

NATIONAL TESTING AGENCY

Dt: 11.06.2021

Corrigendum to Tender Ref No- NTA/2020-21/032 & Tender ID: 2021 NTA 628462 1

The tender document is modified/explained (wherever applicable) as under:

S. No.	Ref/Clause No./Pg. No	Existing Description as per tender document	Modification (Revised content)
1	Cl 5.1/pg 6	The selected bidder, as per the requirements and directives from NTA, shall setup systems at the required Exam Centers in India and Outside (The tentative list of Cities where the Test shall be conducted are given at Annexure-VII) ensuring that at least 10% of the systems are available as backup per shift. Number of Cities may change based on operational requirements.	The selected bidder, as per the requirements and directives from NTA, shall setup systems/nodes at the required Exam Centers in India and Outside (The tentative list of Cities where the Test shall be conducted are given at Annexure-VII) ensuring that at least 10% of the systems are available as backup per shift. Number of Cities may change based on operational requirements.
2	Cl 5.1 (C)/Pg 6	The selected bidder shall ensure that the mock will start maximum by 1600 hours on preceding date centres on centres booked for conducting the NTA on Mock day (the day preceding the day of NTA test.) Service provider shall ensure that the centre does not have any other examination on the day of the NTA test.	The selected bidder shall ensure that the final mock test drill will start latest by 1600 hours on preceding date at centers booked for conducting the NTA exam (the day preceding the day of NTA Exam) <u>Service provider shall ensure that the center does not have any other examination after conduct of final mock test drill other than NTA exam.</u>
3	Test Centers Pg 7	Police verification of all Exam related functionaries at the exam centers: The service provider will get the police verification conducted for all Exam related functionaries i.e. invigilators/helpers/guards/IT personnel at the exam center which should not be more than 6 months old. The Service provider will keep a repository of contact details of all manpower deployed at an exam center and share the same with NTA as and when required.	The police verification report should not be older than six months on the start day of the exam. This clause will be applicable only for Privately held exam center staff. Only regular Government functionaries will be exempt from this requirement.
4	Pg. No. 7	The selected bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage may be used later for authentication purposes.	The selected bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine.
5	Pg. 8 clause 5.2	Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission.	Computer based exam software should support standard features such as display of details of candidates, detailed instruction upon login, start and closure of examination at scheduled time, virtual numeric scientific keypad calculator, time left, flag questions for review, marking/unmarking of question, display of status of questions with different color and symbols, switching between sections, switching between Hindi and English languages or any other language as applicable, provision for enlargement of font, navigation to unanswered questions and prompt for submission. Note: Exam Software should support numeric scientific calculator feature with the option of using/not using it for a particular exam which will be communicated by NTA.
6	Page No. 15 Clause 6. Essential Pre-requisites: Clause 6.1 (1) Organizational Level:	The bidder should be a company/ firm registered in India under "The Companies Act, 2013". The bidder should be registered and operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Entrance/Recruitment Examination Services. Certificate of Incorporation, Articles of Association, Memorandum of Association etc to be submitted.	The bidder should be a company/ firm registered in India under The Companies Act, 1956/2013. The bidder should be registered and operating in India for a minimum of 5 years with an objective of offering relevant Computer Based Entrance/Recruitment Examination Services. Certificate of Incorporation, Articles of Association, Memorandum of Association etc to be submitted
7	Clause 9(5.1)/Pg	In continuation of para 5 above as per Rule 170	In continuation of para 5 above as per Rule 170 of GFR

	19 EMD	of GFR“Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)” are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule(170 of GFR) are however required to submit a signed Bid securing declaration accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit Bids for tenders with National Testing Agency.	“Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy <u>OM of March 2012</u> issued by Department of Micro, Small and Medium Enterprises (MSME)” are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule(170 of GFR) are however required to submit a signed Bid securing declaration <u>(as per Annexure B)</u> accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of 12 months from being eligible to submit Bids for tenders with National Testing Agency.
8	Clause 6.4 (d)/Pg 17 and Cl 9 (14) Pg 20 Essential Pre-requisites & General Information	The selected bidder shall have to give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/centres etc.	Bidder/Service Provider hereby should undertake that there is no linkage of any kind between the bidder and coaching institutes/centres etc. for exams conducted by NTA.
9	Clause 10.6 (10) / Pg. 23	Liquidated damages	Deleted
10	10.12/Pg 25 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: <ul style="list-style-type: none"> • 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.	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: <ul style="list-style-type: none"> • 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. • <u>Pandemic (subject to relevant GOI guidelines)</u> 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.
11	Annexure I/Pg. 27	Annexure I (FY 2016-17, 2017-18 & 2018-19) Certificate of Net worth- CA certificate	Revised Annexure I may be seen: (FY 2017-18, 2018-19 and 2019-20 and CA/Bankers Certificate)
12	Annexure VIII Marking Criteria for Technical Evaluation of Bids Point 5.2 Pg. 39	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with Cert-in Certified infrastructure	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with <u>Cert-in /ISO Certified infrastructure</u>
13	CLAUSE 5: Scope of Work of IRIS scan & Facial image	New Entry	IRIS capture includes the digital capture of each candidate's IRIS scan (for future usage). Facial image capture is to prevent impersonation of candidates and envisages facial image capturing and comparing with candidate's application photo. Any available tool to provide this functionality may be used.

The explanation to Pre-Bid queries are as under:

S. No.	Clause No/Page No	Pre-bid Request (Relevant Extract only)/clause of the tender document	NTA Response
14	Cl 5 /Pg 4 Scope of Work:	The selected bidder shall allow the NTA or its representative(s) including an agency identified by it for installation of CCTV and Jammers to maintain due integrity in the conduct of examination.	As per existing NTA practice of exam conduction there will be service providers for CBT & Auxiliary services like Jammers/CCTV as earlier. Only Security services like Frisking & biometric etc. are likely to be outsourced as a result of present tender.
15	Pg. 5 Clause 5 note: a (4)	Soft Copy of Question Paper set in Bilingual (both in English and Hindi or any other language as applicable)	Question paper can be in any of the 22 scheduled languages. The format of Question paper/Answer keys will be discussed with successful bidder. Confidential material should not be viewable/accessible to service provider staff.
16	Page 5, Clause 5 b (2)	Scheduling of candidates in Test Centres as per normalization, count availability and other guidelines.	Scheduling is to be done by selected bidder
17	Clause 5 c (5) pg. 5	The selected bidder shall ensure that the final soft copy of Centre Master having Centre No. and Centre details is provided to the NTA at least 6 weeks before the actual date of conduct of examination. Thereafter no change shall be made by the selected bidder in the list. In case of changes, if any by the selected bidder, the bidder shall be liable to penalty as follows.	This clause will be applicable in normal situations. In case of short duration between closure of application and start of exam, the modalities will be discussed with the successful bidder including providing relevant data on daily basis. NTA will provide candidate data within 1-2 weeks after application closure. Any deviation based on operational necessities will be discussed with successful bidder.
18	5 (c) 7 /Pg 5 Scope of Work:	The selected bidder shall allow the NTA or an agency identified by it to carry out an independent Audit of its Centres or processes including software etc. The selected bidder is required to provide various details as per Annexure – XIII (List is tentative only).	To ensure sanctity of exam administration process, independent Audit of Exam Centers or processes including software etc. is required to be undertaken by 3 rd party independent agency identified by NTA. If required by the selected bidder (Exam Service provider) the 3 rd party agency will sign relevant Non-Disclosure Agreement (NDA) with them to safeguard their IP.
19	Clause 5 c (8) pg. 5	For fair and smooth conduct of examination, NTA is authorized to take any step as deemed fit in the test center(s) and the selected bidder unconditionally agree to it.	This clause is applicable in exigencies for fair and smooth conduct of the examination and to maintain its sanctity.
20	Page 5, Clause 5 c (10)	The choice between the Centres provided by the bidder and Centres provided by NTA will be decided on the basis of their suitability for holding the exam and nearness to city center. We request you to Please clarify the understanding of suitability with reference to this clause.	Suitability of the centre means its readiness to hold the exam, provision of adequate comfort to the candidates, but not limited to toilet, water, cleanliness, parking(preferably), thermal, lighting, ventilation, air conditioning, air cooling etc. its accessibility through public transport, nearness to city centre, availability of parking etc. as defined in the tender document.
21	Clause 5.2 pg 7	The staff provided at the Test Centre for conduct of examination should be from among the regular staff of the selected bidder and as well as of the Test Centre. Centre Superintendent, Deputy Centre Superintendent and Invigilators must be regular teachers/ staff (Group B and above) of a recognized college/ school/computer institute.	Will be discussed with successful bidder.
22	Pg. No. 7	The selected bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine. The biometrics taken at this stage may be used later for authentication purposes.	The selected bidder shall ensure complete Biometric registration process of the candidates (digital photo, fingerprint etc.) and allow candidates to appear for exam at Exam Centre through randomly allotted seat/machine.
23	Clause 5.2 pg. 7	The selected bidder shall deploy adequately trained manpower and ensure required hardware and software for smooth conduct of examination at each Exam center in consultation with NTA.	As envisaged in the tender document

24	Clause 5.2.(11) Pg. 7	The selected bidder shall have a contingency plan for Candidate management/Shifting in case of any emergency.	Overall responsibility shall rest with the exam service provider
25	Clause 5.4 pg. 10	The service provider shall arrange IT infrastructure like server etc. on their own.	The service provider has to take overall responsibility of the conduct of the exam . In case the requisite IT infrastructure like server etc. are not available/working at the NTC then it is the responsibility of the service provider to provide the same. The service provider shall also arrange for IT Manager.
26	5.4 Nodes/ Pg 10 Centres Identified by NTA:	In case selected bidder is unable to provide the desired number of node(s) in a few cities, the NTA may make available the node(s). The selected bidder shall make all necessary arrangement to conduct the examination at that very centre(s).	Nodes will be provided by NTA as indicated in the tender document. Any case of exigency will be discussed with successful bidder.
27	Clause 5.4 /Pg 10,11,12 Nodes/ Centers Identified by NTA	The service provider shall arrange IT infrastructure like server etc. on their own.	Hardware & Software requirements are clearly indicated in the clause 5.4 of tender document under heading 'Roles and Responsibilities of selected bidder'. The overall responsibility for conduct of exam in this mode will rest with the service provider. Any contingency/exigency needs to be mitigated in consultation with NTA .
28	Clause 5.4 (13)Pre- Examination Phase /Pg 11 Role and Responsibility of the Selected Bidder	Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on or 24X7operational servers (at one or more places) and conduct of practice sessions for the CBT examination at centers specified by NTA.	Bidder will provide link for Mock test for Candidates after date of announcement or as mutually discussed with successful bidder.
29	Clause 5.4(13) pg. 11	Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on or 24X7operational servers (at one or more places) and conduct of practice sessions for the CBT examination at centers specified by NTA.	The readiness of the exam centre needs to be ensured by the service provider prior to the start day of exam.
30	Pg. 11 clause 5.4 (15)	The selected bidder shall ensure that Hardware (As mentioned in the bid document) and Software required at all stages of the examination are in conformity to: Exam Centers Devices and Systems to be used for authentication and audit trail mechanisms required for Exam	The nodes at the centre are provided by the NTC. The other requirements as given in other clauses are to be provided by service provider
31	Pg 13 clause 5.5	CONDUCT OF DRAWING TEST	Scanning of drawing sheets happens in multiple locations (individual test centres)
32	Clause 5.5 /Conduct of Drawing Test/Pg 13,14	The Drawing sheet will be scanned by the service provider and the scanned output of the Drawing sheets will be sent to a server at NTA	Scanning will be done at multiple locations by the bidder. Data will be stored in bidder's server. After evaluation data will be shared with NTA in Hard Disk/format as desired by NTA.
33	6.1Organiz ational Level 6.2 Assessment Platform level: Presentation Pg 15,16,17	It does not have any criteria related to Digital Evaluation software whereas this is part of scope.	It will be checked at Technical evaluation stage
34	Pg. 17 6.2.(6)	The final question paper would be password protected by NTA and NTA will share the password after the completion of the examination.	Confidential material should not be viewable/accessible to service provider staff and will be discussed with successful bidder.
35	Clause 5.4 (13) Pre- Examination Phase /Pg 11 Role and Responsibility of the Selected Bidder	Any other processes related to conduct of Examination including preparation of pre-examination mock test and practice modules for potential candidates to be hosted on or 24X7operational servers (at one or more places) and conduct of practice sessions for the CBT examination at centers specified by NTA.	Bidder will provide link for Mock test for Candidates after date of announcement or as mutually discussed with successful bidder.
36	Clause 9 (17) pg. 21	Demonstration and Presentation: The vendor will be required to give a demonstration for their client and server software for "Computer Based Test (CBT)- Examination" using one of examination conducted by them in 2019	NTA will sign NDA for bidder data confidentiality. Dummy data may also be permitted provided the functionalities are suitably demonstrated.
37	Cl 9.(17)General Information/Demons	The vendor will be required to give a demonstration for their client and server software for "Computer Based Test (CBT)-	Dummy users/data is acceptable for Live project implementation

	tration and Presentation /Pg 21	Examination” using one of examination conducted by them in 2019.																											
38	Cl 9.(18(6))General Information/Evaluation of Technical Bid /Pg 21	Master control facility	Data Centre facility which hosts the Assessment Solution and exam data.																										
39	Clause 10.4 Performance Guarantee Pg. 21-22	NTA shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or NTA incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions	The due process will be followed in case of forfeiture of Performance Guarantee of the bidder.																										
40	Performance Guarantee Pg. 21-22	NTA shall invoke the performance guarantee in case the successful Vendor fails to discharge their contractual obligations during the period or NTA incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions	The due process will be followed in case of forfeiture of PBG of the bidder.																										
41	Clause 10.6 (1) pg. 22	<p>The payment to the service provider shall be made in Indian Rupees as per following schedule: -</p> <p>40% of each exam cost shall be paid within two weeks of the successful completion of each examination.</p> <p>40% of each exam cost shall be paid within 2 weeks after receiving the raw data and basic reports.</p> <p>The balance 20% of each exam cost shall be paid within 2 weeks after successful completion of processing of the result, submission of the result list to NTA and handing over of the final reports to NTA</p> <p>Note: In case of examination which would be spread over multiple dates, the payment timeline would be counted from the date of last examination of the particular exam assignment.</p>	Payment will be made within 60 days of completion of all contractual obligations subject to deductions if any																										
42	Clause 9 & clause 10 Pg 19-23	Liquidated damages	Liquidated mentioned clause 9 & 10 are applicable independently																										
43	Clause 10.6 (14) pg. 23	<p>The Service Provider must allot minimum 95% candidates with 1st/2nd choice of city opted by candidate in the application form. Admit cards are to be issued 15 days before start day of the exam(s) for which center master file is to be provided by the Exam service provider. The penalty for not adhering to these service requirements will be as under:</p> <table border="1"> <thead> <tr> <th></th> <th>Service level</th> <th>Penalty Applicable</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Allotment of candidates with 1st/2nd choice of city</td> <td>>=95%</td> <td>No penalty</td> </tr> <tr> <td>90% to < 95%</td> <td>@ 200% per candidate including non- payment for the affected candidate(s).</td> </tr> <tr> <td>Less than 90%</td> <td>@ 300% per candidate including non- payment for the affected candidate(s).</td> </tr> <tr> <td rowspan="3">Allotment of candidates with 3rd/4th choice of city</td> <td>Upto 5%</td> <td>No penalty</td> </tr> <tr> <td>5% to =<10%</td> <td>@ 200% per candidate including non- payment for the Affected candidate(s).</td> </tr> <tr> <td>>10%</td> <td>@ 300% per candidate including non-payment for the affected candidate(s).</td> </tr> <tr> <td rowspan="4">Provision of Complete Centre Master file</td> <td>>= 6 weeks before start day of exam</td> <td>No penalty</td> </tr> <tr> <td>15 days to 41 days before start day of exam</td> <td>@ 0.5% of the total affected value</td> </tr> <tr> <td>10-14 days before start day of exam</td> <td>@ 1% of the total affected value</td> </tr> <tr> <td>Less than 10 days before day start of exam</td> <td>@ 2% of the total affected value</td> </tr> </tbody> </table>		Service level	Penalty Applicable	Allotment of candidates with 1st/2nd choice of city	>=95%	No penalty	90% to < 95%	@ 200% per candidate including non- payment for the affected candidate(s).	Less than 90%	@ 300% per candidate including non- payment for the affected candidate(s).	Allotment of candidates with 3rd/4th choice of city	Upto 5%	No penalty	5% to =<10%	@ 200% per candidate including non- payment for the Affected candidate(s).	>10%	@ 300% per candidate including non-payment for the affected candidate(s).	Provision of Complete Centre Master file	>= 6 weeks before start day of exam	No penalty	15 days to 41 days before start day of exam	@ 0.5% of the total affected value	10-14 days before start day of exam	@ 1% of the total affected value	Less than 10 days before day start of exam	@ 2% of the total affected value	The city wise capacity of nodes in Annexure VII provided by the service provider will be the basis for calculating the percentage.
	Service level	Penalty Applicable																											
Allotment of candidates with 1st/2nd choice of city	>=95%	No penalty																											
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44	Clause 10.16 pg. 25	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.	Bidders to submit undertaking that they are willing to enter into Integrity Pact with NTA. It will be signed with successful bidder.																										

45	ANNEXURE – VII Table-1(3): State wise list of Cities in India/Pg 33	Attach duly authenticated, State/City wise list of Centres with No of Nodes in each Centre which shall be used for the work being bid with following details: Contact Person, Designation, Organization, Telephone No(s), E-mail and Postal Address, No of Nodes	Attach duly authenticated, State/City wise list of Centres with number of Nodes city wise. Successful bidder to provide the manpower details exam-wise before conduct of each exam as per NTA timeline. This list will be utilized for calculation of penalty as Clause 10.6 (14) pg. 23.
46	Annexure VIII Point 7 – Exam Software system / Pg 39	For points 7.1 to 7.17 – pl confirm if these criteria points would be assessed and awarded score during the Technical Presentation itself or do Vendors need to give a undertaking in the Technical bid to confirm on these points?	Technical evaluation of bids will be done as per Clause 17 &18 (Page 21) and Technical Scoring criteria Revised Annexure VIII of tender document.
47	RFP Page No. -39 ANNEXURE –VIII Marking Criteria for Technical Evaluation of Bids	5.1. Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centers and atleast 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached)	Self-declaration to be submitted by the bidder as indicated in the criteria
48	Annexure IXA, IX B, IX C/ Pg 41-43	Financial Bid	The rate per candidate implies rate per scheduled candidates who are issued an Admit card. As per Note (1) on Annexure IX A,B, ,C (page 41 to 43) the quoted rates are exclusive of taxes. Therefore, GST extra as applicable at the time of execution of contract/work order will be applicable.
49	Annexure-IX A,B,C (Rate Schedule) of Bid document Pg 41 42& 43	Financial Bid	Quoting of rate in Table 1 and 2 of financial bid Annexure-IX A,B,C is mandatory.
50	Annexure –XIII- Pg 48	The data should be made available to NTA in a secure manner. All processing of the data provided by the exam service provider would be performed by NTA at their premises.	Will be discussed with successful bidder
51	Annexure – XIII Pg 48	Provide access to the auditor “during exam” at the exam center as independent observer	Will be discussed with successful bidder
52	Annexure – XIII Pg. 48	All the data outlined in the section below should be captured electronically and to be extracted in presence of the auditors for the purpose of validation	Will be discussed with successful bidder
53	Page 48 ANNEXURE - XIII	The data should be made available to NTA in a secure manner. All processing of the data provided by the exam service provider would be performed by NTA at their premises.	Any data generated directly or indirectly from any NTA exam is the property of NTA and the Service Provider should provide the same within the mandated time period. NTA may sign a Non-Disclosure Agreement (NDA) with the Service Provider to maintain the confidentiality.
54	Page 48 ANNEXURE - XIII	Provide access to the auditor “during exam” at the exam center as independent observers	All parties authorized by NTA will be responsible for the role for which they are contracted/authorized to perform

Note : In addition to the above any other relevant details will be shared with the successful bidder. Other clause(s) of the tender document will also stand modified mutatis mutandis.

Joint Director

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. 2017-18, 2018-19 & 2019-20 as certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

Table-1 : Total Turnover

S. No.	Detail s	(1) 2017- 18	(2) 2018- 19	(3) 2019- 20
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position :			
	a) Cash			
	b) Current Assets			
	c) Current Liabilities			
	d) Working Capital (b-c)			
	e) Current Ratio : Current Assets/Current Liabilities (b/c)			

Table-2 : Turnover from Computer Based Test Only

S. No.	Detail s	(1) 2017- 18	(2) 2018- 19	(3) 2019- 20
i)	Gross annual turnover			

- II. Please attach - Up to date Income Tax Clearance Certificate
 - Audited Balance Sheet.
 - For the financial year 2019-20, the bidder is allowed to submit duly certified provisional balance sheet in case audited balance sheet is not available. Certificate of net worth from Bankers/CA of Bidder.
- III. Note: Attach additional sheets, if necessary.

(Signature with date and Seal of Bidder)

DETAILS OF SIMILAR WORK EXECUTED

REVISED ANNEXURE-II

S. No.	Name of work/ Project & Location	Owner/ Sponsoring organization	TotalNo. of Candidates Handled	TotalNo. of Shifts taken for completion	Start Date of Exam	End Date of Exam	Litigation/ Arbitration pending in progress with details	Name, Designatio nand address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

DETAILS OF WORK UNDER EXECUTION OR AWARDED

REVISED ANNEXURE-III

S. No.	Name of work/Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be handled	Start Date of Exam	Stipulated date of completion of Exam/project	Upto date percentage progress of exam/project	Slow progress if any, and reasons thereof	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

REVISED ANNEXURE -VIII

Marking Criteria for Technical Evaluation of Bids

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

S. No	Description of Marking Scheme	Supporting Document	Maximum Marks	Marks evaluated by Bidder	Marks evaluated by Technical Evaluation Committee
1	Bidder's Profile		16 Marks		
1.1	Overall IT staff strength ((Project Management/ Development/ Quality Assurance/ Implementation/ Operations)	EPF Registration Certificate and Self Declaration from the Authorized Signatory / HR Head	8 Marks		
	1-100		00		
	101 - 200		04		
	201 - 250		06		
	251 & Above		08		
1.2	Software /Solution		8 Marks		
	Organization should own the source code of the application software and should be capable to modify as per security requirement of NTA	Self-Declaration from the authorized signatory for ownership of source code & capability /willingness to change	04		
	The organization should have in-house 20 technical personnel to maintain software and data used to conduct the exam and should follow well defined Software Change Management processes to manage changes in the software (Pl attach proof)	Self-Declaration from the authorized signatory / Departmental Head for required Technical Manpower	04		
2	Bidder's certification		8 Marks		
2.1	CMMi level (Organisation-Development/ Services)		04 Marks		
	CMMi level 3		01		
	CMMi level 5		04		
2.2	CMMi level (Organisation Services)		04 Marks		
	ISO 9001 & ISO 27001 Certifications		02		
	CBT Software STQC/ CERTIN Certified		02		
3	Bidder's Financial Turnover		12 Marks		
3.1	The bidder's Average Annual Turnover during last three financial years should be INR 10 crores or more in India from Computer Based Examination (Attach documentary evidence such as audited Balance Sheet/CA certificate etc.). Refer Annexure I.	Audited Balance Sheet or CA Certificate	06 Marks		
	Less than 10 Crore		00		
	>=10 Crore and <=30 Crore		03		
	>30 Crore and above		06		
3.2	The average turnover of the bidder should be minimum INR 30 crores after tax in each of last 3 consecutive financial years. The turnover should be of the bidder and not of the group companies or consortium. The turnover refers to a company and not the composite turnover of its subsidiaries/sister concerns etc. for 2017-18, 2018-19 and 2019-20. Refer Annexure I	Audited Balance Sheet or CA Certificate	06- Marks		
	Less than 30 Crore		00		
	>=30 Crore and <=50 Crore		03		
	>50 Crore and above		06		
4	Bidder's experience in Computer Based Test (CBT) in INDIA		20 Marks		
4.1	No of Years in Computer Based Test (CBT)	Customer Experience Certificate / Work Order	4 Marks		
	Less than 5 years		00		
	5 Years or More		04		
4.2	Maximum No. of candidates appeared in CBT in single shift during, 2017-18, 2018-19 and 2019-20		8 Marks		
	< 35,000 Candidates		00		
	>=35,000 -< =50,000 Candidates		06		
	>50,000 Candidates		08		

4.3	Number of Academic/Recruitment Assignments completed with 35,000 or more candidates in INDIA during 2017-18, 2018-19 and 2019-20		8 Marks		
	Less than 3 assignment		00		
	3 to 5 assignments		05		
	More than 5 assignments		08		
5	Bidder's Infrastructure Capability		16 Marks		
5.1	Owned/Hired Certified Nodes (available 24x7 with minimum 250 nodes in 80% of Total centers and atleast 100 Nodes in remaining 20% of Total centres) in India (Certified copy of State/City wise capacity of each to be attached)		8 Marks		
	< 35,000 Nodes		00		
	>= 35,000 -<=50,000 Nodes		06		
	>50,000 & above Nodes		08		
5.2	Primary Data Center with Secondary DC site to be managed by the bidder/ group of companies for data Security		8 Marks		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies		04		
	Tier III Primary DC infrastructure with Secondary DC owned/outsourced by the bidder/ group of companies with CERT-IN/ISO Certified infrastructure		08		
6	Approach and Methodology		8 Marks		
6.1	The marks for Approach and Methodology will be given by the Committee based on the Presentation & Demonstration made by the bidder		08		
7	Exam Software System		20 Marks		
7.1	Exam software system is able detect, log and prevent if any candidate utilises another communication mechanism/device (external or internal hardware in node) for cheating. The communication mechanism/devices include Bluetooth, Wifi, Internet, KVM switch, USB, Hard Drive, Dongles, and Camera		10*		
7.2	Exam software system is able to detect, log and prevent network intrusion during the conduct of the exam. This includes foreign traffic from unknown nodes, external network to the exam nodes and the centre server		5*		
7.3	Exam software system is able to detect, log and prevent attempts which can interfere with the integrity of the exam on node. This should include addition of hardware, interference from unauthorised software or service and external network traffic		5*		
7.4	Strong access controls are maintained before, during and after the exam on the centre server and HO server containing results data		10*		
7.5	The bidder maintains integrity of the exam software installed on the exam node. Mechanisms are in place to assess the integrity of the software (version, executable and randomisation of the questions/answers) before usage during exam		5*		
7.6	The bidder generates and maintain accurate mapping of candidate to the centre, shift and exam node. All changes to the candidates exam node during exam is captured accurately		7*		
7.7	The bidder captures and records all user access logs of all critical IT infrastructure. The infrastructure includes exam centre servers (primary, backup, and registration), candidate node (candidate log), routers/switches used at the exam centres, and HO centralised server. The access logs should capture both network and physical user access activities, and all required details (who performed, what action performed and what time)		10*		

7.8	The bidder maintains accuracy of time during the conduct of the exam. This includes how time is maintained at exam centre (node time, exam start/stop, extra time, candidate breaks, and PwD) and the activities performed from HO (communication with centre servers)		5*		
7.9	The bidder sanitises the exam related data on the exam centre servers (primary, backup and registration), exam node and at HO after the execution of exam		3*		
7.10	The bidder takes an inventory of the hardware and software configuration of all nodes, servers, network switch/router that is used in the conduct of the exam		5*		
7.11	Exam software system should have the capability to add video type questions		3*		
7.12	Candidate verification (biometric et al) during examination to detect malpractices		5*		
7.13	Handling of network failure during exam (between center and HQ or center server and candidate computer)		3*		
7.14	Detection and prevention of remote access of candidate computer		3*		
7.15	Encryption of network traffic between candidate node, servers and data center		5*		
7.16	Security of question paper preparation and upload to agency's software		10*		
7.17	Detecting and preventing malpractice related to unscheduled candidates at exam center		6*		
	Subtotal 7.1 to 7.17		100*		
Total Score			100		

* the total marks out of 100 in point 7 will be scaled down to 20. For example, any bidder scoring 80 marks out of 100 in point 7 (sum of 7.1 to 7.17) will be awarded 16 marks $\{(80/100) * 20 = 16 \text{ marks}\}$.

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

Signature of Bidder

BID SECURING DECLARATION FORM

Bid No.: _____ Dated _____

To,
The Director General
National Testing Agency
First Floor , NSIC-MDBP Building,
Okhla Industrial Area
New Delhi 110020

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 or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
- b) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
- c) 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: _____