

## Bid Corrigendum

GEM/2025/B/6828418-C9

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. File Attachment [Click here to view the file](#).

## Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1



bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

\*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions.](#)



## Amendment No. 1 to the Tender

**Ref: NTA/2025-26/GEM/2025/B/6828418/Amdt-1**

**Dated: 27/11/2025**

**SUBJECT: Amendment No. 1** issued against GeM Bid Document No.: GEM/2025/B/6828418 dated 27-10-2025 for Selection of Service Provider to act as Exam Monitoring Agency for Entrance Examinations Conducted by National Testing Agency

### **References:**

1. GeM Bid Document No.: GEM/2025/B/6828418 Dated: 27-10-2025 issued by NTA.
2. Pre-bid queries and representations received from prospective bidders.

With reference to the pre-bid queries and representations received from the bidders, the following amendments are hereby incorporated in the Bid Document: Clause 4 (Scope of Work), Clause 20 (Penalty), and Annexure VII (Financial Bid Form).

### **4.Scope of Work\*\*:**

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

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

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


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

#### **I. Pre exam phase**

##### **Activity 1: Exam centre review**

**The broad scope covers-** feasibility of exam centres:


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

  
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Agency shall undertake the following activities-

- i. The agency shall conduct an on-site physical inspection of the designated examination centre to evaluate its suitability against the established assessment criteria. This evaluation will encompass a thorough review of the centre's infrastructure, safety measures, accessibility, security and overall readiness to facilitate the examination. Upon completion of the inspection, the agency will be required to submit a detailed assessment report, supported by photographic evidence of the centre, outlining deficiencies as per the points mentioned below.
- ii. The agency shall thoroughly assess the accessibility of the exam centre i.e. location mapping to test the exam centre from key places (distance from key public places, availability of transport, safety, etc.) and it should be reflected on the Dashboard in real time.
- iii. Candidate's access to clean and hygienic toilet facilities segregated by gender (boys and girls), with a sufficient number of toilets available as per the expected number of candidates. The facilities should include a reliable source of potable water with adequate supply throughout the examination duration. All related photo/video evidence of the centre conditions, including water sources, cleanliness levels, and availability should be captured and made accessible on the real-time monitoring Dashboard.
- iv. The agency shall assess the availability and adequacy of essential life safety measures at each examination centre, including but not limited to fire safety provisions (such as presence of fire extinguishers, alarms, emergency exits, and compliance with fire safety standards), electrical safety protocols (safe wiring, circuit breakers, proper grounding), availability of accessible first aid kits and requisite medical supplies, presence of trained emergency staff on site, and up-to-date documented maintenance and inspection records for all safety equipment. Additionally, the agency shall evaluate facilities designed for candidates with disabilities (PwD/PwBD), including the presence and functionality of lifts, accessible pathways, designated parking spaces, ramps, and other infrastructure to ensure full compliance with applicable accessibility standards and regulations. A comprehensive report on these assessments, including photographic evidence, shall be prepared and submitted for review to demonstrate adherence to safety and accessibility requirements.
- v. The examination centre shall be fully equipped with documented emergency procedures, including clear instructions for various potential emergency situations such as fire, medical incidents, or security threats. These procedures must include key contact numbers for emergency services, centre management, and designated safety officers. Regular drills and checks should be conducted to ensure preparedness and compliance with regulatory standards.

  
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- vi. The examination centre must ensure general safety provisions encompassing electrical, physical, and access control measures. This includes having a reliable backup power source such as a Diesel Generator (DG) set, an uninterruptible power supply (UPS) system adequately sized to support critical centre operations, and compliant wiring infrastructure that meets safety standards. The centre should feature a secure, separate server room with controlled access to protect examination data and equipment. All electrical installations and equipment must adhere to applicable statutory safety codes and be regularly inspected and maintained to prevent hazards such as fires or electrical shocks. Physical security measures should include controlled entry points and adequate surveillance to ensure the safety of candidates, staff, and equipment throughout the examination period. Comprehensive documentation of these safety measures, including maintenance records and inspection reports, must be maintained to demonstrate compliance and preparedness.
- vii. The examination centre must ensure the comfort of all candidates by maintaining appropriate ambient conditions, including temperature control, adequate lighting, and proper ventilation. Special consideration should be given to the comfort requirements of candidates with disabilities (PwD/PwBD), ensuring accessible seating arrangements and ease of movement throughout the centre. The spatial layout should provide sufficient distance between computer workstations to allow comfortable seating and reduce distractions, while also facilitating accessibility. Overall, the centre environment must comply with relevant industry standards to create a conducive and comfortable atmosphere for all candidates during the examination period.
- viii. The agency shall assess the examination centre's arrangement in terms of the number and placement of IP-based high quality (2 megapixel or higher resolution) CCTV cameras to ensure compliance with recommended standards. This includes verifying that the CCTV camera coverage is such that there are no blind spots in the examination rooms, common areas etc. Each camera should provide clear, real-time video surveillance capable of recording and streaming to a central monitoring system.
- ix. Any deviation or incident occurring during the examination must be captured immediately in real-time by the designated observer or authority assigned for monitoring. This information should be promptly recorded and reflected on the Successful Agency's dashboard, providing a live, accessible stream of data for instant review by relevant stakeholders. The dashboard must facilitate swift detection, tracking, and resolution of incidents, ensuring transparency, accountability, and effective management throughout the examination process.
- x. The mechanism must incorporate a hierarchy-based login system that defines multiple levels of user access and permissions based on organizational roles. This system should ensure that information access and incident capture capabilities are controlled and restricted appropriately to maintain data security and operational integrity. Users at different levels (such as administrators, observers, and supervisors) should have tailored access rights allowing them to view, input, or manage data commensurate with their responsibilities.



- xi. The agency shall conduct a comprehensive analysis to identify any blind spots within the examination centre's CCTV surveillance coverage. This involves a meticulous review of camera placements and angles to ensure that all critical areas, including entry and exit points, examination rooms, seating arrangements, server rooms, and common areas, are fully monitored without gaps. Any uncovered zones or areas with insufficient visibility should be clearly documented and reported, with recommendations provided for additional cameras or repositioning existing ones to eliminate these blind spots and enhance overall security coverage. These findings, supported by visual mapping or diagrams, should be submitted as part of the assessment report to ensure corrective measures are implemented promptly.
- xii. The agency shall conduct a thorough assessment of the examination centre's console area to identify the presence of any unsecured or loose cables, which may pose safety hazards or operational risks. This evaluation must include a careful inspection for potential unauthorized or non-standard cable connections that could be exploited to interfere with examination systems or compromise exam integrity. Any identified risks or vulnerabilities related to cabling infrastructure should be clearly documented, with photographic evidence, and recommendations for immediate corrective actions such as securing cables, removing unauthorized connections, or upgrading cable management systems to ensure a safe, tamper-proof environment during the examination period.
- xiii. The agency shall verify the availability and operational readiness of an uninterruptible power supply (UPS) or an equivalent power backup system at the examination centre. This system must be capable of providing continuous, uninterrupted power for a minimum duration of one hour to ensure seamless continuity of the examination in the event of a main power failure. The verification process should include inspection of the backup system's capacity, maintenance status, and functional testing to confirm reliable performance during contingencies. Detailed findings including specifications and test results should be documented and submitted as part of the assessment report.
- xiv. The agency shall conduct a detailed inspection and assessment of the condition and operational efficiency of examination centre hardware, including computers and UPS units. This evaluation must cover a minimum of 10% of the total consoles at each centre to ensure a representative sample. The inspection should verify that all equipment is fully functional, meets the required performance standards, and is capable of supporting examination activities without technical disruptions. Any identified issues or deficiencies should be documented with precise details, and recommendations for remediation must be provided to guarantee readiness and reliability of the hardware during the examination. A comprehensive report summarizing these findings shall be submitted.

The Agency shall be responsible for compiling and submitting a comprehensive and detailed report



addressing all the assessment points. This report must encompass findings from physical inspections, safety evaluations, accessibility checks, CCTV coverage analysis, hardware functionality tests, and incident monitoring mechanisms. **The complete report, including all the evidences, is to be submitted within 10 days from the date of receipt of the Centre List (provided by the concerned Exam Division). The Agency shall timely submit its comprehensive analysis report to facilitate prompt review and any necessary corrective actions by the National Testing Agency.**

## Activity 2: Candidate application sanctity check

The agency shall rigorously verify the authenticity and integrity of the candidate details submitted during the registration phase. This process will involve cross-checking candidate information against available databases and employing advanced verification techniques to detect inconsistencies, duplicate entries, or anomalies that may indicate attempts at impersonation or fraudulent registration. Measures such as facial comparison with previously submitted photographs, biometric validation, and forensic data analysis should be utilized to ensure that only legitimate candidates are permitted to appear for examinations. Any suspicious cases identified must be documented and reported promptly to the concerned examination authorities for further investigation and action.

- i. **Image Quality Assessment:** The agency shall perform a stringent image quality assessment at the application form stage to ensure all candidate photographs comply with the National Testing Agency's prescribed standards. This evaluation will include detecting issues such as blurriness, incorrect exposure, image noise, and any form of occlusion that may obscure critical facial features. The agency must verify that each photograph depicts a single human subject, with the face occupying the required area as per NTA guidelines. Photographs failing to meet these criteria should be flagged for rejection or corrective action. This rigorous screening process is essential to maintain the integrity of candidate identification and prevent malpractice during examinations. Detailed records of assessment outcomes and non-compliant cases should be maintained and reported accordingly.
- ii. **Face Comparison:** The agency shall perform a detailed face comparison process wherein photographs of successful candidates from the previous year's examination, provided by NTA, are systematically compared against the current year's candidate application photographs. This involves conducting a one-to-many (1:N) biometric facial matching to identify candidates with high similarity scores that may indicate potential impersonation or duplicate registration attempts. The comparison should utilize advanced facial recognition technologies to achieve accurate matching despite variations in image quality or conditions. All matches exceeding defined similarity thresholds (as defined by NTA) must be flagged, documented with relevant evidence, and reported promptly to NTA for further investigation to uphold examination



integrity.

- iii. **Forensic analysis of application data:** The agency shall conduct a comprehensive forensic analysis of the application data to perform Candidate Vulnerability Analysis. This includes identifying suspicious patterns such as duplicate applications, unusual or concentrated choice of examination cities, anomalies in IP addresses and postal Pin Codes, and clustering of applications from specific coaching centres. The analysis should employ advanced data analytics and pattern recognition techniques to detect potential fraud, collusion, or any irregularities that may compromise the examination process. Additionally, the agency should be prepared to undertake any other targeted analyses as directed by NTA to further strengthen the integrity and security of the application process. Detailed reports of all findings, supported by statistical and visual evidence, must be submitted for review and action.
- iv. The agency shall prepare and compile a comprehensive list of candidates identified as suspicious based on detailed analyses including credential verification, image quality assessment, face comparison, forensic data analysis, and deviation from Standard Operating Procedures (SOPs) provided separately by the Exam Unit. This list must include supporting evidence and relevant details for each flagged candidate to facilitate informed decision-making. The complete report shall be submitted promptly to the National Testing Agency (NTA) to enable appropriate remedial action in line with examination policies and integrity standards.

The Successful Agency is required to compile a list of all identified suspicious cases based on the various analyses and verifications conducted and submit this list to the concerned Exam Division **05 days after receiving candidate data.**

## II. During Exam

The Successful Agency shall deploy manpower at selected examination centres, (the same will be communicated by the Exam Unit), to monitor the entire examination process. The deployed personnel will be responsible for real-time observation, promptly highlighting any exceptions or irregularities to enable the National Testing Agency (NTA) to take immediate and necessary action.

### Activity 1 – Exam Process Monitoring

The Agency shall deploy Server Room Observers (SRO), at select exam centres, to oversee the entire examination process. The scope of work for SRO will include **detection and documentation** of various actions taken during exam, regarding the following list of activities/items:

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*Documentation:*

- i. The Agency shall note the exam start and end time
- ii. The Agency shall note the Question Paper (QP) download time at centres
- iii. The Agency shall ensure whether random seat allocation is occurring at the centres.
- iv. Exam disruptions of any kind must be brought to attention of the NTA immediately, documented and displayed on the Dashboard.
- v. The Agency shall note seat change requests, if any.
- vi. The agency shall check the rotation of invigilators, IT managers, etc. staff at centre, and bring to notice of NTA immediately, any instance of lack of rotation of centre staff.
- vii. The Agency shall observe the IT staff of Exam Conducting Agency (ECA), which will be managing primary and backup server (data upload)

*Detection:*

- viii. The Agency shall validate, on sample basis, installation and configuration of firewall on computers (in coordination with ECA)
- ix. The Agency shall ensure that all the deviations outlined in the steps above should be mitigated by authorized personnel deployed at centre entry point.
- x. All the information captured above i.e. deviations, wherever applicable, should be visible on the agency's dashboard, in real time.
- xi. The Agency shall review the exam centre on the day of exam, if the exam service provider handles the exam operations as per SoP and Manuals (Candidate attendance, Candidate registration, pen/paper collection, filling of various reports, allocation of duties, etc.)
- xii. The Agency shall check and report for Impersonation cases.
- xiii. Any other activity as required by Exam Unit.

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

## **Activity 2 - Video analytics for near real time monitoring**

A large number of CCTV cameras are installed across exam centres, the Agency is responsible for continuous monitoring of live CCTV feeds from exam centres, ensuring uninterrupted surveillance and timely anomaly detection during the examination process. They must submit a detailed report outlining anomalies such as:

- i. The agency must continuously identify and regularly report on any CCTV cameras that are not accessible, are offline, or have been placed at incorrect locations within exam centres. Regular reporting should include detailed information specifying those that require immediate attention or repositioning to correct coverage blind spots.



- ii. The agency is responsible for validating that each CCTV camera's label or name accurately corresponds to its physical location within the exam centre. This involves cross verifying the camera identification assigned in the monitoring system with the actual installed position to ensure proper tracking and accountability.
- iii. The agency will be tasked with continuously monitoring the movement of all persons within the exam centre using live CCTV feeds. This includes tracking candidate movements, invigilators, staff, and any unauthorized individuals to detect unusual or suspicious behavior. Movement patterns should be analyzed in real time, with any anomalies promptly documented and escalated for immediate action by the National Testing Agency (NTA) to maintain the integrity and smooth conduct of the examination.
- iv. The agency is responsible for monitoring invigilator activity within the exam rooms through CCTV feeds, specifically identifying instances where an invigilator remains stationary without moving for extended periods or fails to patrol all lanes in the examination hall. Such lack of movement could indicate ineffective supervision, increasing the risk of malpractice. The agency must document these occurrences accurately, highlighting areas or lanes not covered, and report them for immediate corrective action by NTA or centre authorities.
- v. The agency must closely monitor movement at the entry and exit gates of exam centres throughout the examination period using CCTV feeds. This involves tracking all individuals entering or leaving the premises to prevent unauthorized access, facilitate smooth candidate flow, and detect any irregular activities such as unauthorized entries, exit and re-entry, or suspicious congregations. Deviation from standard entry-exit protocols should be documented and reported immediately to the National Testing Agency (NTA) for prompt intervention. This surveillance is vital to maintaining exam security by controlling access points and ensuring the environment remains secure and orderly.
- vi. The agency shall be responsible for monitoring CCTV feeds to identify and document any instances where candidates are found in close physical proximity within exam labs, particularly if it contradicts prescribed seating arrangements or social distancing norms. Such observations must be promptly reported to the National Testing Agency (NTA) for immediate investigation and action to prevent malpractice and uphold the fairness of the examination.
- vii. The agency must ensure that all monitored activities are displayed in real time on Agency's centralized dashboard. This dashboard should provide comprehensive, live visibility of all critical surveillance data and anomalies to enable prompt detection, decision-making, and action.
- viii. Any instances of disruption, deviation, or suspected irregularities during the examination



must be immediately identified, documented in detail, and promptly reported to the National Testing Agency (NTA) for necessary action

The Agency will be required to compile a list of all identified cases of disruptions, deviations, suspected irregularities, and any other anomalies observed during the examination. **This list must be submitted to the Exam Division within one week after the conduct of the exam.**

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

- I. Movement in strong room  
Continuous monitoring of any movements within the strong room and observing to detect any unauthorized activity or irregular behavior.
- II. Camera in strong room  
To verify if CCTV cameras are installed and functional in the strong room. The absence of cameras or any cameras not transmitting feeds shall be promptly reported to the National Testing Agency
- III. Question Paper (QP) Box not visible in strong room  
The QP box, which contains the examination question papers, must be clearly visible under CCTV surveillance to ensure its security and detect any tampering

### III. Post exam phase

#### Activity 1 – Post examination analysis for entire exam

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

- i. The Agency shall perform detailed log analysis encompassing **candidate activity logs** (logs to track login/logout times, duration of exam sessions, question access patterns, and any anomalies in user behavior), **database logs** (unauthorized access attempts, data modification records, or unusual query patterns that may indicate tampering or data breaches), **application logs** (logs to detect errors, failures, or suspicious activities during the exam process or data transmission), and other related system logs.
- ii. Statistical analysis of **student response activity logs** (cheating indicators, answering pattern, centre level, room level trends and occurrence of exam disruptions, etc.), Examining the timing and sequence of responses to detect abnormal speed or slowdowns inconsistent with average candidate behavior, correlating occurrences of exam disruptions with response anomalies to assess their impact on candidate performance.



- iii. The Agency shall perform **historical analysis** of examination data/centre data to identify trends and recurring patterns of malpractice such as:
  - iii.a. Reviewing past exam cycles to detect consistent anomalies related to specific candidates, centres, or exam sessions
  - iii.b. Analyzing patterns such as repeated irregularities in certain locations, similar cheating techniques used, or recurring technical failures.
- iv. Identification of abnormal incidents at candidate/room/centre/city levels to assess malpractice likelihood.
- v. Identify and report any abnormal / vulnerable / vital deviations observed by scientifically and statistically system driven data analysis with automated report generation which should comprise the application data of candidate with academic records with examination performance Country, State, City, Centre and Room level for next steps.
- vi. Agency should be able to analyze and report the manpower engaged in the examination at a centre vs centre/room performance to ascertain the abnormality at any level i.e. State, City, Centre and Room.
- vii. The Agency shall conduct performance analysis of candidates for whom anomalies have been identified during post-review, pre-exam, or during-exam phases. Which should include evaluating correlations between identified anomalies and candidate performance to uncover potential cases of cheating or unauthorized assistance and documenting such analyses comprehensively to support further investigation and decision-making by the National Testing Agency (NTA).
- viii. Any additional analysis which is necessary to meet post-examination objectives.
- ix. The Agency shall perform a sample-based image matching process to compare candidate images uploaded during the application process with those captured by the Examination Conducting Agency (ECA) during the biometric verification on the exam day. Identifying discrepancies or mismatches that could indicate impersonation or fraudulent attendance and documenting all cases of mismatch for immediate reporting and further investigation by the NTA.
- x. Forensic audit through CCTV footage of suspected candidates, withheld candidates etc.

**Complied report with respect to above points has to be submitted within 10 days of conduct of exam. In case of activities at serial no. ii & iii , report must be submitted 1 week after receiving the answer key from Exam Unit.**

## **Activity 2**

### **Incident Response Analysis – related to malpractices**

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**In cases where NTA requires investigation of specific cases, venues, or incidents, the Agency shall undertake the following activities:**

- i. Detailed log analysis (candidate logs, database logs, application logs and related system logs)



etc.)

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

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

### Activity 3: Post Exam CCTV Analysis

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

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

Objective: Certain support activities which are related to audit/forensic/analysis/inspection would be requested by NTA on an ad-hoc basis, for example, trending on the application forms, cross exam data analysis to make exams more secure, due diligence of application forms, etc. Following type of resources would be required for such type of activities:

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

  
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## 20. Penalty:

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

- a) If at any given point of time it is found that the bidder has made a statement, on any platform, which is factually incorrect, the NTA may take a decision to cancel the contract with immediate effect and reserves the right to blacklist the agency.
- b) If the bidder doesn't fulfil any of the contractual obligations, the NTA may take the decision to cancel the contract with immediate effect and reserves the right to blacklist the agency. Further, performance security of the agency shall also be forfeited.
- c) In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per day of the cost of contract value up to maximum of 20% of the contract value from the Agency. The timeline/schedule of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise.
- d) The time schedule, i.e. period during which the work is to be done, may be required to be adjusted as per requirements of the NTA and is to be observed strictly as per directions of the NTA from time to time. In case of any delay in supplying the desired report as per schedule of written request, on the part of the agency, it shall be liable to pay charges @ Rs.1,00,000/- per day delay the NTA which will be deducted at the time of payment of bill of the agency or else it will be recovered from the performance security submitted by agency. Timeline for each activity will be as mentioned in the scope of work against specific heads.
- e) Errors and Deductions:
  - In case of any error in the report submitted the Service Provider would be liable to pay charges @ double the per centre charges.
  - The Service Provider has to complete the assigned job as per the time schedule prescribed by the NTA. In case of any delay, a penalty of five times the per centre charges per day will be imposed on the Service Provider which will be deducted from the bill of the Service Provider`.
  - In case of any irregularity noticed in execution of assigned work, the penalty levied by NTA will be final and binding on the firm.
  - In case the successful bidder fails to complete the job, the remaining portion of the job will be got done from the market at the risk C cost of the Service Provider in addition to the penalty as mentioned above and the performance security will also be forfeited on account of breach of contract.



ANNEXURE –VIII

FINANCIAL BID FORM (Rate Schedule)

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

Dated: \_\_\_\_\_

The Director General, National Testing Agency

After having gone through the terms and conditions as enlisted in the tender document for Review of Pre, During, Post Exam Processing for Professional Entrance Examination Conducted by National Testing Agency. I/We accept all the terms and conditions of the tender document and quote our lowest rates for the same as under: Table-1: Fee for exam audit

S. No. (1)	Phase (2)	Activity (3)	Unit (4)	Estimated quantity* (5)	Total Rate /Unit (in INR) (6)
1	Pre exam	1. Exam centre review	Per centre	500	
2	Pre exam	2. Candidate Application Sanctity	Per candidate	1,50,000	
3	During exam	1. Exam Process Monitoring	Per centre	500	
4	During exam	2. Video Analytics for near real time monitoring	Per CCTV Camera	6,000	
5	Post exam	1. Post Exam Analysis for entire Exam	Per appeared candidate	1,50,000	
6	Post exam	2. Incident response analysis	Per appeared candidate	500	
7	Post exam	3. Post Exam CCTV Analysis	Per CCTV Camera	6,000	
8	Any other audit/analysis	Providing manpower	Per man month	2	





Total of column 6 in INR (in figures & words)	
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**\*The number of centres/candidates/cameras indicated above are taken for evaluation purposes only and the actual number of centres may vary depending on NTA’s need and size of exam. Also, the number of auditors required (forensic analytics and audit) and the actual number of man months required for each resource would depend on NTA need. List of exam wise candidates is also attached.**

Note:

- i. These rates are valid for 18 months only.
- ii. The rates should be quoted both in figures and words. If any ambiguity is found in rates, then rates in words will be taken into consideration.

Place:

Date:

**Signature of owner/authorized Officer of the firm/agency**

**Name Address with seal of the Firm**


  
 मोहित भारद्वाज/MOHIT BHARDWAJ  
 सहायक निदेशक/Assistant Director  
 राष्ट्रीय परीक्षण एजेंसी/ National Testing Agency  
 भारत सरकार/ Govt. of India  
 नई दिल्ली-110020/ New Delhi-110020

In addition to the above, Various pre-bid queries and representations were received in connection with the said tender. The following amendments have been approved by the Competent Authority pursuant to the pre-bid queries, as detailed below. For the remaining queries, no changes have been made, and the provisions shall remain as specified in the original RFP document.




S.No	CLAUSE REFERENCE	Existing Clause as per RFP	Points for Queries or Suggestions	NTA Response
1	S.no 5 Clause 5. Pre-Qualification Criteria Page - 11	The bidder must have at least 100 (full time) personnel on their payroll, working in the organization continuously for the past 3 financial years. The Bidder shall submit relevant documentary evidence, to substantiate compliance with this criterion, including but not limited to: <ul style="list-style-type: none"> <li>Valid Provident Fund (PF) registration</li> <li>Insurance Certificate</li> <li>Self-certified statements/documentation from the Employees' Provident Fund Organization (EPFO) and/or the Employees' State Insurance (ESI) Corporation</li> </ul> These documents must confirm that the Bidder has employed a minimum of 100 (one hundred) fulltime staff on its payroll continuously for the past 3 financial years.	Our submission is that a Manpower Certificate endorsed by the HR Head and Valid PF registration be accepted instead of insurance certificates, as PSU employees are covered under government service benefits and not commercial insurance schemes.	<b>Amended As:</b> Manpower Certificate endorsed by the HR Head and Valid PF/ESI registration, ECR (Electronic Challan Receipt) shall also be considered.
2	Clause 5 – Pre-Qualification Criteria → S.No. 4 / Page 11	The bidder must have successfully executed/or executing an ongoing project in an/audit/verification/ assessment, related to process review or fraud detection within the government or public sector. The value of the project(s) must be a minimum of INR 2 Crore, and the project(s) must have been undertaken within the past 5 years.	Request for your confirmation whether the projects involving impersonation control, biometric authentication, or CCTV surveillance for examinations will qualify as audit-related experience. or not. Such experience should be accepted as fulfilling the audit/verification requirement, as it achieves the same control objectives through modern technology.	<b>Clarified as:</b> Projects involving impersonation control, biometric authentication, or CCTV surveillance for examinations will not qualify as audit-related experience.



3	<p>Clause 5 – Pre-Qualification Criteria → S.No. 5 / Page 11</p>	<p>The bidder must have at least 100 (full time) personnel on their payroll, working in the organization continuously for the past 3 financial years. The Bidder shall submit relevant documentary evidence, to substantiate compliance with this criterion, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Valid Provident Fund (PF) registration</li> <li>• Insurance Certificate</li> <li>• Self-certified statements/documentation from the Employees' Provident Fund Organization (EPFO) and/or the Employees' State Insurance (ESI) Corporation. These documents must confirm that Bidder has employed a minimum of 100 (one hundred) full-time staff on its payroll continuously for the past 3 financial years.</li> </ul>	<p>The requirement for an insurance certificate appears irrelevant since employee insurance is not a uniform statutory document. It may be deleted, while PF registration, PF ECR (Electronic Challan Receipt) and HR attestation should suffice as credible proof of employment continuity.</p>	<p><b>Amended As:</b> Manpower Certificate endorsed by the HR Head and Valid PF/ESI registration, ECR (Electronic Challan Receipt) shall also be considered.</p>
4	<p>Clause 20 – Penalty → Subclause (c) / Page 24</p>	<p>In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per week of the cost of contract value up to maximum of 20% of the contract value from the Agency. The timeline/schedule of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise</p> <div style="text-align: center;">   <b>मोहित भारद्वाज / MOHIT BHARDWAJ</b>  सहायक निदेशक / Assistant Director  राष्ट्रीय परीक्षण एजेंसी / National Testing Agency  भारत सरकार / Govt. of India  नई दिल्ली-110020 / New Delhi-110020 </div>	<p>A cumulative ceiling of 5% on total LD should be applied, and penalties across clauses should not operate concurrently. This ensures financial predictability and fair treatment consistent with commercial industry practices.</p>	<p><b>Amended As:</b> In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per day of the cost of contract value up to maximum of 10% of the contract value from the Agency. The timeline/schedule</p>



				of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise.
5	<p>Clause 20 – Penalty → Subclause (d) / Page 24</p>	<p>In case of any delay in supplying the desired report as per schedule of written request, on the part of the agency, it shall be liable to pay charges @ Rs.10,000/- per day delay the NTA which will be deducted at the time of payment of bill of the agency or else it will be recovered from the performance security submitted by agency. Timeline for each activity will be as mentioned in the scope of work against specific heads.</p> <div style="text-align: center;">   <b>मोहित भारद्वाज / MOHIT BHARDWAJ</b>  सहायक निदेशक / Assistant Director  राष्ट्रीय परीक्षण एजेंसी / National Testing Agency  भारत सरकार / Govt. of India  नई दिल्ली-110020 / New Delhi-110020 </div>	<p>Financial liability for delayed reporting should be capped at 5% of total contract value, with a reasonable grace period for submission to accommodate data validation and field dependencies.</p>	<p><b>Amended As:</b> In case of any delay in supplying the desired report as per schedule of written request, on the part of the agency, it shall be liable to pay charges @ Rs.1,00,000/- per day delay the NTA which will be deducted at the time of payment of bill of the agency or else it will be recovered from the performance security submitted by agency. Timeline for each activity will be as mentioned in the scope of work against specific heads.</p>
6	<p>Clause 4 – Scope of Work → Pre-Examination Phase → Point (I)(xi), Page 7</p>	<p>The mechanism should have features of hierarchy-based login, information access and incident capture.</p>	<p>How is the hierarchy-based login mechanism structured to ensure that each user role (e.g., observer, regional coordinator, central admin) has tiered visibility and incident capture privileges? Does the system support role</p>	<p>Shall be communicated to successful bidder</p>



			escalation or delegation during live operations?	
7	Clause 4 – Scope of Work →During Exam Phase →Activity 2 (Video Analytics for near real time monitoring) → Point (v), Page 9	Movement at entry and exit gates during the examination	Elaborate on monitoring movement of persons at the exam centre.	While the examination is ongoing there should be no movement at the entry/exit gates. The same will have to be checked by the EMA, under the appropriate activity head.
8	Clause 4 – Scope of Work →Post Exam Phase → Activity 1 (Post Examination Analysis for Entire Exam) →Point (iii), Page 10	Historical analysis to identify trends and patterns of malpractices	Will historical data on examination centres (where malpractice incidents took place) be made available to help identify trends and patterns of potential malpractices?	Historical data, as needed for the audit, shall be made available by NTA
9			What is the check list to examine exam center?	will be provided by NTA, to the successful bidder
10			How many centers do we need to examine in 2026?	number of centres will vary from exam to exam, across the duration of the contract
11			How many students appeared in exams conducted by NTA last year?	Historical data, as needed for the audit, shall be made available by NTA, to the successful bidder
12			Do we need to examine any exam center outside India?	No



13	<p>5. Pre-Qualification Criteria S.N 5 Page 11 of 35</p>	<p>The bidder must have at least 100 (full time) personnel on their payroll, working in the organization continuously for the past 3 financial years. The Bidder shall submit relevant documentary evidence, to substantiate compliance with this criterion, including but not limited to: i) Valid Provident Fund (PF) registration ,ii) Insurance Certificate iii) Self-certified statements/ documentation from the Employees' Provident Fund Organization (EPFO) and/or the Employees' State Insurance (ESI) Corporation. These documents must confirm that the Bidder has employed a minimum of 100 (one hundred) fulltime staff on its payroll continuously for the past 3 financial years.</p>	<p>We suggest accepting an HR Certification issued by a competent authority along with PF/ESI registrations as sufficient proof. For PSUs, statutory manpower records are already audited and need no additional third-party evidence like insurance certificate.</p>	<p><b>Amended As:</b> Manpower Certificate endorsed by the HR Head and Valid PF/ESI registration, ECR (Electronic Challan Receipt) shall also be considered.</p>
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14	<p>20. Penalty S.N c) Page 24 of 35</p>	<p>In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per week of the cost of contract value up to maximum of 20% of the contract value from the Agency. The timeline/schedule of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise</p>	<p>The total Liquidated Damages (LD) should be capped at 10% of contract value, in accordance with established PSU contractual norms. This ensures proportionality between penalty exposure and the impact of delay, promoting fairness without compromising accountability.</p>	<p><b>Amended As:</b> In case of late services / no services for a specific activity, in which the Agency fails to deliver the services thereof, within the period fixed for such delivery in the schedule, or at any time repudiates the contract, the firm shall be liable to pay Liquidated Damages (LD). LD will be imposed @1% per day of the cost of contract value up to maximum of 10% of the contract value from the Agency. The timeline/schedule of deliverables (other than submission of Reports), if any, will be decided as and when the requirement/ tasks/activities arise</p>
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15	4. Scope of work, Page No.7	Note: The Successful Bidder shall be required to provide a comprehensive dashboard, enabling real-time monitoring of discrepancies and deficiencies across all three phases of the project. The dashboard shall facilitate continuous tracking, reporting, and management of identified issues, ensuring transparency and timely resolution, throughout the duration of each phase.	1. It is requested to kindly clarify where the dashboard will be hosted — whether the bidder is required to provide the server or it will be hosted on the NTA server. 2. Is there any separate fee for development of dashboard and hosting of dashboard?	1. Dashboard will be hosted on server provided by the bidder. 2. No separate fee shall be paid for development & hosting of dashboard.
16	6. Technical evaluation criteria, Page No. 15	If more than 200 persons can be deployed on a single day across the country – 4 marks Bidder has to submit the undertaking on the company letter head.	Please clarify on the upper limit of people to be deployed on a particular exam day.	The said requirement may go upto 5000 (depending on the number of centres)
17	8.3 Evaluation of the Technical Bid Proposal, Page No. 17	The bidder will be required to give a presentation of their capacity/capability to assist NTA with the defined scope of work. They will also be required to make a presentation on their capabilities as per the conditions specified in this document. The date of presentation shall be notified separately.	Request you to provide date for the technical presentation/demo. A minimum of 48 hours of notice would be appreciated, as we need to plan the resources accordingly.	Will be notified shortly, giving adequate time

  
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18	7. Bidding process, Page No. 15 & 33	<p>7.3 The Technical Bid must include all relevant information and required enclosures in the prescribed format, along with the Earnest Money Deposit (EMD). The EMD can be in the form of DD/Bankers cheque NEFT/RTGS/FDR/any other valid banking instrument or can be remitted into the bank account of NTA directly ANNEXURE – VII: EMD DETAILS</p> <p>The amount of EMD of Rs. _____/- (Rupees _____) is being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ in favour of the Director General, National Testing Agency, Noida.</p> <p>As per the GeM bid document at page 3 the following is mentioned (b) EMD &amp; Performance security should be in favour of Beneficiary, wherever it is applicable. Beneficiary: Assistant Director, Delhi, Department of Higher Education, National Testing Agency, Ministry of Education (Mohit)</p>	<p>1. There is no mention of Bank Guarantee (BG) Number and FDR Number in the Annexure – VII as a valid banking instrument. Request to please include the same.</p> <p>2. In the ANNEXURE – VII, the EMD is required to be in favour of Director General, National Testing Agency, Noida. However, in the GeM Bid documents the beneficiary for the same is mentioned is as Assistant Director Delhi, Department of Higher Education, National Testing Agency, Ministry of Education. Request to please clarify the beneficiary of EMD.</p>	<p>The EMD can be in the form of DD/Bankers cheque NEFT/RTGS/FDR/any other valid banking instrument or can be remitted into the bank account of NTA directly.</p> <p>The EMD /PBG is required to be in favour of Director General, National Testing Agency, Delhi.</p>
19	General Information: Page No. 18	i. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit.	Request to please specify the duration of validity of EMD in days after opening of bid or validity of bid.	<p><b>Clarified as:</b></p> <p>The validity period of the EMD shall be the bid validity period plus an additional 3 months.</p>

  
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20	FINANCIAL BID FORM (Rate Schedule), Page No. 34	ANNEXURE –VIII S.No. Phase Activity Unit of measurement 3 During exam Exam Process Monitoring Per candidate 4 During exam Video Analytics for near real time monitoring Per candidate 2 Pre Exam Candidate application sanctity Per candidate	The count of candidates varies across the examination centre. For the uniformity in fees across the examinations, request you to kindly consider. S.No. Phase Activity Proposed unit of measurement 3 During exam Exam Process Monitoring Per exam centre 4 During exam Video Analytics for near real time monitoring Per camera.	<b>Accepted</b> , the same has been incorporated in ANNEXURE –VIII (FINANCIAL BID FORM)
21	5. Pre-Qualification Criteria – Mandatory, Page No.11	5. The bidder must have at least 100 (full time) personnel on their payroll, working in the organization continuously for the past 3 financial years	Request to please clarify if we require to submit either or all the below mentioned documents • Valid Provident Fund (PF) registration • Insurance Certificate • Self-certified statements/documentation from the Employees' Provident Fund Organization (EPFO) and/or the Employees' State Insurance (ESI) Corporation.	<b>Amended As:</b> Manpower Certificate endorsed by the HR Head and Valid PF/ESI registration, ECR (Electronic Challan Receipt) shall also be considered.

  
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22	Technical evaluation criteria, Page No. 14	<p>4.Note - Project manager and project coordinator will be stationed at the NTA /HQ for the entire duration of the project.</p> <p>Responsibilities of Bidder:</p> <p>vi. Project manager and project coordinator will be stationed at the NTA HQ for the entire duration of the project</p>	<p>1. Since there is lean period when exams are not happening, please clarify whether project manager and project coordinator would be required for the entire duration.</p> <p>2. Project manager and project coordinator would be required for the entire duration. however, man-month rates are not mentioned in the financial bid form (Rate Schedule page 34 of RFP). Request you to kindly include the man-month rates in the financial bid form.</p>	<p>The required manpower shall be stationed at the NTA headquarters for the full/entire duration of the examination, depending on the activities scheduled/required for that exam (i.e., pre-exam, during the exam, and post-exam phases).</p>
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23	<p>Instructions to bidder (ITB) ,GeM (Portal)</p>	<p>There is no section in RFP where ITB are defined</p>	<p>For uniformity of understanding between RFP language and GeM portal requirements, please specify which mandatory documents to be uploaded for the following:</p> <ol style="list-style-type: none"> <li>1. Experience Criteria</li> <li>2. Bidder Turnover</li> <li>3. Certificate (Requested in ATC)</li> <li>4. OEM Authorization certificate</li> <li>5. Additional Doc 1 (Requested in ATC)</li> <li>6. Additional Doc 2 (Requested in ATC)</li> <li>7. Additional Doc 3 (Requested in ATC)</li> <li>8. Compliance documents in respect of SOW</li> </ol> <p>Other documents to be uploaded:</p> <ol style="list-style-type: none"> <li>1. Compliance documents in respect of PQC and ITB</li> <li>2. Compliance Document in respect if resource qualification, profiles &amp; past experience/ expertise</li> <li>3. Compliance document in respect of specification and standard of service</li> <li>4. Compliance document in respect of Approach &amp; Methodology</li> <li>5. Compliance document in respect if project experience of firm</li> <li>6. Compliance document in</li> </ol>	<p>All documents pertaining to the Pre-Qualification Criteria and Technical Evaluation Criteria must be uploaded on the GeM portal, except for previous work orders, methodology and capability documents for execution, and any materials covered under a Non-Disclosure Agreement (NDA) with any client. The remaining documents not uploaded as part of the pre-qualification and technical evaluation must be sent via email to <a href="mailto:Procurement@nta.ac.in">Procurement@nta.ac.in</a> on or before the last date of submission of bid.</p>
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			<p>respect of registration and certification of service provider entity</p> <p>7. Compliance document in respect of certification of resources</p> <p>8. Any other document as per bid (i)</p> <p>9. Any other document as per bid (ii)</p> <p>10. Any other document as per bid (iii)</p>	
		 <p>मोहित भारद्वाज/MOHIT BHARDWAJ  सहायक निदेशक/Assistant Director  राष्ट्रीय परीक्षण एजेंसी/ National Testing Agency  भारत सरकार/ Govt. of India  नई दिल्ली-110020/ New Delhi-110020</p>		



24	Bid Details ,2 of GeM document	<p><b>Do you want to show documents uploaded by bidders to all bidders participated in bid?</b></p> <p>Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)</p>	<p>Due to confidential nature of work, we cannot disclose documents submitted as part of bidding process. Request to please amend this clause. As multiple perpetrators would come to know about the steps NTA is taking to curb malpractices.</p>	<p>All documents pertaining to the Pre-Qualification Criteria and Technical Evaluation Criteria must be uploaded on the GeM portal, except for previous work orders, methodology and capability documents for execution, and any materials covered under a Non-Disclosure Agreement (NDA) with any client. The remaining documents not uploaded as part of the pre-qualification and technical evaluation must be sent via email to Procurement@nta.ac.in. on or before the last date of submission of bid.</p>
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