



(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 Biometric/Amdt-1

Date: 28-02-2025

To,
M/s
.....

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 IMPERSONATION CONTROL THROUGH BIOMETRIC AUTHENTICATION AND ATTENDANCE MARKING SERVICE TO STATES/UTs FOR ENABLING CONDUCT OF EXAMINATIONS BY NTA".

References:

1. NIT/ Bid Document No.: NTA/2025/Biometric 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 IMPERSONATION CONTROL THROUGH BIOMETRIC AUTHENTICATION AND ATTENDANCE MARKING SERVICE TO STATES/UTs FOR ENABLING CONDUCT OF EXAMINATIONS BY NTA". The pre bid queries were received from the prospective bidders and responses made by NTA were deliberated. In this regard, the 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 Amended As:
1	Pg. No. 7	Clause No. 1.5 and Para No. 6	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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 your consideration to relax the requirement of a specific turnover of Rs 3 crore from Thumb Impression Capturing and Face Authentication services for the last 3 financial years. Instead, we would like to propose that our total turnover from providing comprehensive recruitment and biometric services be considered to meet the criteria for eligibility.	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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.
2	Pg. No. 7	Clause No. 1.5 and Para No. 3	The Company should have been in the business of providing Thumb Impression Capturing and face authentication Service for at least 3 years as of 31st March 2025.	The Company should have been in the business of providing face authentication services for at least one year as of 31st March 2025. **Refer to LOI No.NTA/2024-25/01/JEE 2025 DT.16-01-2025 of JEE SESSION 2025, where our firm has successfully provided these services.	No Change is proposed.
3	Pg. No. 7	Clause No. 1.5 and Para No. 6	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and face authentication Service 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 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 LOI No.NTA/2024-25/01/JEE 2025 DT.16-01-2025 of JEE SESSION 2025, where our firm has successfully provided these services.	No Change is proposed.
4	Pg. No. 8	Clause No. 1.5 and Para No. 7	The responding agency should have undertaken similar services in the last three years	The responding agency should have undertaken similar services in the last one year as of 31st March 2025. **Refer to LOI No.NTA/2024-25/01/JEE 2025 DT.16-01-2025 of JEE SESSION 2025, where our firm has successfully provided these services.	No Change is proposed.
5	Pg. No. 7	Clause No. 1.5 and Para No. 6	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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 year and CA certificate of 03 crore from providing Thumb Impression Capturing and Face Authentication 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: To encourage fair competition and attract financially stable agencies while ensuring relevant expertise for the required services.	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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.
6		Additional Clause proposed by the bidder		The responding agency should have CMMI L3 (Dev and Service) certificate from valid CMMI institute. Reason: Ensures process maturity, quality assurance, and reliable service delivery from experienced agencies.	No Change is proposed.

7		Page 1 – DD No. and Amount (Rs)	The EOJ 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 Thumb Impression Capturing and Face Authentication services. Therefore, we request to amend the clause as follows: <i>The Company should have been in the business of providing Thumb Impression Capturing and Face Authentication services during Examination for any government department directly for at least 3 years as of 31st March 2025.</i> Reference Details: Copy of work orders/agreements should be enclosed. A certificate from the Technical Head may not always be practical. An undertaking from an authorized signatory should suffice. Therefore, we suggest changing the supporting document requirement to: Undertaking from the authorized signatory on the letterhead along with the purchase order for owned Fingerprint machines with Tab should be submitted In order to ensure the financial stability and strengthen the eligibility criteria, request to amend this clause as follows: 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	There is no application fee or EMD required for this Empanelment process.
8	Pg. No. 7	Clause No. 1.5 Para No. 3	The Company should have been in the business of providing Thumb Impression Capturing and Face Authentication services for at least 3 years as of 31st March 2025.	No Change is proposed.	
9	Pg. No. 7	Clause No. 1.5 Para No. 4	The responding agency must have at least own 5,000 Fingerprint Machines with Tab with required software and hardware to support the corresponding activities.	No Change is proposed.	
10	Pg. No. 7	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.	No Change is proposed.	
11	Pg. No. 7	Clause No. 1.5 Para No. 6	The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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.	Amended As: The responding agency should have average annual turnover of at least Rs 10 crore and 03 crore from providing Thumb Impression Capturing and Face Authentication 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.	

12	Pg. No. 7	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.	No Change is proposed.
13	Pg. No. 7	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.	Reference Details: Copy of work orders/agreements should be enclosed. 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?	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. 8	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)	Lack of clarity on presentation evaluation could lead to inconsistencies in assessment 1.1 Reverse 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. 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. 8	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.	<p>Notice of Intent to submit proposal in response to Expression of Interest Notice as per Form 2 of Annexure.</p> <p>➤ 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 initialed by the authorized person signing the proposal.</p> <p>➤ 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-rewritable 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.</p> <p>➤ 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.</p> <p>➤ The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred.</p>	<p>Form 2 of Annexure is not included in the EOI. No format for EOI or Annexure is provided. Missing annexures create submission ambiguity.</p>	<p>The Form-2 refers to the documents which a bidder needs to submit as per Clause No. 1.5 Para No. 2.</p>
17	Pg. No. 10	Clause No. 3, Para 3.1	<p>Request you to clarify on below:</p> <p>➤ Forms 1 to 7 formats and templates are missing in the EOI document.</p> <p>➤ 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.</p> <p>➤ 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."</p> <p>➤ There is a mention of DIT in the EOI, which appears irrelevant.</p>	<p>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</p>	
18		General		<p>How many agencies will be empaneled?</p> <p>The EOI does not specify the number of agencies to be empaneled. Kindly Clarify.</p>	<p>There is no ceiling limit for the empanelment of the number of agencies. The technically qualified bidders will be empaneled.</p>
19		General		<p>Clarification is needed to understand competition and opportunities.</p> <p>How will NTA ask for financial prices from the agency and on what basis will work be issued?</p> <p>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?</p> <p>Will pricing be fixed or competitive bidding for each project?</p> <p>Important for understanding cost and bid structure.</p>	<p>Price bids will be asked from the technically qualified bidders i.e., empaneled agencies.</p>