Corrigendum to Tender Ref No- NTA/2020-21/030 & Tender ID-2020 NTA 597100 1

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

Clause No.	Existing Description as per tender document	Modification (Revised content)
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.
Test Centres 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.	Only regular Government functionaries will be exempt from this requirement.
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.
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.
Organizational Level: 6.1.8 Pg. 15	The bidder must have successfully executed at least 5 (five) (conduct of CBT) academic projects on all India basis, out of which at least one project should be Conduct of Computer based Examination with at least 1,00,000 candidates scheduled in a single shift. The documentary evidence in form of	The bidder must have successfully executed at least 5 (five) (conduct of CBT) academic/recruitment projects on all India basis, out of which at least one project should be Conduct of Computer based Examination with at least 1,00,000 candidates scheduled in a single shift. The documentary evidence in form

	work order/ contract and performance report must be enclosed on the client's letter head. The bidder must submit city wise list of nodes available with them as on date of bid submission. Any experience as a consortium partner will not be considered. Refer Annexure II, III and IV	of work order/ contract and performance report must be enclosed on the client's letter head. The bidder must submit city wise list of nodes available with them as on date of bid submission. Any experience as a consortium partner will not be considered. Refer Annexure II, III and IV
Clause 9 (5) Pg. 19	EMD: No exemption for EMD will be entertained.	EMD exemption to MSEs will be applicable as extant Public Procurement Policy 2012 or latest. Bidder to submit the relevant document while claiming exemption.
Pg. 22, 23 clause 10.6 (10)	Liquidated damages	Deleted
Annexure I Pg. 27	Certificate of net worth from bankers of bidder	Certificate of net worth from bankers/CA of bidder.
Pg. 27 Annexure I	Annexure I (FY 2016-17, 2017-18 & 2018-19)	Revised Annexure I may be seen (FY 2017-18, 2018-19 and 2019-20)
Annexure VIII	Tier III Primary DC infrastructure with	Tier III Primary DC infrastructure with
Marking Criteria for	Secondary DC owned/outsourced by the	Secondary DC owned/outsourced by the bidder/
Technical Evaluation	bidder/ group of companies with Cert-in	group of companies with Cert-in /ISO Certified
of Bids	Certified infrastructure	infrastructure
Point 5.2 Pg. 39		

The explanation to Pre-Bid queries is as under:

Reference	Pre-bid Request (Relevant Extract only)/clause of the tender document	NTA Response
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.
Clause 5 c (5) pg. 5	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).	The third-party auditor appointed by NTA will sign relevant Non-Disclosure Agreement (NDA) with the selected bidder (if required).
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
Clause 5 c (10) pg. 5	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.	Suitability of the centre means its readiness to hold the exam, its accessibility through public transport, nearness to city centre, availability of parking etc.
Clause 5.1 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.	Police verification as laid down in the tender document is essentially required. Any deviation based on operational necessity will be discussed with the successful bidder.
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.	Modalities/deviations (if any) will be discussed with successful bidder.

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.
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
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
Clause 5.4(13) pg. 10	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.
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.
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
Clause 5.5 Pg. 13	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.	Yes
Pg 13 clause 5.5	CONDUCT OF DRAWING TEST	Scanning of drawing sheets happens in multiple locations (individual test centres)
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.
Clause 6.4 (d) pg. 17	If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of professional exam. The selected bidder shall have to give an undertaking on stamp paper that there is no linkage of any kind between the bidder and any coaching institutes/centres etc	If bidder is engaged in any activity such as conducting of coaching classes etc. which can influence conduct of NTA exam. The selected bidder shall have to give an undertaking on stamp paper that there is no conflict of interest of any kind in the conduct of NTA Exam.
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.
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.
Clause 10.6 (1) pg. 22	The payment to the service provider shall be made in Indian Rupees as per following schedule: -	Payment will be made within 60 days of completion of all contractual obligations

	40% of each exam cost shall of the successful completion of 40% of each exam cost shall after receiving the raw data at The balance 20% of each exam 2 weeks after successful compresult, submission of the result over of the final reports to NT Note: In case of examination over multiple dates, the pay counted from the date of particular exam assignment.	of each examination. be paid within 2 weeks and basic reports. n cost shall be paid within letion of processing of the tribute tribute to NTA and handing A which would be spread ment timeline would be	subject to deductions if any
Pg. 22, 23 clause 10.6 (9)	Liquidated damages		If the Bidder fails to deliver any or all of the Service(s)/ Systems or perform the Services within the time period(s) and in the manner specified in the Contract/Agreement
Pg. 22, 23 clause 10.6 (10)	Liquidated damages		If the Bidder fails to complete the entire works/Service(s) before the completion date or the extended date or if the Bidder repudiates the Contract before completion of the Services, NTA may without prejudice to any other right or remedy available to NTA as under the Contract, recover from the Bidder, as ascertained and agreed liquidated damages not exceeding five (5)% of the contract value
Clause 10.6 (14) pg. 23	The Service Provider must candidates with 1st/2nd che candidate in the application for issued 15 days before start day center master file is to be provider. The penalty for not requirements will be as under. Service level Allotment of 90% to < 95% candidates with 1st/2nd choice of city Allotment of 25% to =<10% 25% to =<10% 25% 25% to =<10% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	oice of city opted by rm. Admit cards are to be of the exam(s) for which ided by the Exam service adhering to these service adhering to these service Penalty Applicable No penalty @ 200% per candidate including non-payment for the affected candidate(s). @ 300% per candidate including non-payment for the affected candidate(s). No penalty @ 200% per candidate including non-payment for the affected candidate(s). @ 300% per candidate including non-payment for the affected candidate(s). @ 300% per candidate including non-payment for the affected candidate(s). Po penalty S @ 0.5% of the total affected value @ 1% of the total affected value @ 2% of the total of the total affected value @ 2% of the total 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.
Clause 10.16 pg. 25	The vendors/ bidders are requi Pact" as notified by the No.02/01/2017 (file No.015/V	e CVC vide Circular	Bidders to submit undertaking that they are willing to enter Integrity Pact with NTA. It will be signed with successful bidder.

		<u> </u>
	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.	
Annexure VII Page 33	Attach duly authenticated, State/City wise list of Centers with No of Nodes in each Center which shall be used for the work being bidded with following details: Contact Person, Designation, Organisation, Telephone No(s), E-mail and Postal Address, No of Nodes.	Attach duly authenticated, State/City wise list of Centres with number of Nodes city wise. Successful bidder to provide the manpower details. This list will be utilised for calculation of penalty as Clause 10.6 (14) pg. 23.
Annexure-IX A,B,C (Rate Schedule) of Bid document Pg 41 42& 43	Under financial evaluation it's mentioned that Prices quoted under Table 1 will be considered. We would like to know if quoting under Table 2 is optional. Request you to please clarify	Quoting of rate in Table 1 and 2 of financial bid Annexure-IX A,B,C is mandatory.
Annexure – XIII-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
Annexure – XIII 48	Provide access to the auditor "during exam" at the exam center as independent observer	Will be discussed with successful bidder
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
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.
Page 48 ANNEXURE - XIII	Provide access to the auditor "during exam" at the exam centre as independent observers	All parties authorised by NTA will be responsible for the role for which they are contracted/authorised to perform
Page 48 ANNEXURE - XIII	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	Modalities will be discussed with the successful bidder

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

REVISED ANNEXURE-I

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.	Details	(1)	(2)	(3)
		2017-18	2018-19	2019-20
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Financial Position:			
	a) Cash			
	b) Current Assetsc) Current Liabilities			
	d) Working Capital (b-c)			
	e) Current Ratio : Current Assets/Current Liabilities (b/c)			

Table-2: Turnover from Computer Based Test Only

S. No.	Details	(1) 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)

REVISED ANNEXURE-II DETAILS OF SIMILAR WORK EXECUTED

S NO	Name of work/ Project & Location	Owner/ Sponsoring organization	Total No. of Candidates Handled	Total No. of Shifts taken for completion	Date of commencement as per contract/start date of exam	Actual Date of completion /End date of exam	Litigation/ Arbitration pending in progress with details	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
1	2	3	4	5	6	7	8	9	10

(Signature with date and Seal of Bidder)

REVISED ANNEXURE-III

DETAILS OF WORK UNDER EXECUTION OR AWARDED

S NO	Name of work/Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be handled	Date of commencement as per contract/Start date of exam	Stipulated date of completion /End date of exam	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Name, Designation and address/ telephone number of officer to whom reference may be made	Remarks
	-			_				may be made	
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		
	1-500		00		
	501 – 1000		04		
	1000- 2000		06		
	2001 & Above		08		
1.2	Software /Solution		8 Marks		
'	Organization should own the	Self-Declaration	O Marks		
	source code of the application software and should be capable to modify as per security requirement of NTA	from the authorized signatory for ownership of source code & capability /willingness to change	04		
	The organization should have inhouse 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 (PI 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-		04 Marks		
	Development/ Services)				
	CMMi level 3		01		
	CMMi level 5		04		
2.2	CMMi level (Organisation		04 Marks		
	Services)				
	ISO 9001 & ISO 27001 Certifications		0 2		
	CBT Software STQC/ CERTIN Certified		02		
3	Bidder's Financial Turnover		12 Marks		
3.1	Average annual turnover in INR during 2017-18, 2018-19, and 2019-20 in INDIA from Computer Based Test only. Organization must be profitable in at least last 3 financial years ending 31 Mar 2019 (PI submit proof)	Audited Balance Sheet or CA Certificate	12 Marks		
	>=50 Crore and <70 Crore		07		
	>=70 Crore and above		12		
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		
4.0	More than 5 Years		04		
4.2	Maximum No. of candidates appeared in CBT in single shift		8 Marks		

	during, 2017-18, 2018-19 and		
	2019-20		
	<100,000 Candidates	00	
	≥100,000 -< 150,000 Candidates	05	
4.3	≥150,000 Number of	08 8 Marks	
4.3	Academic/recruitment	8 Warks	
	Assignments completed with		
	1,00,000 or more candidates in		
	INDIA during 2017-18, 2018-19		
	and 2019-20		
	1 assignment	01	
	2 assignments	02	
	3 to 5 assignments	04	
	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	8 Marks	
	Total centres) in India	o Warks	
	(Certified copy of State/City		
	wise capacity of each to be		
	attached)		
	<100,000 Nodes	0	
	100,001 -< 1,50,000 Nodes	05	
E 2	>1,50,000 & above Nodes	08	
5.2	Primary Data Center with Secondary DC site to be		
	managed by the bidder/ group	8 Marks	
	of companies for data Security		
	Tier III Primary DC infrastructure		
	with Secondary DC	04	
	owned/outsourced by the bidder/ group of companies		
	Tier III Primary DC infrastructure		
	with Secondary DC		
	owned/outsourced by the bidder/	08	
	group of companies with Cert-in		
6	/ISO Certified infrastructure Approach and Methodology	8 Marks	
6.1	The marks for Approach and	O Marks	
	Methodology will be given by the		
	Committee based on the	08	
	Presentation & Demonstration		
7	made by the bidder Exam Software System	20 Marks	
7.1	Exam software system is able to	ZV Marks	
	detect, log and prevent if any		
	candidate utilises another		
	communication mechanism/device (external or		
	internal hardware in node) for	04	
	cheating. The communication		
	mechanism/devices include		
	Bluetooth, Wifi, Internet, KVM		
	switch, USB, Hard Drive, Dongles, and Camera		
7.2	Exam software system is able to		
	detect, log and prevent network		
	intrusion during the conduct of		
	the exam. This includes foreign	02	
	traffic from unknown nodes, external network to the exam		
	nodes and the centre server		
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	02	
	hardware, interference from		
1			
	unauthorized software or service	I I	
	and external network traffic		
7.4	and external network traffic Strong access controls are		
7.4	and external network traffic	01	
7.4	and external network traffic Strong access controls are maintained before, during and	01	

	results data		
7.5	The bidder maintains integrity of		
7.5	the exam software installed on		
	the exam node. Mechanisms are		
	in place to assess the integrity of		
	the software (version, executable	01	
	and randomisation of the		
	questions/answers) before usage		
	during exam		
7.6	The bidder generates and		
7.0	maintain accurate mapping of		
	candidate to the center, shift and		
	exam node. All changes to the	02	
	candidates exam node during		
	exam is captured accurately		
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	20	
	used at the exam centers, and	03	
	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)		
7.8	The bidder maintains accuracy of		
	time during the conduct of the		
	exam. This includes how time is		
	maintained at exam center (node		
	time, exam start/stop, extra time,	02	
	candidate breaks, and PwD) and		
	the activities performed from HO		
	(communication with centre		
	servers)		
7.9	The bidder sanitizes the exam		
	related data on the exam centre		
	servers (primary, backup and	02	
	registration), exam node and at		
	HO after the execution of exam		
7.10	The bidder takes an inventory of		
	the hardware and software		
	configuration of all nodes,	01	
	servers, network switch/router	01	
	that is used in the conduct of the		
	exam		
Total Carra		100	
Total Score			

Signature of Bidder

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.