



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: 01-04-2025

To,
M/s
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SUBJECT: Amendment No. 1 issued against EOI Document No.: NTA/2025 dated: - 13-03-2025 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: 13-03-2025;

Dear Sir/Madam,

This has with reference to the above-mentioned EOI issued on 13.03.2025 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 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 04.04.2025 (up to 1500 hrs IST)
	Presentation on Expression of Interest at NTA HQ	Extended up to 07.04.2025

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
National Testing Agency
1st Floor, NSIC-MDBP Bldg.
Okhla Phase-III, New Delhi-110020

Procurement Unit



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



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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.

Annexure-A

S. No.	Query Raised By	EOI Clause Reference	Existing Clause in EOI	Clarifications/Suggestions required by Bidder	NTA Response
1	INNOVATIVEVIEW	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?	Clarified As: There is no application fee or EMD required for this Empanelment process.
2	INNOVATIVEVIEW	Clause: 1.5 Pre-Qualification Criteria S.No. 3 Page No 9 of 13	Pre-Qualification Criteria: The Company should have been in the business of providing Security services for at least 3 years as of 31st March 2025. Reference Details: Work orders confirming year and Area of activity	The requirement should focus on relevant experience in examination-based projects rather than just general Security services. Therefore, we request to amend the clause as follows: <i>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.</i> Reference Details: Copy of work orders/agreements should be enclosed.	No Change is proposed.
3	INNOVATIVEVIEW	Clause: 1.5 Pre-Qualification Criteria S.No. 4 Page No 9 of 13	Pre-Qualification Criteria: The responding agency must have security staff of at least 20,000 security personnel on its pay role. Reference Details: Certificate from Head (HR) for the number of qualified personnel employed by the agency and appropriate supporting	Request you to kindly amend this clause as below: The agency should have experience of deployment of at least 20,000 manpower in an examination-based projects. Rationale: No agency operating in the examination domain is likely to meet this credential.	No Change is proposed.

			undertakings.		Undertaking from the authorized signatory on the letterhead should be submitted.	
4	INNOVATIVEVIEW	Clause: 1.5 Pre- Qualification Criteria S.No. 5 Page No 9 of 13	Pre-Qualification Criteria: 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. Reference Details: Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years duly certified by CA.	In order to ensure the financial stability and strengthen the eligibility criteria, request to amend this clause as follows: <i>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.</i> Reference Details: Copy of audited profit and loss account/ balance sheet/ annual report of the last three financial years duly certified by CA	No Change is proposed.	
5	INNOVATIVEVIEW	Clause: 1.5 Pre- Qualification Criteria S.No. 6 Page No 9 of 13	Pre-Qualification Criteria: 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. Reference Details: Copy of the audited profit and loss account/ certified balance sheet/ annual report of the last three financial years.	Request to modify this clause as follows: <i>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).</i> This will maintain the consistency in financial eligibility requirements among all the EOLs 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	No Change is proposed.	

				turnover		
6	INNOVATIVEVIEW	Clause: 1.5 Pre- Qualification Criteria S.No. 7 Page No 9 of 13	The responding agency should have a valid PSARA license of atleast 14 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.	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.	No Change is proposed.	
7	INNOVATIVEVIEW	Clause: 2 Proposed Methodology and Criteria for Evaluation of proposals S.No 4 Page No 9 of 13	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	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 Crowd control & frisking 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.	

			experience 2. No. of assignments undertaken Breadth of Experience			
8	INNOVATIVEVIEW	Clause 1.4.3.1 – Pre-Examination Security Measures Page 6 of 13	Deploy security personnel for safeguarding examination materials at storage facilities.	This is a sensitive function typically handled by a specialized logistics or custodial agency. Request to remove this responsibility from the frisking agency's scope.	No Change is proposed.	
9	INNOVATIVEVIEW	Clause 1.4.3.2 – Examination Day Security Measures Page 6 of 13	Deploy armed/unarmed security personnel as per requirements.	Armed security is not standard practice in exam environments. Request to remove "armed personnel" from the scope.	No Change is proposed.	
10	INNOVATIVEVIEW	Clause 1.4.3.3 – Post-Examination Security Measures Page 6 of 13	Secure escort of examination materials, answer booklets, and result center security.	These tasks require confidential handling and secure logistics, often managed by designated exam authorities. Request to exclude these from the frisking agency's scope .	No Change is proposed.	
11	INNOVATIVEVIEW	Clause 1.4.4 – Personnel Deployment Requirements Page 6 of 13	Security staff should be equipped with HHMD and communication devices.	Communication devices may cause interference or misuse during exams. Suggest to remove this requirement and allow centralized coordination by supervisors.	No Change is proposed.	
12	INNOVATIVEVIEW	Clause 1.4.9.2.3 – Venue Security Page 8 of 13	Surveillance of halls, sealing of materials, etc.	Surveillance and sealing duties are separate scopes. Request to clarify and remove these from frisking vendor responsibilities , as they are typically assigned to CCTV teams and center superintendents.	No Change is proposed.	

13	INNOVATIVEVIEW	Clause 1.4.9.2.5 – Emergency Handling Page 8 of 13	Rapid response, law enforcement coordination.	These are core responsibilities of the exam authority and local law enforcement. Request to exclude emergency handling from frisking agency scope.	No Change is proposed.
14	INNOVATIVEVIEW	Clause 1.4.9.3 – Post-Examination Security Measures Page 8 of 13	Secure collection & transport, venue clearance.	These functions are outside frisking scope. Request to exclude them and delegate to relevant logistics/authority-appointed teams.	No Change is proposed.
15	RailTel	S.No. 3 ; 1.5 Pre-Qualification Criteria; Page 9	The Company should have been in the business of providing security services for at least 3 years as of 31st March 2025.	We request you to kindly allow agency having experience of executing work orders issued by government department/ organisation issued before 31st March 2024 to establish bidder's experience in providing Frisking services.	No Change is proposed.
16	RailTel	S.No. 4 ; 1.5 Pre-Qualification Criteria; Page 9	The responding agency must have security staff of at least 20,000 security personnel on its pay role.	This criterion (minimum 20,000 security personnel on payroll) appears overly restrictive. We request deletion of this clause or allow agencies to demonstrate equivalent resource capacity via valid service contracts. Government PSUs like RailTel operate through audited vendor empanelment models rather than direct payroll. Imposing direct manpower headcount benchmarks skews the playing field towards private manpower firms.	No Change is proposed.
17	RailTel	S.No. 5 ; 1.5 Pre-Qualification Criteria;	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	We request to revise the clause as below: The responding agency should have been profitable in all the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24) and should have a minimum net worth of Rs. 50 Crore in the last	No Change is proposed.

		Page 9		financial year. Including a net worth criterion ensures financial soundness and long-term viability. This also avoids any agency qualifying solely based on temporary profits.	
18	RailTel	S.No. 6 ; 1.5 Pre- Qualification Criteria; Page 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. Request to modify this clause as follows: The responding agency should have average annual turnover of at least Rs 50 crore during the last 3 FY i.e. 2021-22, 2022-23, 2023-24) or (2022-23, 2023-24, 2024-25) out of which at least 20 crores from providing service(s) in examinations during the last 3 financial years. Reference Details: Copy of the audited profit and loss account/ certified balance sheet/ annual report.	No Change is proposed.
19	RailTel	S.No. 7 ; 1.5 Pre- Qualification Criteria; Page 9		The responding agency should have a valid PSARA license of atleast 14 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. Request you to delete this clause as this requiring PSARA licenses in 14 states for security services, create an unfair barrier for capable agencies that meet all other technical requirements. PSARA licenses are applicable to private security firms. Government PSUs like RailTel are governed by DGR norms and have statutory exemptions and MoUs for state-wise service delivery. This clause discriminates against public sector participation.	No Change is proposed.
20	RailTel	S.No. 1 ; 2 Proposed Methodology and Criteria for Evaluation of proposals	1.2 Full-time security personnel/ staff engaged in consulting services (Number of Staff)	Being a PSU, we engage empaneled vendors for providing services in examination projects. Therefore, relax this condition for PSUs for showcasing Full-time security personnel/ staff engaged in consulting services.	No Change is proposed.

		Page 10			
21	RailTel	1.4.3.1 Pre-Examination Security Measures Page 6	Deploy security personnel for safeguarding examination materials at storage facilities.	Query/Suggestion: Request to remove from scope. Examination material custody is highly sensitive and must be handled by a dedicated secure logistics agency or directly by NTA. Including this under frisking agencies risks exposure.	No Change is proposed.
22	RailTel	1.4.3.2 Examination Day Security Measures Page 6	Deploy armed/unarmed security personnel at examination centers as per requirements	Query/Suggestion: Request removal of reference to "armed" personnel. Armed deployment is not common for exam security and may introduce risk. Standard crowd management and frisking do not require arms.	No Change is proposed.
23	RailTel	1.4.3.3 Post-Examination Security Measures Page 6	- Secure and escort examination materials to designated locations. - Ensure safe transportation and handover of answer booklets to the authorized personnel. - Provide security for result processing centers, if required	Query/Suggestion: Request to remove this from scope. These activities are distinct from frisking and should be assigned to separate specialized logistics/security vendors to ensure accountability and confidentiality.	No Change is proposed.
24	RailTel	1.4.4 Personnel Deployment Requirements Page 6-7	Security staff should be equipped with necessary security gadgets like HHMD and Communication Device.	Query/Suggestion: Request removal of communication devices from frisking staff scope. Communication devices may pose compliance concerns during exams and may open avenues for misuse. Coordination can be done via supervisors without two-way devices.	No Change is proposed.
25	RailTel	1.4.9.2.3	Surveillance of examination halls,	Query/Suggestion: Request clarification.	No Change is proposed.

		Venue Security Page 8	waiting areas, and surrounding premises. Ensuring proper sealing of examination material before and after the test.	Surveillance is a separate scope—typically via CCTV vendors. Sealing of materials is a core activity of exam conducting bodies and should not be delegated to external frisking staff.	
26	RailTel	1.4.9.2.5 Emergency Handling: Page 8	- Deployment of a rapid response team for any emergency, such as medical issues, security threats, or law-and-order situations. - Coordination with law enforcement for immediate action, if required	Query/Suggestion: Request to exclude this from current scope. Emergency response is coordinated through local law enforcement and medical agencies via exam controllers. Frisking teams should not be responsible for crisis mitigation.	No Change is proposed.
27	RailTel	1.4.9.3 Post-Examination Security Measures	- Secure Collection & Transport: Escorting examination papers and confidential materials to the designated collection center. - Venue Clearance: Ensuring that no unauthorized materials or personnel remain in the premises post-examination.	Query/Suggestion: Request to exclude this from current scope. These are responsibilities of exam logistics partners or internal custodians. Venue clearance is also a center-level function managed by the invigilator-in-charge.	No Change is proposed.
28	Eduquity	S.No. 3 Of 1.5 Pre-Qualification Criteria Page No 9	The Company should have been in the business of providing security services for at least 3 years as of 31st March 2025.	We recommend refining the requirement to prioritize expertise in examination-related security services instead of normal security Service as the examinations have their own specific complexities in project execution Proposed Amendment: "The Company must have at least 5 years of direct experience in providing security services i.e. Frisking of Candidates for examination-related projects for a government department as of 31st March 2025."	No Change is proposed.

				This amendment ensures that the selected company has practical experience in handling large-scale identity verification processes critical to examination security, rather than just general security service experience.	
29	Eduquity	S.No. 4 Of 1.5 Pre- Qualification Criteria Page No 9	The responding agency must have security staff of at least 20,000 security personnel on its pay role.	This criterion is restrictive as no agency providing similar services in the examination space will have this much security personnel. This can only be possessed by agencies in the business of providing guards. Our request is to revise this to align with examination experience. Therefore, we request to ask for an undertaking from bidders that they have the capability to deploy 20,000 personnel for frisking services. To reinforce that only financially sound agencies with a strong capital base qualify for the tender, we propose the following revision: Proposed Amendment: "The responding agency must have been profitable in all three (3) of the last financial years (FY 21-22, FY 22-23, FY 23-24). This amendment strengthens the financial criteria.	No Change is proposed.
30	Eduquity	S.No. 5 Of 1.5 Pre- Qualification Criteria Page No 9	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.	To ensure that the bidder has substantial experience and financial strength in handling examination-related security projects, we propose modifying the clause as follows: Proposed Amendment: "The responding agency should have an average annual turnover of at least Rs. 50 crores, with a minimum of Rs. 25 crores	No Change is proposed.
31	Eduquity	S.No. 6 Of 1.5 Pre- Qualification Criteria Page 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.	To ensure that the bidder has substantial experience and financial strength in handling examination-related security projects, we propose modifying the clause as follows: Proposed Amendment: "The responding agency should have an average annual turnover of at least Rs. 50 crores, with a minimum of Rs. 25 crores	No Change is proposed.

32	Eduquity	S.No.7 Of 1.5 Pre- Qualification Criteria Page No 9	The responding agency should have a valid PSARA license of atleast 14 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.	derived specifically from Examination-related projects in the last three financial years." The proposed revision ensures that the eligibility criteria focus on financial stability while allowing participation from experienced agencies that specialize in examination security services. By refining the turnover requirement, the amendment encourages competitive participation from firms with relevant expertise, rather than just large-scale general security providers. This ensures a practical yet effective selection process. This clause is limiting the participation of potential bidders. This requirement should be deleted. This can only be possessed by agencies in the business of providing guards. Our request is to revise this to align with examination experience.	No Change is proposed.
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