



राष्ट्रीय परीक्षा एजेंसी
National Testing Agency
Excellence in Assessment



(उच्चतर शिक्षा विभाग, शिक्षा मंत्रालय, भारत सरकार के तहत एक स्वायत्त संगठन)
(An Autonomous Organization under the Department of Higher Education, Ministry of Education, Government of India)

Amendment No. 1 in Tender

Ref: NTA/2025/EOI Frisking and Crowd Management/Amdt-1

Date: 28-02-2025

To,
M/s
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SUBJECT: Amendment No. 1 issued against EOI Document No.: NTA/2025 dated: - 14-02-2025 for "EXPRESSION OF INTEREST FOR EMPANELMENT OF AGENCIES FOR PROVIDING SECURITY SERVICES TO STATES/UTs FOR ENABLING CONDUCT OF EXAMINATIONS BY NTA"

References:

1. NIT/ Bid Document No.: NTA/2025/EOI Frisking and Crowd Management dated: 14-02-2025;

Dear Sir/Madam,

This has with reference to the above-mentioned EOI issued on 14.02.2025 for "EXPRESSION OF INTEREST FOR EMPANELMENT OF AGENCIES FOR PROVIDING SECURITY SERVICES TO STATES/UTs FOR ENABLING CONDUCT OF EXAMINATIONS BY NTA". The pre bid queries were received from the prospective bidders and response made by NTA were deliberated. In this regard, following amendment has been issued:

1. The bid schedule mentioned in the RfP is amended as below:

Sr. No.	Description/Query/Clarification Required	Date and Time
1	Last date (deadline) for receipt of proposals in response to Expression of Interest	Extended up to 06.03.2025 (up to 1500 hrs IST)
	Presentation on Expression of Interest at NTA HQ	Extended up to 07.03.2025 to 10.03.2025

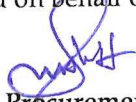
2. The response to the queries raised by the prospective bidders is attached as Annexure-A.

The prospective bidders are advised to regularly keep visiting and checking the NTA website (<https://nta.ac.in>) for any further forthcoming information/ notice(s)/ developments/amendment(s)/ clarification(s) regarding the subject Tender.

Rest all the terms and conditions of the RfP and subsequent amendment remains unchanged.

Thanking You,

For and on behalf of NTA


Procurement Unit




पहली मंजिल, एनएसआईसी बिल्डिंग, ओखला इंडस्ट्रियल एस्टेट, नई दिल्ली-110020
First Floor, NSIC-MDBP Building, Okhla Industrial Estate, New Delhi - 110020

फोन/Telephone: 011-69095250 वेबसाइट/Website: nta.ac.in

पं. कार्यालय-वेस्ट ब्लॉक-1 विंग नंबर 6, दूसरी मंजिल, आर.के.पुरम, नई दिल्ली-110066 / Reg. Office: West Block-1, Wing No.6, 2nd Floor, R. K. Puram, New Delhi-110066.

S. No.	RFP Page No.	Clause No.	Current Clause/ Requirement Description	Query	NTA's Response
1	Pg. No. 9	Clause No. 1.5 and Para No. 4	The responding agency must have security staff of at least 25,000 security personnel on its pay roll	The responding agency must have security staff of at least 10,000 manpower personnel on its pay roll. **Refer to Work Order No. NTA/2024-25/01/AHC-2025 DT:28-12-2025 of AHC, where our firm has successfully provided these services.	No Change is proposed.
2	Pg. No. 9	Clause No. 1.5 and Para No. 6	The responding agency should have average annual turnover of at least Rs 200 crore from providing security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	The responding agency should have average annual turnover of at least Rs 200 crore including security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above. **Refer to Work Order No. NTA/2024-25/01/AHC-2025 DT:28-12-2025 of AHC, where our firm has successfully provided these services.	Amended As: The responding agency should have average annual turnover of at least Rs 200 crore including security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above. Incase, the bidder does not have the bifurcation of the individual service item, then the bidders must submit a declaration on 100 Rs. Stamp Paper stating that they have successfully delivered Thumb Impression Capturing and Face Authentication services within the project.
3	Pg. No. 9	Clause No. 1.5 and Para No. 4	The responding agency must have security staff of at least 25,000 security personnel on its pay role.	The responding agency must have deployed at least 5000 trained manpower for frisking Services. (Owned / Contractual) Reason: We provide examination services to some of the most reputed conduction agencies in the country and since the exam business is a project based work we hire the staff from the reputed agencies on contractual basis a keeping full time manpower may not be viable and will increase the cost of service exponentially so most of the manpower we keep is on a contractual basis. Therefore, we kindly request you to consider the owned/contractual manpower for the experience also exam business requires trained manpower to be deployed for a short time at multiple locations the vendor shall have similar experience of atleast deployment of 5- 7 thousand resources in a single exam	No Change is proposed.
4	Pg. No. 9		The responding agency should have average annual turnover of at least Rs 200 crore from providing security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	The responding agency should have average annual turnover of at least Rs 50 crore in last 3 years and CA Certificate of 05 crore from providing Security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in the last 3 financial years mentioned above. Reason: In the examination sector, security manpower is hired primarily on a contractual basis due to the project-based nature of operations. This structure limits the overall annual turnover, as security agencies working in this domain do not maintain large permanent staff. Therefore, we request a reduction in the turnover requirement to align with industry standards and ensure wider participation from specialized agencies.	Amended As: The responding agency should have average annual turnover of at least Rs 200 crore including security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above. Incase, the bidder does not have the bifurcation of the individual service item, then the bidders must submit a declaration on 100 Rs. Stamp Paper stating that they have successfully delivered Thumb Impression Capturing and Face Authentication services within the project.

5		The responding agency should have a valid PSARA license of at least 15 States/UTs and should have its registered office(s) in India. It should also be registered with the Service Tax Authorities and appropriate authorities for all applicable statutory taxes/duties and should have been in operation for the last five years.	Need to remove this condition Reason: We have collaborated with multiple reputed agencies, and in our experience, a PSARA license has never been a mandatory requirement for frisking services. Frisking is a specialized security function that does not necessarily fall under the purview of PSARA regulations. Hence, we request the removal of this condition to ensure a fair and inclusive	No Change. Same as per the EOI Document
6	Page 1 – DD No. and Amount (Rs)	The EOI document includes fields for DD No. and Amount (Rs) on the first page, but no specific amount is mentioned.	Kindly clarify: - Is there any application fee or EMD (Earnest Money Deposit) required for submission? - If yes, what is the exact amount and, in whose favor, should the DD be drawn? - If not applicable, can this section be ignored while submitting the proposal? The requirement should focus on relevant experience in examination-based projects rather than just general Security services.	There is no application fee or EMD required for this Empanelment process.
7	Pg. No. 9 Clause No. 1.5 Para No. 3	The Company should have been in the business of providing Security services for at least 3 years as of 31st March 2025.	Therefore, we request to amend the clause as follows: The Company should have been in the business of providing services of Frisking of candidates during Examination for any government department directly for at least 3 years as of 31st March 2025. Reference Details: Copy of work orders/agreements should be enclosed Request you to kindly amend this clause as below:	No Change is proposed.
8	Pg. No. 9 Clause No. 1.5 Para No. 4	The responding agency must have security staff of at least 25,000 security personnel on its pay role.	The agency should have experience of deployment of at least 25,000 manpower in an examination-based projects. Rationale: No agency operating in the examination domain is likely to meet this credential. Undertaking from the authorized signatory on the letterhead should be submitted In order to ensure the financial stability and strengthen the eligibility criteria, request to amend this clause as follows:	No Change is proposed.
9	Pg. No. 9 Clause No. 1.5 Para No. 5	The responding Agency should have been profitable in at least two (2) of the last three (3) financial Years (FY 21-22, FY 22-23, FY 23-24) as revealed by Audited Accounts/ certified balance sheet.	The responding agency should have been profitable in the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24) and should have a minimum net worth of Rs. 15 Crore as of 31st March 2024	No Change is proposed.
10	Pg. No. 9 Clause No. 1.5 Para No. 6	The responding agency should have average annual turnover of at least Rs 200 crore from providing security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	Request to modify this clause as follows: The responding agency should have an average annual turnover of at least Rs 100 crore and Rs 50 crore from providing services in examination-based projects in the last three financial years (FY 21-22, FY 22-23, FY 23-24). This will maintain the consistency in financial eligibility requirements among all the EOIs of exam-related security services. There is no valid reason for asking substantially high turnover requirement only in frisking services. Also, the turnover requirement should focus more on relevant experience rather than just overall turnover	Amended As: The responding agency should have average annual turnover of at least Rs 200 crore including security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above. Incase, the bidder does not have the bifurcation of the individual service item, then the bidders must submit a declaration on 100 Rs. Stamp Paper stating that they have successfully delivered Thumb Impression Capturing and Face Authentication services within the project.

11	Pg. No. 9	Clause No. 1.5 Para No. 7	The responding agency should have undertaken similar services in the last three years.	To establish the clear eligibility based on large-scale examination project experience, this requirement should be amended as below: The company should have the below work experience in examination-based projects for any government department directly for providing services of biometric authentication of candidates through Thumb Impression/Face Recognition during the last 5 years as on day of submission of proposal: - One work order of a minimum of 16,00,000 candidates in a single examination assignment. OR - Two work orders, each with a minimum of 12,00,000 candidates in a single examination assignment. OR - Three work orders, each with a minimum of 10,00,000 candidates in a single examination assignment. Reference Details: Copy of work orders/agreements should be enclosed Request you to kindly amend this clause as below: The agency should deploy the security manpower for frisking services from a PSARA certified agency. Rationale: Requiring PSARA licenses in 15 states for security services, create an unfair barrier for capable agencies that meet all other technical requirements. Most agencies working in the examination domain may not possess this credential. The EOI mandates a presentation but does not mention how it will be evaluated. The evaluation method for the presentation is unclear. Kindly explain this requirement in detail. - Will the presentation be scored as part of technical evaluation? - What weightage will be given to the presentation? - What key aspects will be assessed during the presentation? - What supporting documents would be required for showcasing capability for deploying Thumb Impression Capturing and Face Authentication services at 5000 centres in 500 cities across the country? Lack of clarity on presentation evaluation could lead to inconsistencies in assessment 1.1 Revise turnover criteria in line with the turnover request in pre-qualification criteria. 1.2 What are the specific evaluation parameters for key personnel? 1.3 What constitutes an "office" or "location"? Will having a registered office in multiple states provide additional scoring advantage? Kindly clarify the above in order to have an understanding how to demonstrate our proposal effectively. Additionally, Form-2 is missing in the EOI document, making submission unclear.	No Change is proposed.
12	Pg. No. 9	Clause No. 1.5 Para No. 7	The responding agency should have a valid PSARA license of atleast 15 States/UTs and should have its registered office(s) in India. It should also be registered with the Service Tax Authorities and appropriate authorities for all applicable statutory taxes/duties and should have been in operation for the last five years.	The EOI mandates a presentation but does not mention how it will be evaluated. The evaluation method for the presentation is unclear. Kindly explain this requirement in detail. - Will the presentation be scored as part of technical evaluation? - What weightage will be given to the presentation? - What key aspects will be assessed during the presentation? - What supporting documents would be required for showcasing capability for deploying Thumb Impression Capturing and Face Authentication services at 5000 centres in 500 cities across the country? Lack of clarity on presentation evaluation could lead to inconsistencies in assessment 1.1 Revise turnover criteria in line with the turnover request in pre-qualification criteria. 1.2 What are the specific evaluation parameters for key personnel? 1.3 What constitutes an "office" or "location"? Will having a registered office in multiple states provide additional scoring advantage? Kindly clarify the above in order to have an understanding how to demonstrate our proposal effectively. Additionally, Form-2 is missing in the EOI document, making submission unclear.	No Change is proposed.
13	Pg. No. 9	Clause No. 1.5	Mandatory compliance: - The agency will have to make a presentation with the experts at NTA HQ to show their strategy and capability for deploying Thumb Impression Capturing and Face Authentication services at 5000 centres in 500 cities across the country. Agencies should clearly indicate, providing relevant supporting documentary evidence, with respect to the above, in the absence of which their proposals will be rejected summarily at the qualification stage itself.	The purpose of the presentation is to see what the bidder can offer in terms of delivery of the specific service. There will be no marking of the presentation.	
14	Pg. No. 9	Clause No. 2, Para No. 1	Technical Evaluation Criteria: 1.1 Average turnover from providing Thumb Impression Capturing and Face Authentication Service in last 3 years (Turnover in Rs. Crores) 1.2 Full-time Biometric Operators personnel/ staff engaged in consulting services (Number of Staff). 1.3 Extent of operations in India (national spread) i.e. number of offices / locations in India (client specific / project specific offices should not be taken into account) (Number of Offices / locations in different cities/towns)	No change is proposed. The Form-2 refers to the documents which a bidder needs to submit as per Clause No. 1.5 Para No. 2.	

15	Pg. No. 9	Clause No. 2, Para No. 4	The agency shall designate certain staff as Key Personnel who are expected to be retained for the entire deployment period unless otherwise changed, substituted or replaced as per the terms of the contract. The shortlisted firm would be required to deploy an appropriate team at the various examination centres across the Indian States and Union Territories. The evaluation of Key Personnel would be based on their prior experience of such assignments in the field and any related assignment experience, directly relevant to the current requirement. Will be evaluated for: 1. Years of total consulting experience 2. No. of assignments undertaken 3. Breadth of Experience	For the evaluation of key personnel, please confirm our understanding as below: 1. Years of total consulting experience: The experience of personnel in the field of providing Biometric service 2. No. of assignments undertaken: No. of projects that personnel has undertaken. 3. Breadth of Experience: total experience of that particular personnel. Additionally, is there any proof of documents related to key personnel. Also, please confirm whether this presentation has to be submitted along with the technical proposal or shall be required to directly presented on the date of presentation.	No change is proposed.	
16	Pg. No. 9	Clause No. 2 Para No. a, i.	Notice of Intent to submit proposal in response to Expression of Interest Notice as per Form 2 of Annexure. ➤ The proposals submitted in response to this Expression of Interest, and all associated correspondence shall be written in English and shall conform to the forms 1 to 7 for the technical proposals. Any interlineations, measures or overwriting shall be valid only if they are initiated by the authorized person signing the proposal. ➤ Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals received prior to the closing time and date for receipt of proposals shall be taken as valid. Two hard copies and one soft copy (on a non-rewriteable CD) of the technical proposal in a separate sealed envelope, prepared in accordance with the procedures enumerated in the Expression of Interest document should be submitted to the National Testing Agency no later than the date and time laid down, at the address given in the Section 1.2. ➤ The envelopes containing the Technical Proposals, properly sealed, and super scribed with "Expression of Interest for Empanelment of consulting firms for providing consulting services to States/UTs for enabling e-forms application through State Portal and Service Delivery Gateway – DO NOT OPEN BEFORE 05 MARCH 2025. All envelopes should be addressed to the Addressee specified at S. No. 10 of section 1.2 and bear the name and address of the firm /agency submitting the proposal. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the firm /agency, submitting the proposal. ➤ The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals.	Form 2 of Annexure is not included in the EOI. No format for EOI or Annexure is provided. Missing annexures create submission ambiguity.	The Form-2 refers to the documents which a bidder needs to submit as per Clause No. 1.5 Para No. 2.	
17	Pg. No. 10	Clause No. 3, Para 3.1	Request you to clarify on below: ➤ Forms 1 to 7 formats and templates are missing in the EOI document. ➤ Kindly allow submission through email as this is a technical proposal. Submission on a CD should be excluded as most modern laptops/desktops do not have CD drives. ➤ The title of the proposal submission seems incorrect: "Expression of Interest for Empanelment of consulting firms for providing consulting services to States/UTs for enabling e-forms application through State Portal and Service Delivery Gateway." ➤ There is a mention of DIT in the EOI, which appears irrelevant.	The Form- 1 to 7 refers to the documents which a bidder needs to submit as per Clause No. 1.5 Para No. 1-7		
18		General	How many agencies will be empaneled? The EOI does not specify the number of agencies to be empaneled. Kindly Clarify. Clarification is needed to understand competition and opportunities.	There is no ceiling limit for the empanelment of the number of agencies. The technically qualified bidders will be empaneled.		

19			How will NTA ask for financial prices from the agency and on what basis will work be issued? Will there be an RFQ/RFP after empanelment? If yes, then prior to how many days will this RFQ/RFP process will take place in order to ensure that the work is awarded to dedicated agency in a timely manner? Will pricing be fixed or competitive bidding for each project? Important for understanding cost and bid structure.	Price bids will be asked from the technically qualified bidders i.e., empaneled agencies.
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