

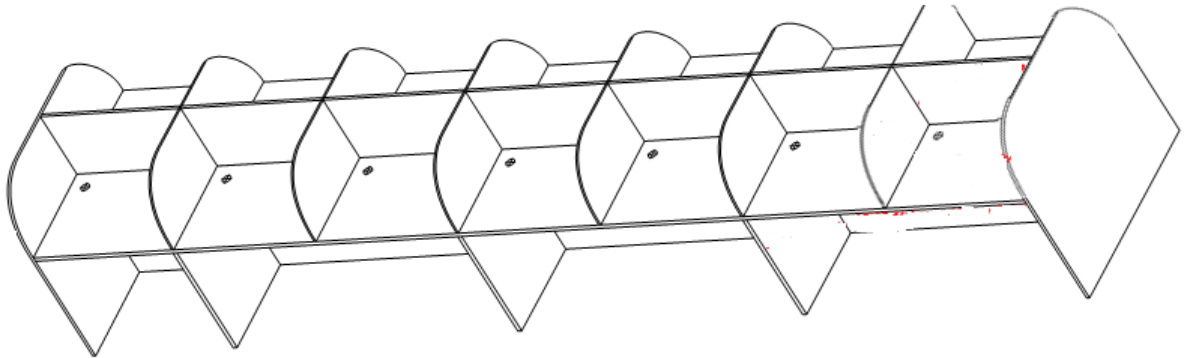
- a) Labs must have 2 Doors, One for Entry, One for Exit placed at two ends of the exam hall/class room.
- b) The distance between:
 - Edge of Row 1 and Edge of Row 2 @ 6Feet,
 - Distances in between Series of running desk in rows at 4 Feet are to be maintained.
- c) The minimum white board size should be minimum 5' x 4' and should be in accordance with the size of the hall and kept at levels which make the white board visible from the last row of the class/hall (visible to all).
- d) Ventilation + Cross Ventilation to keep halls fresh and cool should be adequate all through the year including peak summer season, to be done using exhaust fans etc. The ventilation/cross ventilation need to be opposite each other.
- e) Exhaust Provisions to be made adequately. It is recommended to fix at every 2.5 meters distance on two sides of the exam halls and two feet above the windows. Select 24 Inches or 30 Inches exhaust system for effective cross ventilation to take place. It is to be ensured that the noise levels do not exceed 60-65 Decibels.
- f) LED Lighting preferably or CFL.
- g) Ceiling fans should have a head clearance of 600–900 mm for safety. Fan positioning should be on top of the seats and not cover only the aisle space. Fans Ratio to be used is one fan for every 12 candidate seats with a minimum of 25 per site of 266 nodes
- h) 1:50 ratio for medical kit, fully stocked, usable items all the time. (Within Expiry date) Should be available with Centre head.
- i) Basic electrical fire fighting to be placed across exam halls, pathways, reception, DG Area(Fire Extinguishers in every lab hallways and reception at a maximum distance of 12 meters from the next

Extinguishers in the same hall, @ 4.5KG CO2 Type)

- j) For a 266 nodes site, ensure four cold water dispenser of ISI mark are available with RO / pure potable water. Proper Earthing to be done for dispensers.

3. Furniture

- a) Fixed size and design for workstations along with ply Color codes should be finalized at the layout finalization stage in designing the furniture. Arm Less Chairs without wheels with Good Strong Quality of Frames, Nylon Base with Cushion Seat & cushion back in foam with fabric upholstery.



- b) Desk size 3x2x1.5 must be maintained at all times with modesty screen.
- c) 2 UPS based Power Source (without Switch) to be provisioned.
- d) 1x Data Point to be provisioned.
- e) EMI Interference should be avoided at all times, with a minimum of 9 inches with conduits or preferably 20 inches in channeling.
- f) Lab layout plans need to be checked for distance between rows, aisle width, desk lengths, table heights, removable partitions needs to be cleared.
- g) Need to ensure that the furniture is good enough to lasts for the entire seven years' contract period, will have to get the same replaced if they break down during the contract period.

4. Premise Branding

- a) Signage to be placed in the proper space as per guidelines.
- b) Centre(s) to be tagged in Google Maps.

5. Manpower

- a) Ensure availability of Adequate Personnel to cater to 24*7 security, housekeeping & power maintenance.
- b) 4 permanent staff for every 266 nodes (One Set), for multiple sets at a single location the total count of people will accordingly increase however roles of these people need to be decided locally i.e. if we have

a 1064 sets up then we will be provided 16 manpower, zones need to decide how many of these need to be helpers, peons, guards, electricians etc.

- c) Associates being provided by the successful bidder need to be screened and interviewed, to give on the Letterhead the Names of Associates assigned. Associate candidates would get police self-verification before joining the duty; this is to be done from his/her respective Local Police station or by filling online and then getting the acknowledgement copy.
- d) All Invigilators provided by the successful bidder need to be permanent employ of successful bidder and successful bidder have to submit copy of their Id cards issued by their organization.

6. Storage

- a) Two brand new storage almirahs for every 266 nodes.
- b) In case of multiple sets, the requirement can be replaced with a lockable spares storage room with lock and key exclusively used for stock storage purpose.

7. Server Room

- a) 1.5Ton AC Per 266 Nodes Set.
- b) In case the UPS & Server rooms are separate, then two units of ACs with capacity of Max 1Ton Each are to be used with 5 star BES rating.
- c) Purchase not more than 90 day from date of installation. Features including Auto Clean, Exhaust and AMC can be in place.

8. Power Matrix

- a) Quick Reference for Raw Power, UPS, and DG is mentioned below.
- b) In Multi-Tenant Environment the Power is to be Ensured being available Dedicated Over and above the Maximum (Peak) load in use + 20% Buffer.
- c) For all sites with more than three sets i.e. 798 nodes and above, there is a requirement of an energy meter to be installed. The advantage of this device is that it provided complete data on the usage trend and supports identification of cases where there is leakage of power usage/theft or increased power consumption in case of defective infra components.

EB Raw Power Minimum required				
Nodes	In KW	KVA –Dedicated	UPS – KVA	D.G - KVA
266	66	82.5	60	82.5

366	90	110	90	125
532	132	165	120	165
680	176	220	160	220
798	200	250	180	250
910	240	300	200	300
1064	280	350	250	350
1330	320	400	300	400
1596	400	500	400	500
1862	480	600	450	600

- d) Raw Power from Power Companies is mandatory.
- e) Should there be alternate energy in consideration the same to be notified prior.
- f) The DG, UPS Sizing shall vary depending on Manufacturer. Example: Some OEM's have 160 or 180 in DG while for UPS either 210 or 250...Etc. Above matrix is for Reference only.

9. Diesel Generator

- a) Must have IMF/AMF (inline or auto mains Failure).
- b) DG monitoring Device to be included.
- c) Remote Management Software (RMS) enabling PDF report of the DG health and Diesel Consumption in litre / duration/average to be connected through Ethernet LAN for IP Networking and access through WAN.

10. UPS and Battery

- a) For a 266: Standalone or Modular to be provided under air-conditioned environment
- b) For Multiples of 266 nodes: Either Modular as per capacity or Multiple Standalone Preferred.
- c) Position near to Wash Area / Below Staircase / Basement is not allowed.
- d) IGBT Technology, ISOLATION Transformer (depending on manufacturer internal/external), SMNP Monitoring Accessory included & activated.
- e) Batteries of 15 Minutes duration must be available during the entire 60 Month contract period. The AH, Stack Quantity needs to be taken with Caution from OEM's.

Nodes at Site	UPS Capacity in (KVA) required at the Site	Modular UPS capacity in KVA
266	60	60 KVA (20 KVA * 3 Modules)
532	120	120KVA(30KVA* 4 Module) OR 60KVA X 2 Sets

- c) College intercom is not to be used due to security concerns, one Land Line connection to be provided and connected to the intercom system.
- d) Independent small Intercom systems to be used to provide connectivity within the halls.

13. Communication: WAN

- a) There should be two broadband links (preferred from two different ISP's) for each Exam centre considering internet redundancy.
- b) There should be minimum 2 routable Public IP addresses required per ISP broadband link for internal LAN purpose.
- c) For initial level, internet bandwidth can be consider as 10 Mbps based on usage which could be increased further.
- d) Must have 29 public IP routable Subnet which gives us 6 Public IP addresses per Link.
- e) The broadband router model should have feature set like in built stateful firewall, NAT/PAT, VPN.

14. Communication: Public Address System (PAS)

- a) At Gates & assembly area
- b) Corridor Area
- c) Lab Area
- d) Models with "Switching over" to Multiple Sets of 266 in multiple floors enabling Operational efficiency.

15. PC and Laptop

- a) PC / Laptop should be provisioned.
- b) Approved PC Models. Acer, Dell, HP, Lenovo are OEMs in consideration.
- c) Laptops to be have Windows OS and be loaded with Anti-virus
- d) Intel Core i3 or above, 4 GB RAM, 256 GB HDD, 14" HD LED Backlit Screen, Wi-Fi, Bluetooth, Webcam, Windows 10 or latest, USB Optical Mouse.
- e) There will be revisions and updates on additional models as and when possible to be taken note of.

16. Anti-virus

- a) AV & Remote Agent as a Single Product. (Out of the PCs being provided (265+1PC), 1 PC per Centre is to be kept aside for e-scan & support management, One Windows OS (Windows 10 / Windows 8.1 / Windows 8) has to be loaded for this purpose only, browser need to be Internet Explorer 7 / 8 / 9 / 10 Firefox 14 & above Google Chrome latest version

- b) AV to be provided for all nodes and Laptops.

17. Web Camera and Biometric

- a) The exam centre should have Bio Metric / Web cam, Biometric devices (Fingerprint/IRIS/ FR) models in place.
- b) 1 per 25 Nodes.

18. Monitoring and Device backup

- a) For Log analysis and monitoring, syslog tool should be used and separate server should be allocated for the same in management VLAN.
- b) For health monitoring of all network devices PRTG should be use and needs to be configured in Management VLAN.
- c) Traffic on all uplinks between access layer switch and core/distribution layer switches, all ports connected to server must be monitored with PRTG.
- d) All network devices configuration backup should be taken on a weekly basis.

19. IT Networking

- a) Topology: Star – 100%
- b) Architecture: in Two Tier for <1064, that is up to 798 Exam Nodes
- c) Design: Distributed Rack Design is most preferred
- d) Layout: Considering Sets of 266 and Each 266 has a PH provision of 10% the Connectivity needs to have provisions accordingly. Networking cables on the ground need to be properly dressed and concealed i.e. should not be exposed especially at the end of the table rows as they are potential risks for accidents.

20. Structured Cabling

- a) CAT 6 with redundancy of Primary Uplink, Secondary Link in separate Exclusive Paths to be taken care including access from PH locations.
- b) Positioning of Server room rack should be preferably in radius of less than 80 Meters of Uplink to ensure its Copper Cabling. As far as possible Fibre is to be avoided, Should Fibre be a necessity then Only Transceivers on Ethernet Switches to be the Connectivity.
- c) Media Converters as Fibre to Copper Connectivity is not recommended.
- d) The cables used for connection should be CAT-6 cables all pair 100%bare copper UTP which covers maximum distance of 100 meters.

- e) Use specific colored CAT6 or Fiber cables for Uplink connectivity between Core and access switches. Spare Fiber SFP port should be available at site.
- f) Use specific colored CAT6 cables (Red/Blue/Grey/Yellow/Green) for uplink connectivity between access switches and Distribution Switches.
- g) All Patch cord should be Moulded factory crimped 24AWG standard 100% Bare copper all four pair.
- h) The colour coding should be used as per industry standards between Switch to Switch and Switch to end user machine.
- i) Network wiring should be installed in a structured manner and should be well labeled.
- j) LAN cables should be crimped with R45 connectors. These high-performance cables ensure the data within the cable will be protected from EMI resulting high speed and better transmission as per below diagram

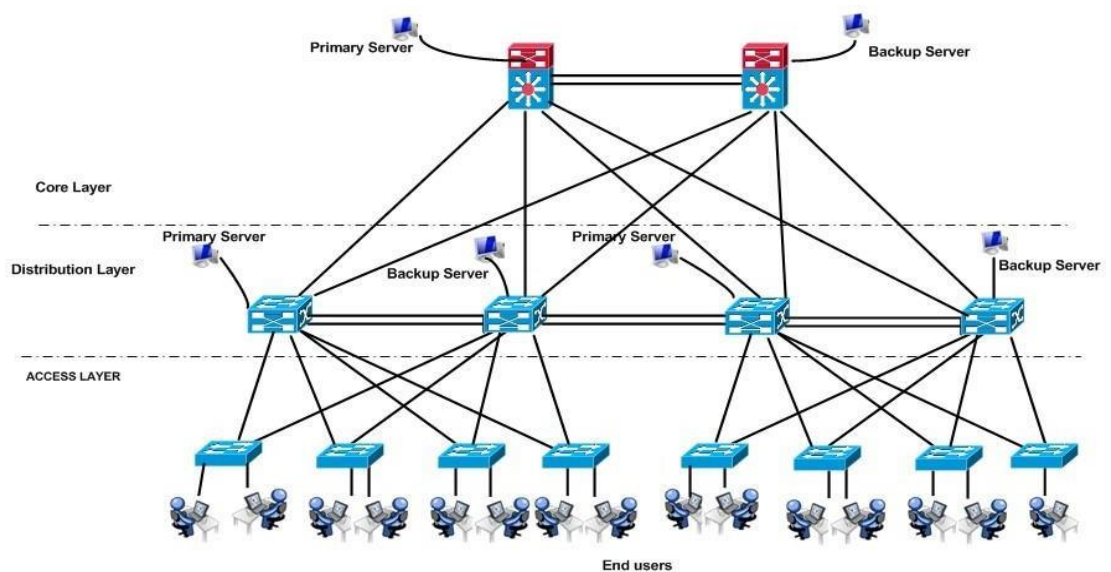


- k) Network UTP wiring between communications uplinks and end stations should not be more than 100 meters. If it is exceeding 100 Meters use Fiber uplink with Single Mode/Multi mode.
- l) Identify the Switch uplinks and should be properly labeled, to avoid loop free network.
- m) Uplink from Access Layer switches to Distribution/Core layer Switch should be on Gig Port.
- n) Cable length should be computed as per the site layout.
- o) There should be sufficient number of spare Patch cords and switches available onsite. Additional uplink cable to be laid between the main control room and other LAB rooms where access switches are placed.
- p) Network topology and physical infrastructure documentation should be available in electronic format.
- q) Power Cabling:
 - All switches should have a dual power supply source or in case should have static power switch in place to avoid power fluctuations.
 - UPS power shall be made available for all the switches/Racks
 - The node points have to be uniformly distributed in the available space accordingly the power

points have to be provisioned.

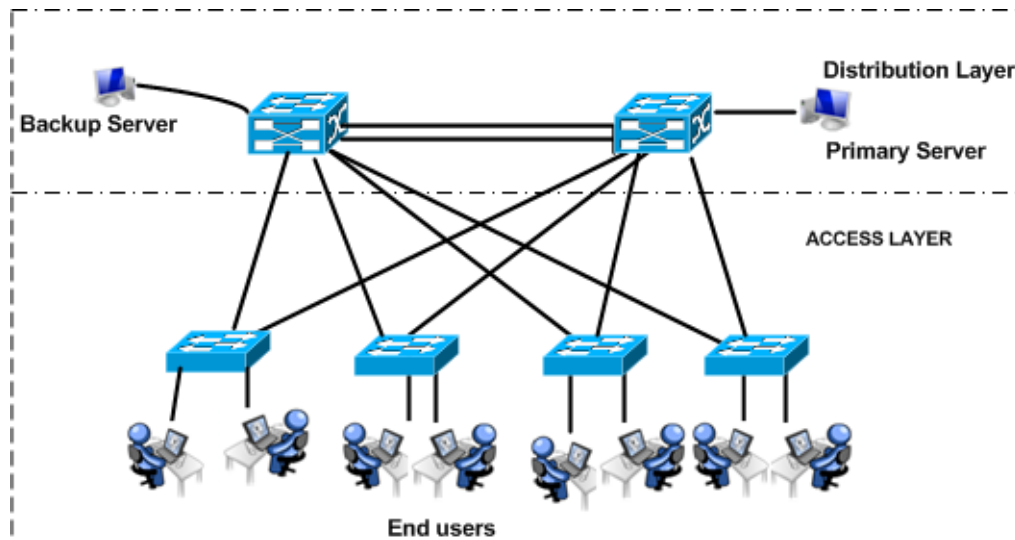
21. IT Network topology and architecture

- a) The network topology model proposed for the centres is core-distribution-access topology. The network traffic flow will be in the standard of Client and Server architecture.
- b) The network model consists of two methods Three tier architecture and two tier architecture (collapse core architecture). The bench mark to go for three tier architecture should be 1000 and above nodes.
- c) One application server will cater load of maximum 266 nodes.
- d) For any new upcoming sites with node count of 500 and above per floor if facility available with dual server rooms (per floor), all outside racks can be placed in individual server room area for healthy temperature and AC ventilation.
- e) Note: All end node cabling towards racks needs to be provision according to the same.
- f) Below 1000 nodes advice to go for two tier architecture.
 - Three tier architecture in which core switch should be connected to distribution switch which in turn connects to access switches. Each Distribution switch set (primary and secondary) will connect to multiple access switches up to 266 nodes. In a Network, if there are 1064 nodes, four sets of distribution switches shall be used. If the network has 1330 nodes, five sets of distribution switches shall be used.
 - The Primary server of each set of 266 nodes shall connect to primary distribution switch and backup server should connect to backup distribution switch as depicted in diagram. For certain special applications, where all labs needs to be combined and operate as single network, the required application server will be connected to Core switch.



- Collapse core architecture in which both primary and secondary server connected to distribution switch in which no core switching place instead all access layer switches should be connected to

distribution layer switch as depicted in below diagram. Each Distribution switch set (primary and secondary) will connect to multiple access switches up to 266 nodes. In a Network, if there are 532 nodes, two sets of distribution switches shall be used. If the network has 798 nodes, three sets of distribution switches shall be used.



- g) Three tier architecture in which core switch should be connected to distribution switch which in turn connects to access switches. Each Distribution switch set (primary and secondary) will connect to multiple access switches up to 266 nodes. In a Network, if there are 1064 nodes, four sets of distribution switches shall be used. If the network has 1330 nodes, five sets of distribution switches shall be used.
- h) The Primary server of each set of 266 nodes shall connect to primary distribution switch and backup server should connect to backup distribution switch as depicted in diagram. For certain special applications, where all labs need to be combined and operate as single network, the required application server will be connected to Core switch.
- i) Functionality and redundancy:
- Redundancy should maintain for core, distribution and access layer by configuring HSRP/VRRP high availability setup between core switches.
 - Spanning tree should be configured for all the switches in order to avoid looping in the network.
 - Spanning tree root Bridge should be primary core/distribution switch on which Primary server connected and secondary core/distribution switch should be backup root bridge on which backup server is connected.
 - Both Primary and secondary core/distribution switch should have dual cable connectivity with each other using 1Gig or 10Gig copper or fiber with ether channel bundled.
 - All Distribution switches should be connected to both primary and secondary core using 1Gig links to maintain redundancy with spanning tree.
 - All Access layer switches should connected to both distribution switches with minimum 1 Gig

uplinks.

- For all Distribution and Access switches uplink port and cables should be minimum 1 Gig with full duplex.
- End host ports on access layer switches should be configured as spanning tree port fast mode.
- VTP mode should be configured as transparent mode for all switches in order to add any new switch in the network it should be first configured as transparent mode.
- Root guard should be enabled on all Access switch uplink ports which are connected to distribution switches.
- Note – Root guard should not be enabled on back to back link between two Core/Distribution switches.
- Per LAB 5% free switch ports and LAN Patch cord should kept in spare.
- BPDU guard should not be enabled on any of the distribution switches.
- The DHCP and Net boot facility must be available for all the 266 Systems.
- There will be one DHCP/Net boot server in place per 266 Nodes from which end machines get booted and launcher gets launched for the exam.
- Assessment LAN should be divided physically with 266 nodes in each physical LAN.
- DHCP Snooping needs to be disabled on all switches.
- In the Three/Two tier architecture Assessment server of per VLAN should always be connected to Distribution switch, e.g. If there are 1000 nodes 4 logically separated VLAN's will be configured at Distribution/Core Layer in which 4 different DHCP/Net boot servers will be in place.

j) Core Layer design:

- The data center core design should provide high-speed switching backplane for all flows in and out.
- The partner should design core layer for resilient Layer3 routing with no single point of failure and rapid convergence around link failure.

k) Distribution layer design:

- This layer provides Layer3 and Layer2 boundary of the infrastructure linking Layer2 broadcast domain to Layer3 broadcast domain.
- The partner should achieve resiliency in the event of the link, interface or switch failure.

l) Access layer design:

- Provides connectivity for end users residing on the floors this allows the function of logical

layer2 access layer to span multiple physical devices.

- Spanning tree port fast must be enabled on each and every end host port.

m) Scalability:

- The three tier architecture should be scalable in terms of Distribution and access layer.
- The access layer switches should be increased as per the requirement and will be place with dual connectivity to both distribution switches.
- There should be free space available in each rack cabinet for future new switch provision.
- The distance between core-distribution-access and distribution-access should not be cross 100 meters.

n) Performance and reliability:

- To maintain healthy performance and reliability for all network devices should be interconnects each other using minimum 1Gig uplink ports with redundancy in place.
- The backplane capacity of Core and distribution layer switch should be high and reliable to process heavy load of network traffic.
- All uplinks should be configured as auto speed and full duplex mode.
- All uplink should be labeled properly which is easier for identification of affected cable or port.

o) Manageability:

- All switches should have separate IP address schema assigned to take remote access for management purpose.
- The server and client (end user) should be on different VLAN than the management VLAN.
- Remote access to the switches should be provided for the specific machines so that only network administrator can able to get access to the devices.
- Remote access should be available only via SSH and telnet should be disabled.

p) Security:

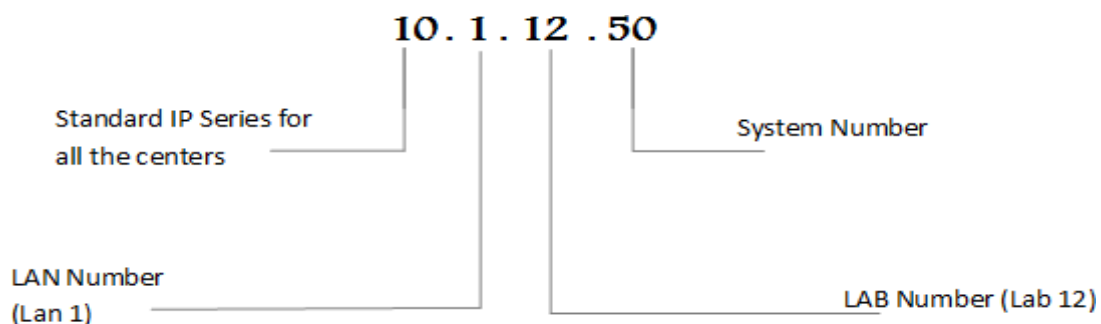
- All network devices should have access only for authorized network person's machines IP, ID using access-class permitted on each device.
- Devices remote access should be via SSH with 2048 bit and not via Telnet.
- All rack/cabinet should be protected using glass and only authorized person should have access to operate it.
- Port security (MAC address sticky with minimum count 2) should be configured on all the access layer switches excluding the uplink ports to distribution switches.
- All unwanted/ not connected switch ports should be kept in shut down state.

- The SNMP community string should be configured as read-only for monitoring the device.
- While adding any new switch in production environment make sure it is harden as per attached security guidelines and should be configured as transparent mode.
- Network rack should always be kept in locked condition access to the same should be authorized persons. And Switches +Rack should be earthed.
- All access layer switches setup in LAB location should be placed in dust free and good ventilated cabinets as per below diagram



22. IP Schema

- Different IP pool should be used for netboot and different IP series should be assign in advance to all the Windows and Ubuntu systems.
- Max node count in one VLAN : 266
- Max node count in one LAB : 250
- Significance of octets



23. Racks

- Rack must be positioned with “Enough headroom” from floor level and must have clearance area.
- Rack must be positioned where their Ventilation + Cross Ventilation + Exhaust.
- Racks MUST have 2xFans, The Perforation on the RACKS on the Side / Top must be provisioned for “dissipation”
- RACK Position MUST be avoided where there is Direct Sunlight.
- Racks should not be fully loaded. NONE of the Switches should be loaded to FULL capacity.
- 48 Port must NOT be loaded beyond 44 Ports. 24 Port Must NOT be loaded beyond 22 Ports.

- k) Patch Panel – to be 24 Port for Ease of Management.
- l) PVC/ABS Cable Manager must be used
- m) RACK should be Number with Node numbering. Of BOLD Visible Sticker.
- n) Preferably Design should be to assign in One VLAN only.
- o) Two VLANS in Same Switch should be avoided.
- p) Should the design require 2 VLANS on Same RACK then Use Lower Count switch (24 Port and avoid as much as possible) for ease of SLA Management.
- q) Surveillance racks preferably to be Separate.
- r) If POE – Switches are being used, move to 6 U independent Rack as typically these switches work at 185 to 380Watts to give Power to Cameras.
- s) Rack Sizes: 12U, 9U, 6U for Wall Mount.
- t) Loading:
 - 12U – 2x48 Port (1U) version.
 - 12 U – 1x48 Port and 1x 24 Port (1 U) Version.
 - 9 U – 1x48 Port
 - 9 U- 2x 24 Port.
 - 6 U – 1x 24 Port.
- u) For SLA Management Console Access must be provided for if the Console Port is on the Rear of the Switch.
- v) All Network switches should be placed within the server room/hub rooms with a ratio of two server/hubs rooms per 266 nodes, these server rooms /hub rooms need to be air-conditioned.

24. Ethernet Switching

- a) There will be a spare access Maximum Configuration of Switch (example 48 Port or 2x24 Port) managed switch available 1 Per 266 nodes, which is not powered ON, but preconfigured and can be used as spare switch in case any of the switches fails.
- b) The duplex settings on Core/Access switches should be full duplex with speed 100/1000 Mbps.
- c) There should not be Cascaded switches in the architecture. If there are switches connected in daisy-chain manner, it should be converted to Hub- and-Spoke topology.
- d) Assessment Server should be connected to the Core/Distribution Switch on Gig Port.
- e) All switches should be placed in small rack depending on the location and connectivity to core switch with healthy power sources and AC ventilation.

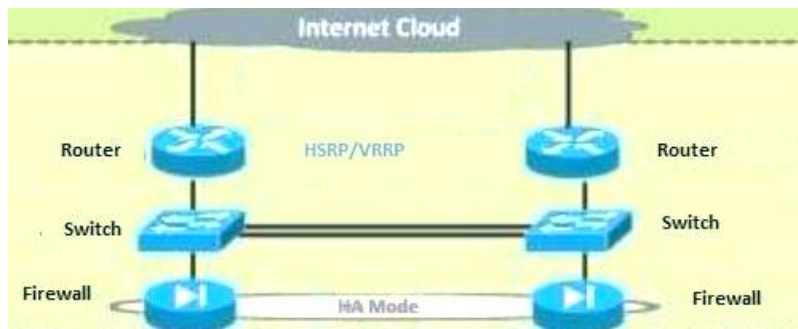
- f) All Network switches should be placed within the server room/hub rooms only with a ratio of two server/hubs rooms per 266 nodes, these server rooms /hub rooms need to be air-conditioned (ACs electricity cost will be borne by Service provider), this would be applicable for all new sites being designed. All Higher end versions of the Platform Models referred can be used.

25. IP Surveillance, Storage, VMS

- a) Surveillance IP cameras @1 Per 24 Candidates-Minimum giving clear view of all candidates.
- b) Camera model should be matching (4MP or higher, H.265, 80 Degrees View, 30Mtrs I/R, H.265, Samba, Indoor/Outdoor Bullet, IP66 rated).
- c) Zero Blind Spot design to be achieved, the final count of Surveillance IP cameras can come down depending on the recommendation.
- d) Surveillance HDD Storage capacity to be at least 1TB, "Spread across labs, walkways, crossovers, reception, assembly area, and gates.
- e) VMS PC for Monitoring with Windows version loaded on One System to be available in Server room.
- f) Seamless interoperability between IP Cameras, HDD, VMS to be ensured with Cloud Adoption facilities and through USB to push recorded footage to the External storage devices such as Pen Drive or External HDD.
- g) Redundancy of footage storage is through VMS –PC.
- h) VMS-PC to support Windows and this will be for Live Monitoring whenever required.
- i) Biometric Devices to be used is Finger Print Scanner & USB Interface-Ubuntu friendly.

26. WAN Routers and Firewalls

- a) Minimum 10 Mbps WAN Link should be allocated preferably dedicated link.
- b) Router should be able to handle 10MB bandwidth and Router Platform choice should be proportion multiples of 265 Nodes usage.
- c) Dual Internet Link Scenario:
- In case of Dual Internet links, each link should be terminated on different router.
 - Each router must be connected to L2 Switch with switches interconnected as shown in below figure.
 - HSRP/VRRP must be configured for load balancing



- d) Scalability to provide Failover and Fall-back with alternate Service Provider, live or standby spare Router to be maintained as per business needs.

27. Printer and Scanner

- e) We recommend a 40 PPM printer for all centres, however for small centres i.e. only up to 266 Nodes size we can have a printer with reduced printing capacity i.e. a minimum of 16 PPM capacity. Scanner (1 Unit per 266 nodes) should support Barcode reading & ADFs
- f) Bidder to ensure Printer Qty as per guidelines and details given below
- 1x16PPM for 266
 - 1x16PPM + 1x40PPM for 532
 - 2x16PPM + 1x40PPM for 798
 - 2x40PPM+1x16PPM for 1064
- g) Bidder to ensure Scanner (Supports Barcode reading & ADFs) Qty as per guidelines and details given below
- 1@266
 - 2@532
 - 2@798
 - 3@1064

28. Fire Exits

- a) Need to ensure that all sites should have fire exit charts guiding the candidates on how to exit out of the building in-case of an emergency, same to be pasted and visible across all halls.

29. LAN IP range and Intercom display

- a) This display works as an immediate reference board and captures all important Networking details the same needs to be visible from the Server room:

Lab Name	System Count	System Numbers	LAN	Actual Count	Buffer	Intercom Number	Primary IP Address	Buffer IP Address	Primary Server	Backup Server
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30. White background for Candidate photographs

- a) We need to place/fix a white board at back of the Chair which is used by the candidate to register himself while his picture/biometric are being captured. This chair along with the background can be moved and kept elsewhere for next usage.



31. Electrical Panel / Switch board tagging

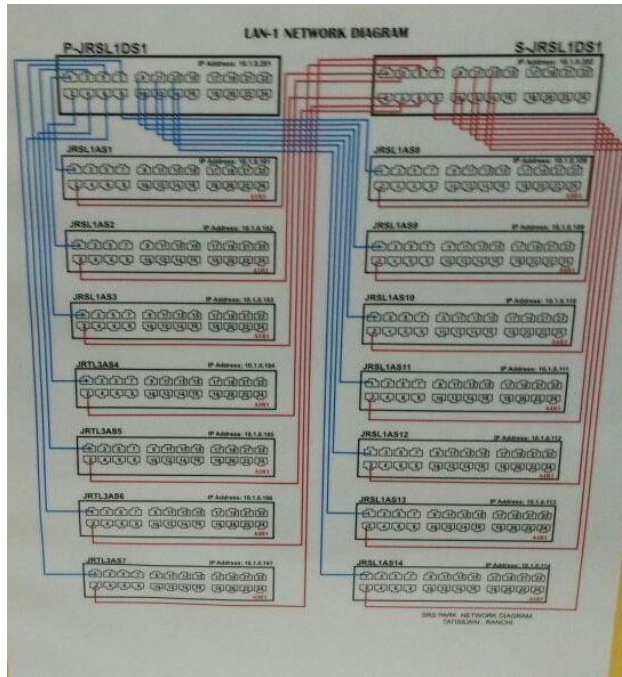
- a) The Electrical Panel switch need to be tagged/allotted to their specific exam hall/bay or row so that it is clear from one could easily understand what are of the building/halls electricity supplies would be controlled by which switch.



32. LAN Network design

- a) This needs to be designed and placed on premises so that in case of issues the same could be referred to

for understanding the flow and controls



33. SMP Card activation - UPS

- a) All the UPS Sets installed across Exam infra come with an inbuilt SMP Card, the same needs to be activated so that the performance of the UPS can be monitored; this monitoring can be done on or even centrally. Sample of the SMP report is reproduced below:



34. Color Coding of Desk numbers to identify/tag LAN number

- a) This is extremely useful in identifying which particular desk is tagged/connected to which particular LAN in a LAB, we can colour code the Table Number so that a specific colour represents all nodes under a specific LAN.



35. DG monitoring RMS

- a) The RMS supports monitoring of Diesel usage for the DG Set along with monitoring of critical parameters that can be used during mocks (Engine Temp/RPM), these details can be generated locally on site as-well as via remote at the zonal level, ensure that proper reports in PDF are available for Hours of running and Diesel Volume consumption.

DGFMS-OverAll Fuel Reports

DG-ID : DG-1 From date : 05/01/2016 12:00 AM To date : 05/31/2016 11:59 PM

Fuel Reports

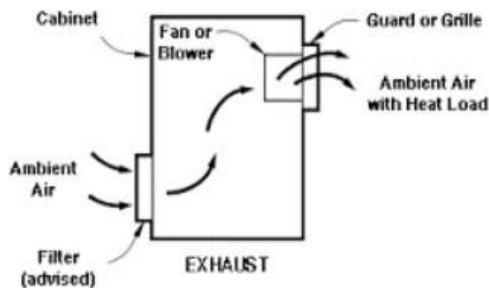
Parameters	Value
Total Consumption	41.0 Liters
Total run hours	5h 22m 59s
Total refill	0 Liters
Average Fuel Consumption	7.62 Liters/hour
Units Generated	0.0 kWh

DG Operational Details

#	Engine Active Time	Engine Sleep Time	Operational Hours	Units Generated
1	2016/05/13 02:39 PM	2016/05/13 03:08 PM	0h 29m 34s	17.43
2	2016/05/16 12:12 AM	2016/05/16 02:08 AM	1h 56m 53s	5.88
3	2016/05/17 08:39 AM	2016/05/17 08:51 AM	0h 11m 9s	0.51
4	2016/05/17 11:13 AM	2016/05/17 11:29 AM	0h 16m 14s	0.83
5	2016/05/17 12:35 PM	2016/05/17 01:20 PM	0h 9m 15s	3.49
6	2016/05/17 02:17 PM	2016/05/17 03:35 PM	1h 17m 43s	6.31
7	2016/05/18 02:59 PM	2016/05/18 03:02 PM	0h 3m 3s	0.0
8	2016/05/18 05:49 PM	2016/05/18 05:59 PM	0h 10m 8s	0.0
9	2016/05/20 02:00 PM	2016/05/20 02:20 PM	0h 20m 11s	7.88
10	2016/05/20 03:20 PM	2016/05/20 03:24 PM	0h 3m 33s	1.74
11	2016/05/21 12:12 PM	2016/05/21 12:14 PM	0h 1m 55s	0.18
12	2016/05/28 03:27 PM	2016/05/28 03:50 PM	0h 23m 21s	3.2

36. Exhaust Fan

- a) An exhaust fan has to be typically fixed at a distance of every 2.5 meters on both sides of Exam Rooms for effective cross ventilation to take place.



- b) Each exhaust fan to be installed at 0.5 Feet below the level of the ceilings/roof. The Air Intake Fans should preferably be installed at a lower height from the ceiling and as much as possible be near to the

ground level as depicted in the diagram above for effective cross ventilation to take place.

- c) Due care and consideration to be given by the Service Provider when selecting which side should be the Fresh Air-Intake system and which side should be the Air exhaust system depending upon the seasonal wind directions and site location. It is recommended to keep the Air Intake system in line with the natural breeze direction so that during winter season operation of exhausts can be eliminated and power can be saved.
- d) It is recommended to go with single phase exhaust system for all sites.
- e) Depending on the space available to fix the exhaust fans on the wall, it is suggested to select 24 Inches or 30 Inches exhaust system for effective cross ventilation to take place. It is be ensured that the noise levels do not cross 60-65 Decibels as it is an exam center.

SECTION VI: GENERAL INSTRUCTIONS

1. Important Instructions

- a) The selected bidder(s) shall obtain declaration from their personnel (employed by them for the work in the concerned job) 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 job.
- b) At any time before the submission of bids, NTA may amend the TENDER document by issuing an addendum in writing or by standard electronic means by publishing on the website www.nta.ac.in. The bidders are advised to check the website for corrigendum. The addendum may be sent to all bidders and will be binding on them.
- c) If the amendment is substantial, selected Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids may be extended by NTA at their discretion.
- d) The terms and conditions of the TENDER are subject to change after a decision post pre-bid meeting, if and as and when necessitated.

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 TENDER process / Public procurement process and reject all proposals at any time prior to award of contract without 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.

3. General Information

The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Bid Security Declaration (BSD).

Bidder has to submit receipt of successful submission of BSD to the NTA office in Hard copy, atleast 48 hours before the closing of Last date/time of Bid Submission. If not complied, bid will not be considered for opening and rejected out rightly.

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. Tender made by fax and those received late will not be

entertained.

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 response document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

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.

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

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

The tender document can be viewed at NTA's web site: www.nta.ac.in.

The Hard Copy of original instruments in respect of BSD must be delivered to Director General, NTA at Okhla atleast 48 working hours before the time of closing of Last day/time of Bid submission.

Receipt of submission of hard copy of original instruments should be submitted along with Technical bid. Bid will be rejected in case of non-compliance. Late/delayed tender response shall not be accepted, under any circumstances. The technical bid shall be opened at designated day/time at NTA Office, Okhla in the presence of bidders who may like to be present.

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.

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.

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 eligibility 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 document.

4. Download of Tender and Submission of Tender response

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

Bids shall be submitted online only at GeM Portal website: <https://bidplus.gem.gov.in>.

Tenderers/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer' for the e-submission of the bids online through the Government e Marketplace Portal for e Procurement at <https://bidplus.gem.gov.in>.

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 Government e Marketplace Portal (GeM) website <https://bidplus.gem.gov.in> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, the same is found to be tampered/ 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.

The offers submitted by Telegram/Fax shall not be considered. No correspondence will be entertained in this matter.

The tender response shall be submitted, viz., technical bid.

The technical bid shall consist of:

- Scanned copy of receipt of successful submission of Tender Fee & EMD to NTA
- Documents w.r.t to Bidder PQ & OEM PQ
- Basic detail of the bidder as per Annexure–A on Bidder's Letter head
- The financial information on CA's Letter head
- Stamp-Signed and scanned copy of Tender Acceptance Letter
- Bid Securing Declaration form on Bidder's Letter head
- All the documents should be sequentially numbered and stamp-signed by the authorized signatory of the bidder

5. 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’s 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.

6. Packing

The supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate the remoteness of the Goods final destination and the absence of heavy handling facilities at all points in transit.

7. Insurance

The Goods supplied under the contract shall be fully insured in Indian Rupees against the loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in Tender.

8. Payment

- a. The method and conditions of payment to be made to the Supplier for Services shall be specified in the Tender document.
- b. The Supplier's request(s) for payment shall be made to the Purchaser in writing accompanied by an invoice describing, as appropriate, service performed, and by documents, upon fulfillment of other obligations stipulated in the contract.
- c. Payments shall be made within 15 days of receipt of Invoice by the Purchaser but in no case later than Thirty (30) days of submission of the bills with acknowledgement by the Supplier.
- d. Payment shall be made in Indian Rupees.

9. Prices

The Prices charged by the Supplier for Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid.

10. Change Orders

- a. The Purchaser may at any time, by written order given to the Supplier make changes within the general scope of the Contract in any one or more of the following:
 - i. drawings, designs or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - ii. the place of delivery; and
 - iii. the services to be provided by the Supplier.
- b. If any such change causes an increase or decrease in the cost of, or the time required, for the Supplier's performance of any provision under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule or both and the Contract shall accordingly be amended.

11. Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

12. Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.

13. Subcontracts

The Supplier shall mention in the bid of all subcontracts awarded under the Contract as per bid document.

Subcontracting of only non-core activity can be allowed; however prior consent should be taken from NTA and sub-contracting agreement should be shared thereafter. Sub-contracting does not intend that NTA would communicate with other party of any activity, the successful bidder will be the single point of contact for all communication for NTA and entire responsibilities shall belong to the successful bidder only.

Core and Non-Core activities are categorized as per the table below:

Core Activities	Non-Core Activities
Supply and commissioning of Computers with preloaded software (i.e. Windows Operating System,	Supply and commissioning of furniture (computer table / desk, workstations & Chair) with required

<p>Open Office, Antivirus etc) and utilities required by NTA.</p> <p>Supply and commissioning of Printers, Supply & Commissioning of UPS.</p> <p>Manpower for operating computer lab and conducting examination.</p> <p>Establishment of Local server at each Computer lab.</p> <p>Supply and commissioning of CCTVs for surveillance.</p>	<p>electrification & passive cabling for power supply and connectivity. Every node shall have partition to keep privacy.</p> <p>Maintenance of Infrastructure till contractual period to ensure uninterrupted service.</p>
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14. Delays in Supplier’s Performance

- a. Delivery of the Goods and performance of the Services shall be made by the Supplier in accordance with the time schedule specified by the Purchaser in the Schedule of requirements and the scope of work.
- b. If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of the Service, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice the purchaser shall evaluate the situation and may at its discretion extend the supplier's time for performance.
- c. Except as provided, a delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to the imposition of liquidated damages, unless an extension of time is agreed upon in written without the application of liquidated damages.

15. Liquidated Damages

If the Supplier fails to deliver any or all of the Goods or to perform the services within the period(s) specified in the contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage of the delivered price of the delayed goods or unperformed services penalty and its deduction is specified in Tender document. Once the maximum is reached, the Purchaser may consider termination of the Contract.

16. 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 Tender, 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 Tender, 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.

17. Termination for Default

- a. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part:
 - i. If the Supplier fails to deliver any or all of the goods services within period(s) specified in the contract, or within any extension thereof granted by the Purchaser; or
 - ii. If the supplier fails to perform any other obligation(s) under the Contract;

- iii. If the supplier, in the judgment of the purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- b. In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure upon such terms and in such a manner as it deems appropriate Goods or Services similar to those undelivered, and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue the performance of the Contract to the extent not terminated.

18. 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.

19. Termination for Insolvency

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

20. Termination for Convenience

The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the contract is terminated, and the date upon which such termination become effective.

21. 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, except that there shall be no arrangements with the coaching classes directly/in-directly during the currency of this Tender and two years thereafter.

22. 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.

23. 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.

24. Integrity Pact

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. The Integrity Pact is to be submitted on a 'Non Judicial Stamp paper of Rs.100/-

25. 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, Delhi 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.

ANNEXURE A
BASIC DETAILS OF THE BIDDER

S. No.	Bidder Details	To be filled by the Bidder	For use of Technical Evaluation Committee
i.	Name and Address of the Bidder		
ii.	Cost of Tender Form Details		
iii.	BSD Details		
1.	Company		
1a.	Date of Registration		
2.	Average Annual Turnover in India during last three financial years		
2a.	2019-20		
2b.	2020-21		
2c.	2021-22		
3.	Permanent Account Number		
	Quality Certification No.		
	GST Number		
4.	Number of Projects executed as on day of bidding		
5.	Contact Person Name Phone No. Mobile No. Email Id.		

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

Signature of the Bidder with Seal

Name of the Authorized Signatory

Designation

Phone Number

Email ID

ANNEXURE B
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. 2019-20, 2020-21 & 2021-22 and 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) 2019-20	(2) 2020-21	(3) 2021-22
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Net Worth			

- II Please attach:
- Audited Balance Sheet.
 - Profit / Loss statement
- III Note: Attach additional sheets, if necessary.

(Signature of Chartered Accountant)

Name:

Membership No.:

Date of sign:

Stamp:

ANNEXURE C
STRUCTURE OF THE ORGANIZATION

1. Name and address of bidder: _____

2. (a) Telephone No. : _____
(b) Fax No. : _____
(c) Email address : _____
3. Particulars of Registration with various Government bodies & Statutory Tax Authorities: (Attach attested photocopy)
(a) Registration Number : _____
(b) Organization/Place of registration: _____
4. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

5. 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.

6. 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.

7. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.

8. Area of specialization and Interest : _____

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

(Signature with date and Seal of Bidder)

ANNEXURE D

(For information only)

Table-1: State wise list (tentative) of Cities in India where NTA could propose creation of Exam centres

STATE	CITY	Code
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
	KOZHICODE	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
	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
	NOIDA/GREATER NOIDA	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
	HOOGLY	WB06
	HOWRAH	WB07
	KALYANI	WB08
	KHARAGPUR	WB09
	KOLKATA	WB10
	NORTH 24 PARGANAS	WB11
	SILIGURI	WB12

Note: Actual number of cities may increase/decrease based on the number of applicants.

ANNEXURE E
TECHNICAL BID FORM

The cost of the TENDER document is being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ for Rs. _____/- in favour of the Director General, National Testing Agency.

S. No.	Particulars	Information to be furnished by the agency along with documentary proof
1	Name of the Agency with Complete Address, Phone nos., Mobile nos. & email IDs.	
2	Year of incorporation of the Company (Copy be enclosed)	
3	GST Registration No./PAN No. (Copy be enclosed)	
4	Annual Turnover(Financial year) duly certified by a Chartered Accountants firm 2019-20 2020-21 2021-22	
5	Details of BSD	

(Signature with date and Seal of Bidder)

ANNEXURE F
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 company has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our company is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE G
BID SECURING DECLARATION FORM

Bid No.: _____ Dated _____

To,

The _____

Respected Sir,

We, the undersigned, declare that:

We, M/s..... (herein referred as vendor) understand that, according to bid Clause No. _____, bids may be supported with a Bid Securing Declaration, Vendor render the declaration that:-

The Vendor will automatically be suspended from being eligible for bidding in any contract with the NTA (herein referred as Purchaser) for the period of 3 years, starting on bid submission closing date, if Vendor are in breach of any of the following obligation(s) under the bid conditions: -

- a) If a Bidder withdraws the proposal after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
- b) During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

Vendor understands that this declaration shall expire if Vendor is not the successful Bidder and on receipt of purchaser's notification of the award to another Bidder; or thirty days after the validity of the Bid; whichever is earlier.

(Signature)

Authorized Signatory

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

ANNEXURE H
FORMAT FOR BIDDER'S AUTHORIZATION LETTER

To

The Director General

National Testing Agency

New Delhi

Subject: Authorization Certificate

Bidder's Representative name ----- designation ----- is hereby authorized to signing relevant documents on behalf of the company ----- in dealing with Tender for Selection of Agency for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India to assist National Testing Agency in successful implementation of objectives of New Education Policy 2020 issued by you.

He/she is also authorized to attend meetings, submit bid as may be required by you in the course of processing the above said Bid.

Authorized Signatory

Name

Seal

ANNEXURE I
REQUEST FOR CLARIFICATION OF BID DOCUMENT

Bid Reference: Tender for Selection of Agency for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India to assist National Testing Agency in successful implementation of objectives of New Education Policy 2020.

Name of the Company:

Name of Person(s) representing the Company:

Name of Person	Designation	Email ID(s)	Phone Number

Company's Contact:

Contact Person(s)	Address for Correspondence	Email ID(s)	Phone Number

Query / Clarification Sought:

S. No.	Bid Page No.	Bid Clause No.	Clause Details	Query / Suggestion / Clarification	Remarks (if any)

Date:

Place:

Signature:

Designation:

NOTE: Queries must be strictly submitted only in the prescribed format. Queries not submitted in the prescribed format will not be considered / responded by the Tendering Authority.

ANNEXURE J
SELF DECLARATION ON NON-BLACKLISTING

Date:

To

The Director General

National Testing Agency

New Delhi

Bid Reference: Tender for Selection of Agency for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India to assist National Testing Agency in successful implementation of objectives of New Education Policy 2020.

In response to the Tender No. _____ for Selection of Agency for the job of establishment of Digital Infrastructure for Online Assessment and Training centres throughout PAN India, as an Director of I/We hereby declare that our Company is having unblemished past record and is presently not declared as blacklisted or ineligible for non-performance, corrupt or fraudulent practices either indefinitely or for a particular period of time by any State or Central Government Agency/department in India.

Name of the Bidder: -

Signature: -

Seal of the Organization: -

ANNEXURE K
NON-DISCLOSURE AGREEMENT

THIS AGREEMENT is made on theBETWEEN:

.....<<name of the department/
Corporation/Agency>>.....<<type of organization>> having its registered office at
..... (Hereinafter referred to as "Disclosing Party" which expressions
shall unless repugnant to the context include its successors and assigns), and

.....<<name of the Service Provider Agency>>a<<type of
organization>>having its registered office at, hereinafter referred to
as "Receiving Party", which expressions shall unless repugnant to the context include its successors and
assigns);

The Disclosing Party and the Receiving Party shall hereinafter jointly be referred to as the "Parties".

WHEREAS

The Disclosing Party is in possession of certain information defined hereunder as Confidential Information by virtue of an agreement signed between the parties on dated

..... for<<name of the project>>.

NOW IT IS HEREBY AGREED as follows:-

I. Confidential Information

For purposes of this Agreement, means all information to which the Receiving Party has access including but not restricted to <<name of the project>>Project Data which relates to the technical, commercial and financial information, software in various stages of development, techniques, models, data, procedures, functions, customer names and other information related to customers, suppliers, products, developments, operations, processes, data, trade secrets, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party and all other information which may be disclosed by one Party or to which the other Party may be provided access by the disclosing Party or others in accordance with this Agreement, or which is generated as a result of, incidental to or in connection with the Business Purposes, which is not generally available to the public.

II. Not Within Definition

Notwithstanding any other provision of this Agreement, the Parties hereto acknowledge that Confidential Information shall not include any information that:-

is, now or subsequently becomes public knowledge other than by breach of the provisions of this Agreement; or

is in the possession of the Party with the full right to disclose prior to its receipt from the Disclosing Party, as evidenced by written records; or

is independently received by the Receiving Party from a third party, with no restrictions on disclosure from such third party.

is independently developed by Receiving Party without reference to or based on Confidential Information of the Disclosing Party.

III. Obligation of Confidentiality

The Receiving Party promises and agrees to receive and hold the Confidential Information in confidence. Without limiting the generality of the foregoing, the Receiving Party further promises and agrees:

To protect and safeguard the Confidential Information against unauthorized use, publication or disclosure.

Not to, directly or indirectly, in any way, reveal, report, publish, disclose, transfer or otherwise use any of the Confidential Information except as specifically authorized by the Disclosing Party in accordance with this Non-Disclosure Agreement.

Not to use any Confidential Information to unfairly compete or obtain unfair advantage vis-à-vis Disclosing Party in any commercial activity.

To restrict access to the Confidential Information to those of its officers, directors, and employees who clearly need such access to carry out official duties towards Disclosing Party.

To instruct each of the persons to whom it provides access to any of the Confidential Information, that such persons are strictly prohibited from making any use, publishing or otherwise disclosing to others, or permitting others to use for their benefit or to the detriment of the Disclosing Party, any of the Confidential Information, and, upon Request of the Disclosing Party, to provide the Disclosing Party with a copy of a written agreement to that effect signed by such persons.

To comply with any other reasonable security measures requested in writing by the Disclosing Party. To not to enter into any communication involving disclosure of Confidential Information in any form with either the beneficiaries or the users of Software Application, without written consent of the Disclosing Party.

To not to disclose any names and their particulars to third parties without the written consent by the Disclosing party.

To pay liquidated and other damages recoverable under the relevant clause of this Agreement.

IV. Property of the Parties

All Confidential Information disclosed pursuant to this Agreement shall be and remain the property of the Disclosing Party. Nothing in this Agreement shall be construed as granting or conferring any rights whatsoever, whether expressly, impliedly or otherwise, in respect of the Confidential Information to the Receiving Party, and the Confidential Information will be used only for the purposes of this Agreement.

V. Reporting Unauthorized Disclosure or Misuse of Confidential Information

The Receiving Party shall immediately inform the Disclosing Party of any unauthorized use or disclosure, misappropriation or misuse by any person of any Confidential Information, upon the Receiving Party having notice or knowledge of the same.

VI. Losses

The Receiving Party agrees to indemnify the other Party against any and all losses, damages, claims, or expenses incurred or suffered by the other Party as a result of the Receiving Party's breach of this Agreement.

VII. Remedies

The Receiving Party understands and acknowledges that any disclosure or misappropriation of any of the Confidential Information in violation of this Agreement may cause the Disclosing Party irreparable harm, the amount of which may be difficult to ascertain and, therefore, agrees that the Disclosing Party shall have the right to resort to civil & criminal remedies available under the law including the IT Act 2000 for taking action against the Receiving Party and/ or for an order restraining any such further disclosure or misappropriation and for such other relief as the Disclosing Party shall deem appropriate. Such right of the Disclosing Party shall be in addition to Remedies otherwise available to the Disclosing Party at law or in equity.

In the event of default or breach of the terms of this agreement the Receiving Party and all its officers found guilty of breach, shall be jointly & severally liable for action.

VIII. Notices

Any communication in connection with this Agreement must be in writing and be delivered personally, or by registered mail receipt acknowledged, facsimile or e-mail (if receipt of the complete facsimile or electronic mail is confirmed in writing by the recipient) to the address set out at the beginning of this Agreement.

IX. Term & Termination

This Agreement shall commence on the date as written above. The Receiving Party's obligations with respect to the Confidential Information hereunder shall be co-terminus with the Agreement signed by the parties as referred above. However if after termination or expiration of the Agreement the Receiving Party remains in possession of any Confidential Information then the obligations under this Agreement and consequences of breach shall continue to remain in force till such information is in possession of the Receiving Party.

IN WITNESS WHEREOF the parties hereto have caused their duly authorized representatives to set their hands the day and year first above written.

Signature on behalf of the<<name of the department/Corporation/ Agency>>
(Disclosing Party)

(_____)

Name:

Designation:

Signature on behalf of the<<name of Service Provider Agency>>

(Receiving Party)

(_____)

Name:

Designation:

DATE:

WITNESSED BY: Name Address

Signature

1.

2.

ANNEXURE L
FINANCIAL BID FORM

Date:

To

The Director General

National Testing Agency

New Delhi

Subject: FINANCIAL BID

Tender No.: _____

Tender Name: _____

Respected Sir,

We hereby declare that we have carefully read the above-mentioned tender details and accept all the Terms and Conditions of this Tender documents.

We have enclosed below our best possible financial offer:

S. NO.	SERVICE DESCRIPTION	PRICE QUOTE
A	Creation of Exam centre nodes in PAN India as per Scope of Work <ul style="list-style-type: none">• Facilitation of Exam centre <u>space will be done by NTA.</u>• Space rent will be borne by NTA.• However, all required infrastructure, Manpower and Electricity expense has to be borne by the implementing Agency	The bidders have to Quote Lumpsum Amount X
X= 1000*Price Per Candidate Seat per Shift		

NOTE:

- i. Price should be quoted as exclusive of GST only. GST will be applicable as per Govt. of India norms.
- ii. Candidates will be applicable as per the Admit card generated.
- iii. This Rate Contract would remain valid for the entire duration of the project.
- iv. The contract will be signed for a minimum period of 3 years and thereafter, could be extended for a further period of maximum three years (3+3 years), unless revoked, on mutual discussion basis between NTA and service provider.

- v. Neither NTA nor service provider would be allowed to negotiate on the minimum contract term period of 3 years.

Yours faithfully,

Name of the Bidder:

Name & Designation of Authorized Signatory:

Seal & Signature of Authorized Signatory:

Date & Place:

ANNEXURE M

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the GeM Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the GeM Portal, prepare their bids in accordance with the requirements and submitting their bids online on the GeM Portal. More information useful for submitting online bids on the GeM Portal may be obtained at: <https://gem.gov.in>.

REGISTRATION

Bidders are required to enroll on the e-Procurement module of the Government e Marketplace (URL: <https://gem.gov.in>) by clicking on the link "Online bidder Signup" on the GeM Portal which is free of charge.

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

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 GeM Portal.

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.) or by registered mobile OTP system as applicable in the GeM Portal through available options.

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.

Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password.

Bidders need to complete their profile before they can participate in the Bid.

SEARCHING FOR TENDER DOCUMENTS

There are various search options built in the GeM 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 GeM Portal.

Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. From this point the Bidder can start the process of Bidding, by clicking on participate.

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

Bidder should take into account any corrigendum published on the tender document before submitting their bids.

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.

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.

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

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.

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

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

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.

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 cells with their respective financial quotes and other details. 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.

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.

All the documents being submitted by the bidders would be encrypted 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.

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

Upon the successful and timely submission of bids (i.e. 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.

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

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.

Any queries relating to the process of online bid submission or queries relating to GeM Portal in general may be directed to the GeM Portal Helpdesk.

ANNEXURE N

FORMAT FOR GO-LIVE OF EXAM CENTRE

To

The Director General
National Testing Agency
New Delhi

Subject: Go-Live of Exam Centre

Location: (Exam Centre Name / Exam Centre City / Exam Centre State)

Exam Centre Co-ordinator Contact details: _____

Work Order No.: _____ Dated _____

Respected Sir,

We hereby declare that we have made all the efforts to the best of our capability and created an Exam centre with a Computer Node capacity of _____.

We hereby request your good-self to give your approval for satisfactory verification of Exam centre venue and its node capacity.

Yours faithfully,

Name of the Bidder:

Name & Designation of Authorized Signatory:

Seal & Signature of Authorized Signatory:

Date & Place:

VERIFICATION:

I, (Name of the Official / Designation), on behalf of, National Testing Agency, Delhi has been appointed to inspect the deliverables of (Exam Centre Name / City / State) installed by agency _____.

I have verified the Computer Node count of _____ along with complete deliverables and declare that Exam centre infrastructure is working fine to the best of the capability and has been declared Go-Live from (DD/MM/YYYY).

(Stamp / Signature of the Official)

Name / Designation of the Official: _____

Email ID of the Official: _____

Phone No. of the Official: _____