

Tender Document

For Empanelment of Experienced Agencies/Firms to provide Security Ancillary services on Turnkey Basis during pen and paper mode examination being conducted by National Testing Agency in Centres All over India



NATIONAL TESTING AGENCY

Excellence in Assessment

NATIONAL TESTING AGENCY

(An autonomous organization under the Department of Higher Education,
Ministry of Human Resource Development, Government of India)

Block C-20/1A/8, Sector 62,
Gautam Budh Nagar, Noida -201309 (UP).

Website: www.nta.ac.in

Tele:0120-6895200/2555250

E-mail: ntanationaltestingagency@gmail.com

Cost of Tender Form: Rs 10000/-

EMD: Rs. 50 Lakhs

INDEX

Sl. No.	Particulars	Page No
	Notice Inviting Tender	3
1.	Disclaimer	4
2.	Introduction	4
3.	Aims & Objectives of the tender	4
4.	Important Events and Dates	5
5.	Scope of Work	5-8
6.	Qualification/Eligibility Criteria	8-9
7.	Evaluation of Bids 7.1 Other terms and conditions of Tender	9
8.	Important Instructions	10
9.	General Information	11-12
10.	Appointment of Successful Bidder 10.1 Award Criteria 10.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s) 10.3 Notification of Award 10.4 Period of Contract 10.5 Performance Guarantee 10.6 Signing of Contract 10.7 Payment Terms 10.8 Time Frame 10.9 Information security and data privacy 10.10 Processing Norms 10.11 Fraudulent and Corrupt Practices 10.12 Force Majeure 10.13 Proprietary Rights 10.14 Limitation of Liability 10.15 Dispute Resolution 10.16 Integrity Pact 10.17 Arbitration Clause	12-16
ANNEXURE		
A	Basic Detail of the Bidder	17
I	Financial Information	18
II	Details of Similar work executed	19
III	Details of work under execution or awarded	20
IV	Performance Report of Works referred in Annexure II & III	21
V	Structure of the Organization	22
VI	Details of Technical & Administrative Personnel to be employed for the work	23
VII	State wise list of Cities in India. List of Cities Outside India	24-28
VIII	Technical Bid Form	29
IX	Financial Bid in Indian Rupees	30
X	Tender Acceptance Letter	31
XI	Instructions for Online Bid Submission	32-33

NOTICE INVITING TENDERS

Online bids (Manual bids shall not be accepted) are invited on single stage two bid systems to empanel reputed and experienced agency(ies) for “**Providing Security Ancillary services on Turnkey Basis in Competitive Examination Conducted By National Testing Agency In Centres All Over India**”.

Scope of Work

- A. Biometric/Aadhaar Authentication and Attendance Marking service
- B. Live CCTV Surveillance service`

Tender documents may be downloaded from NTA web site www.nta.ac.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>

Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

Tenderers/Contractors are advised to follow the instructions provided in the ‘**Instructions to the Contractors/Tenderer**’ for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>’.

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

Tenderer who has downloaded the tender from the NTA website www.nta.ac.in and Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case, the same is found to be tampered/ modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NTA. The schedule is as under:

S. No.	Particulars	Details
1.	Mode of Exam	Offline
2.	Tender Form/bid issued by	National Testing Agency (NTA) Noida
3.	Authorized Officer for Clarifications	Director, NTA
4.	Availability of Tender Form/bid	Tender documents may be downloaded from NTA web site www.nta.ac.in(for reference only) and CPPP site https://eprocure.gov.in/eprocure/app
5.	Tender Form/bid ID	NTA/2019-20/020
6.	Cost of Tender Form/bid	Rs. 10,000/- (Rupees Ten Thousand Only)
7.	Earnest Money Deposit(EMD)	Rs. 50,00,000 (Rupees Fifty Lakhs Only)
8.	Sale of Tender Form/bid	From 6 th February, 2020
9.	Pre- Bid Meeting for queries(if any)	At 11:30 AM on 13 th February,2020 at NTA Office, Noida
10.	Last date for seeking clarification (if any and if required)	Upto 5:00 PM on 12 th February, 2020
11.	(a) Last date for submission of Bid	By 3 pm of 27 th February , 2020
	(b) Opening of Technical bid	On 28 th February, 2020 at 3 pm at NTA Office, NOIDA
12.	Opening of Financial bid of technically qualified bidders only	To be notified later

NTA reserves the right to award the contract to one or more agencies or empanel the agencies for the job.

Bids shall be submitted online only at CPPP website:<https://eprocure.gov.in/eprocure/app>

Financial Bid (Annexure IX) to be uploaded in **xls file format only**.

Director (Proc)

1. Disclaimer:

This Tender is not an offer by the **National Testing Agency (NTA)**, but an invitation to receive offers from vendors. No contractual obligation whatsoever shall arise from the tender process until and unless a formal contract is signed and executed by a duly authorized officer of the National Testing Agency.

2. Introduction:

The Ministry of Human Resource Development (MHRD), Government of India (GOI) has established National Testing Agency (NTA) as an independent autonomous organization under Society Registration Act 1860 for conducting efficient, transparent and international standards tests in order to assess the competency of candidates for admissions to premier higher education institutions.

The NTA shall also conduct various examinations across the country in Computer Based Test (CBT) Mode and also in offline mode i.e., pen and paper exam.

1. UGC-NET (twice in a year) – To determine the eligibility for Assistant Professor only or Assistant Professor & Junior Research fellowship both in college and university.
2. NEET (once a year) – National Eligibility cum Entrance Test (NEET-UG) for admission to MBBS/BDS Courses in India in Medical/Dental Colleges run with the approval of Medical Council of India/Dental Council of India under the Union Ministry of Health and Family Welfare, Government of India except for the institutions established through an Act of Parliament i.e. AIIMS and JIPMER Puducherry.
3. JEE (Main) (twice in a year) – Joint Entrance Examination (Main) for admission to Undergraduate Engineering Programmes in NITs, IITs and other Centrally Funded Technical Institutions etc. The States of Madhya Pradesh, Haryana, Uttarakhand, Nagaland & Odisha shall also have admission through JEE (Main) system. The JEE (Main) will also be an eligibility test for the JEE (Advanced), which the candidate has to take if he/she is aspiring for admission to the undergraduate programmes.
4. CMAT – Common Management Admission Test (CMAT) for admission to the colleges that offer MBA and for those which run postgraduate diploma in management programs.
5. GPAT – Graduate Pharmacy Aptitude Test (GPAT) for admission into the Master's programme of Pharmacy (M Pharma)
6. Other Entrance Exam like DUET, IIFT, IGNOU, CSIR etc.

3. Aims & Objectives of the tender:

Security Ancillary services is to be provided for approximately 3000 exam centers for Pen & Paper based exam (Non Computer Based Test-- Offline) spread all over India. The main aim for having these services at the examination Centres is to curb malpractices, use of unfair means so as to ensure transparent, fair & smooth conduct of examinations.

The NTA shall conduct these examinations at 3000 centers for Pen & Paper based exam (Non CBT) in various selected Cities spread across the country in India. The average number of candidates for Pen & Paper based exam is 600 candidates per center. The total number of candidates expected to appear for the pen and paper exam is approximately 15 lakhs in a single day and single shift.

NTA reserves the right to award the contract/empanel one/many agency(ies) for the job .

Note:

- (a) The bids has been invited from Companies / Agencies (“Bidders”) for selection of “Service Provider”
- (b) Bids must be submitted not later than the time, date at the venue mentioned under Important Events and Dates. Bids received after the deadline will not be considered.
- (c) Bidders are advised to study the bid document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.

4. Important Events and Dates:

S. No.	Particulars	Details
1.	Mode of Exam	Offline
2.	Tender Form/bid issued by	National Testing Agency (NTA) Noida
3.	Authorized Officer for Clarifications	Director, NTA
4.	Availability of Tender Form/bid	Tender documents may be downloaded from NTA web site www.nta.ac.in(for reference only) and CPPP site https://eprocure.gov.in/eprocure/app
5.	Tender Form/bid ID	NTA/2019-20/020
6.	Cost of Tender Form/bid	Rs. 10,000/- (Rupees Ten Thousand Only)
7.	Earnest Money Deposit(EMD)	Rs. 50,00,000 (Rupees Fifty Lakhs Only)
8.	Sale of Tender Form/bid	From 4 th February, 2020
9.	Pre- Bid Meeting for queries(if any)	At 11:30 AM on 11 th February,2020 at NTA Office, Noida
10.	Last date for seeking clarification (if any and if required)	Upto 5:00 PM on 10 th February, 2020
11.	(a) Last date for submission of Bid	By 3 pm of 25 th February , 2020
	(b) Opening of Technical bid	On 26 th February, 2020 at 3 pm at NTA Office, NOIDA
12.	Opening of Financial bid of technically qualified bidders only	To be notified later

Scope of Work:

5(A) SOW – BIOMETRIC AUTHENTICATION AND ATTENDANCE MARKING SERVICE (*Category-A*)

- i. NTA will provide center-wise data (Roll numbers, Photos, Name, Exam date/shift etc.) of all registered candidates for the exam to the Bidder. Bidder will then use this data for the biometric devices, and shall enable fingerprint matching and candidate verification during the subsequent stages of the process.
- ii. Entire data will be provided to the Bidder well in advance so that they get enough time for preparation and mobilization of resources for the concerned activity.
- iii. Installation of integrated QR code scanner with Biometric hand-held device, along with manpower at each & every Examination centre at the time of examination.
- iv. Solution should have provision of real-time attendance monitoring system through secured web server.
- v. Bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre) and other site as DR (Disaster recovery).
- vi. QR code / Bar code containing roll number on the Admit card of the candidate should be scanned/read to auto-fetch the candidate details from Application Database (provided by NTA) and incase, QR/Bar code is missing on admit card, then manual entry of roll number with candidate information has to be made. Thereafter, Biometric capturing of candidate's thumb/finger impression and Photographs by the Hand-held device shall be done at the Security gate before the beginning of examination and, random verification check of few candidates should be performed during the conduction of exam in Exam room.

All activities should be completed before conclusion of examination.

- vii. Bidder should deploy de-duplication algorithm across the database to avoid the duplicity of enrollment records.
- viii. Bidder has to perform physical verification of Candidate photo with application database (provided by NTA) at the time of security gate entry.
- ix. The scanning of the finger shall be done in the following sequence: if the Index finger scanning can't be done; middle finger; ring finger; little finger and thumb of hand respectively, if required, toe print may be collected.
- x. The capturing of thumb/finger & Photographs by the Hand-held Biometric device shall not be stopped on any ground and data capturing /identification work must be completed during the stipulated time period of the examination.
- xi. After the completion of capturing thumb/finger impression, and Photographs of the candidates, the Bidder will hand-over the entire captured data in HDD in a sealed manner with super scribing Exam Name along with report and forwarding letter duly signed by the Bidder to the NTA after the close of examination on the day of examination.
- xii. The Bidder shall not be allowed to take away any data either in hard copy or soft copy and the work is to be carried out in the designated exam centres.
- xiii. The Bidder must verify identity of the candidates from the captured data taken during the examination at the time of verification process as scheduled by NTA.
- xiv. The Bidder will depute at least One Hand-held Biometric device per manpower on every 100 candidates for biometric capturing/verification, as & when scheduled by the NTA. Additional biometric devices should be made available as per normal practice in case of emergency.
- xv. The Bidder will have to ensure that the Biometric devices must be functional and has captured thumb/finger, & Photographs of each and every candidate who have appeared in the examination at each center.
- xvi. After completion of work, the Bidder has to submit self-attested centre-wise work completion certificate to the NTA.
- xvii. In case required, NTA may ask the Bidder to do Aadhaar Biometric verification of candidates during the Exam or its relevant stages, with Live attendance feature through their Web portal. However, sub-AUA / AUA certification to carry out Aadhaar verification will be provided by NTA to successful bidder.
Note: Aadhaar Biometric verification of candidates will be undertaken subject to NTA obtaining necessary requisite approvals from the UIDAI/competent authority.
- xviii. Solution should not be Laptop/PC based. It should be Hand-held Biometric device integrated with STQC approved Biometric scanner only. Weight of the machine should not be more than 1 kg.

5(B) SOW – CCTV SURVEILLANCE SERVICE (Category-B)

NTA is keen to implement Live CCTV surveillance system to monitor various activities of the candidates and other persons deployed to conduct examinations at the sub-centres spread all over the India. Examination date and list of examination centres will be provided to the successful Bidder by the NTA atleast 2 weeks before the date of commencement of examination.

- i. Bidder has to provide services of live CCTV surveillance on turnkey basis (For remote live viewing through internet) in examination conducted by NTA in all 3000 centres approx. all over India as per NTA requirement for various examinations during the contract as per specifications and conditions specified in the Tender.
- ii. The tentative list of examination cities is enclosed at Annexure-VII.
- iii. The successful bidder shall carry out the work strictly before due date indicated by NTA for each exam as per specifications mentioned in the tender document.
- iv. Workmanship and material used should be of the best quality.
- v. The successful bidder shall have to make arrangement for remote live viewing, and recording CCTVs Systems of all examination centres, at control room situated in the NTA, IITK Outreach Centre, Noida. Without uninterrupted viewing facility at control room set up at NTA, NOIDA, the work will not be considered complete.

- vi. The date sheet of examination and list of examination centres will be provided to the successful bidder. The examination centres may be changed at any time.
- vii. The period of examination is One day single shift . There will be about 3000 centres approximately.
- viii. A List of Panel of vendors may be empanelled for the purpose of dividing the work for its smooth execution at the discretion of NTA, if considered necessary due to operational and logistical requirements.
- ix. Quality of video shall not be compromised under any circumstances.
- x. Sub-standard/poor quality of work in terms of infrastructure/technical manpower shall not be acceptable.
- xi. The bidder will have to provide the internet connectivity & uplinking facility without interruption for live viewing of conduct of examination centres. Bidder has to ensure that atleast 95% live camera feed would be made available at HQ control room at all times during the entire duration of examination.
- xii. The successful bidder will retain the Exam CCTV recording for a period of 6 months from the date of exam and NTA may ask for the same from bidder during the said duration.
- xiii. The installation of CCTV should be made at least two days in advance from the scheduled date of examination and/or in such a way that the CCTV are functional at least one day before the scheduled time of commencement of the examination and ½ hour after the completion of the examination for PwD candidates also.
- xiv. During the period of examination, CCTV facility shall not be interrupted due to any technical fault, etc., and the service provider shall take due care of functioning of CCTV with adequate backup of CCTV during the conduct of examination and as per the time period mentioned in the Work Order of respective assignments.
- xv. Power arrangement at Control room at NTA would come under the scope the NTA. In addition to this, Bidder has to arrange 15 minutes backup at each exam centre for their CCTV infrastructure.
- xvi. The hardware required for the job shall be provided and maintained by the service provider/agency and Training/ sensitization of staff deployed at the examination Centres shall be imparted by the service provider.
- xvii. The liability of NTA will only be limited up to payment of the hiring charges as per the contract of the connected cameras & hardware provided and required for the delivery of the live CCTV service.
- xviii. Computer/ Laptop and manpower will be provided by the service provider in Main Control Room, NTA. **The internet facility only for Control Room at Noida will also be in the scope of the Bidder.**
- xix. Internet, Power backup and other arrangements at each examination center would be in the scope of bidder.
- xx. Bidder has to set up control room at NTA with display units. Power supply backup arrangements, leased line internet facility, call booster, furniture and other infrastructure requirements. Bidder will arrange adequate number of technical manpower for manning the control room display units and tech support. Bidder will arrange for food & drinking water for their manpower on their own. NTA will only provide space & power supply.

The above scope of work also includes the following in addition to above:

- xxi. The bidder will have to ensure that the CCTV Cameras provided work properly, during the entire duration of the examination in the Centres or as ordered.
- xxii. The bidder will install approximately one IP based CCTV camera per 30 candidates of 2 megapixel or higher resolution at the Exam Centres. In addition the coverage of CCTV cameras should include entry exit points, staircase, corridors and other contiguous areas of the exam venue.
- xxiii. To control the redundancy, bidder has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data centre- Cloud based) and other site as DR (Disaster recovery- Cloud based).
- xxiv. CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage.
- xxv. Bidder has to provide a solution which should stream all CCTV feed videos through media streaming server so that multiple viewers could view it at single instance.
- xxvi. To organize and provide required manpower to install the CCTV Color Cameras at the Examination Centers. Live streaming / Recording display at Control room must indicate centre code, name, Room No. date & time and should also include center name/ city/ state for identification.
- xxvii. During the period of examination streaming facility shall not be interrupted due to any technical fault, etc., and the Service Provider shall take due care of functioning of CCTV Color Cameras with adequate backup during the conduct of examination in the time period mentioned in the Work Order.
- xxviii. One Computer screen with one manpower at every Examination Center should be provided for Center Incharge and sufficient Computer Screens / manpower at Main Control Room, Noida. No extra payment will be made for this.
- xxix. If Network of any Telecom service provider is not available then the bidder will provide a certificate

- regarding this from all Network service providers 7 days before the examination date.
- xxx. Bidder has to arrange any additional quantity of Color Cameras, if required.
- xxxii. The bidder will have to ensure that the CCTV Cameras installed at the Centers are working properly during the entire duration of the examination.
- xxxiii. The bidder will have to ensure clarity and good condition CCTV Color Cameras at the Centres.
- xxxiiii. Bidder will give Live demo one day before examination at the selected centers.
- xxxv. Service provider will also install one CCTV Color Camera at each centre incharge room of concerned examination centres.
- xxxvi. CCTV Cameras installed at centre incharge room will work fulltime upto the completion of all work.
- xxxvii. The examination in Single Shift shall be of 3 hours duration with additional time for PWD candidates . There will be one shift in a day and total number of candidates for all examinations in a year is likely to be 15 lakhs.
- Installation report regarding installs of CCTV Cameras to be given by Center Incharge on the same day of installation.

6. Qualification /Eligibility Criteria:

Following will be the minimum qualification/eligibility criteria. Each eligible bidder should possess all the following qualification criteria. All the documents submitted with Technical bid should contain the name & designation of authorized signatory with company seal. Responses not meeting the minimum qualification criteria will be rejected and will not be evaluated.

S. No.	Pre-qualification Criteria	Supporting Compliance document
1.	<p>The bidder should be a firm/ company/ partnership/ proprietorship registered in India under Company's Act 2013/ the partnership Act, 1932 or any other statutory Act of GOI.</p> <p>The bidder should be registered and operating in India for a minimum of 5 years with an objective of offering CCTV Services and other Security Ancillary services Biometric/Aadhaar authentication to Government educational Institutions/ Government Organizations etc.</p>	<p>Certificate of Incorporation, Articles of Association, Memorandum of Association etc or Copy of relevant Certificates to be submitted along with:</p> <ul style="list-style-type: none"> • GST Registration certificate • PAN card
2.	<p>List of the services similar to scope of work of tender undertaken for Examination projects in the last 3 years with any Central Govt. / State Govt. / PSU/ Government Educational Institutions.</p> <p>The list to services should include live CCTV work and Biometric/Aadhaar authentication services undertaken by the bidder during the last 3 financial year and current year.</p>	<p>Copies of Work Order/ Completion Certificate need to be enclosed</p>
3.	<p>The Bidder has to be profitable with average annual turnover of INR Ten Crores during the last three financial years i.e. 2016-17, 2017-18, 2018-19.</p>	<p>Audited balance sheets and Profit and loss statements and to be certified by Chartered Accountant (CA) of the bidder's organization</p>
4.	<p>Bidder should have valid ESI and EPF Number valid as on 1st April 2019</p>	<p>ESI and EPF registration certificate along with last 3 month(s) Challan slip</p>
5.	<p>Bidder must have a valid certification of ISO 9001:2015 and ISO 27001:2013 certificate</p>	<p>Copy of valid certificates must be enclosed</p>
6.	<p>Bidder should have executed at least two work orders from two different Government Organization/ PSU/ Central/state Govt/ Government Educational Institutions for the provision of Aadhaar /Biometric authentication service in Examination based projects with at least one work order of Aadhaar /Biometric authentication service for minimum 50,000 candidates in a single assignment/work order during any one of the last 3 financial years and current year.</p>	<p>Copies of Work Order/ Completion Certificate need to be enclosed</p>

7.	Bidder should have executed at least two work orders from two different Government Organization/ PSU/ Central/state Govt./ Government Educational Institutions of value <u>INR One crore</u> for the provision of live CCTV Surveillance of candidates in Examination based projects during any one of the last 3 financial years and current year.	Copies of Work Order/ Completion Certificate need to be enclosed
8.	The bidder should not have been debarred/ blacklisted by any Organization/ Board/ Council/ University/ Commission or any other Government/ PSU / Government undertaking organization in the last five years.	Undertaking to be submitted by Authorized signatory on Company Letter Head
9.	The bidder should have necessary trained technical manpower to handle the job and proper infrastructure to carry out the work smoothly and efficiently.	Necessary details and documents to be provided.
10.	Bidder has to bid for all the required services as per the Scope of work of this tender. Any Partial bid (not bidding for any one or more of the services) will be rejected.	Undertaking on Bidder's Letter head

7. Evaluation of Bids:

The selection of agency will be based on lowest (L-1) total value of Fs as per Annexure-IX and will be considered for award of contract/ empanelment.

7.1 Other Terms & conditions of the Tender:

1. Tenderers must quote rates only in the enclosed financial bid Proforma in Annexure-IX (online On CPP Portal).
2. Consortium bidding would not be allowed.
3. The Tender document is not transferable and its cost is not refundable under any circumstances.
4. The bids shall be valid for 120 days from the date of opening of Technical bids.
5. The firm so selected would be required to carry out NTA work as per job description. No TA/DA/conveyance/transportation/postage charges, etc. will be admissible for execution of the work.
6. The payment will be made on submission of bill in duplicate, complete in all respects with copy (ies) of challan bearing details of work executed.
7. Counter conditions in matters concerning payment of bills shall not be acceptable.
8. Time schedule for various activities should be strictly adhered to by the firm/agency.
9. Penalty Terms:
 - (i) In case of CCTV Camera(s) not being deployed by bidder at required examination centres, Bidder would be penalized by NTA authorities as per below:
 - Candidates scheduled for that specific Exam centre would not be paid.
 - 300% amount would be penalized as of Candidates scheduled for that specific Exam centre (number of candidates*per candidate rate)
 - (ii) In case of any candidate being leftover intentionally or unintentionally, during Live CCTV Surveillance stage at the time of examination, Bidder would be penalized by NTA as per below
 - amount of leftover candidates would not be paid
 - 400% amount would be penalized as of leftover (number of candidates*per candidate rate)
 - (iii) In case of any candidate being leftover, intentionally or unintentionally, during Biometric capturing or authentication stage at the time of Examination, Bidder would be penalized by NTA as per below
 - amount of leftover candidates would not be paid
 - 400% amount would be penalized as of leftover (number of candidates*per candidate rate)
 - (iv) In case of any irregularity noticed in execution of assigned work, the penalty levied by NTA will be final and binding on the firm.
 - (v) In case the successful bidder fails to complete the job, the remaining portion of the job will be got done from the market at the risk & cost of the contractor in addition to the penalty as mentioned above and the security deposit money will also be forfeited.
10. The Service Provider will have to bear the cost of damage to the CCTV Cameras and Accessories that may occur due to storm, fire, rain, natural calamities and any other unforeseen circumstances and under no circumstances any claim for compensation will be entertained by NTA.

11. The Service Provider will depute his representatives, who will remain present to ensure proper working of the system, till the completion of examination and Service Provider has to provide adequate manpower in control room and adequate number of technical manpower to manage the systems at the office of NTA, Noida.
12. Any dispute arising out in relation between the parties, will be subject to the jurisdiction of Delhi/Noida Courts only.
13. A Committee duly constituted and authorized by NTA may inspect the site of the agency/firm to assess and verify the manpower, infrastructure available with them.
14. NTA reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.
15. NTA reserves the right to restrict and deny the entry of any staff member of the bidder, if so deemed appropriate by it, in examination centre/control room.
16. The bidder will ensure that the staff engaged are disciplined and maintain full decorum of the office.
17. Continuance of the contract and payment of the work done shall be subject to satisfactory performance and fulfilling of all the terms and conditions of the contract duly certified by concerned officer/ in-charge. The contract may be cancelled at any time without assigning any reason for the same. The decision of the DG/NTA in this regard shall be final and binding.
18. Time is the essence of the contract and the bidder shall adhere to the time schedule as prescribed by the NTA for execution of the work.
19. If it is found at any time that the CCTV is not functioning in accordance with the agreed terms and conditions, the NTA shall be entitled to withhold all payment of the bidder and forfeit the Security Deposit.
20. The bidder will ensure that the space provided at the centre by NTA is not misused in any manner.
21. An appropriate agreement will be executed by the successful bidder with the NTA, on the agreed terms and conditions. The NTA will deal with the successful bidder directly and no sub-contract/agent/consultant etc. is allowed.
22. The NTA, in its discretion, reserves the right to reject or accept any bid without assigning any reason thereof.
23. If work gets stopped due to fault of the bidder, then penalty shall be levied for such stoppage at such rate as given in penalty clause above.
24. The service provider is advised to visit all the Centers well in advance of the examination date to get acquainted with the available facilities at the center.
25. In centers Jammer will be already installed and functional during the exam. Bidders must ensure smooth execution of ancillary services.
26. Service provider will also ensure confidentiality of the Examination. If any person deployed by the service provider in connection with the work is found guilty and misbehaves with person deployed at examination centers or found indulging in activities harmful to smooth conduct of the examination, the service provider will also be held responsible for his act in addition to the individual. No payment shall be made by the NTA for such a Centre. And a penalty of 100% will be imposed.
27. Service provider will be responsible for any kind of accident/ loss caused during the entire duration of work.

8. Important Instructions:

1. The successful bidder shall obtain declaration from their personnel (employed by them for the work in the concerned examination) that none of them have any near relations (such as children, brother, sister, nephew and nieces of self and spouse) as well as anyone on whom they may have any special interest, is appearing in the concerned examination.
2. At any time before the submission of bids, NTA may amend the tender by issuing an addendum in writing or by standard electronic means by publishing on the website www.nta.ac.in & [https://eprocure.gov.in/eprocure/ app](https://eprocure.gov.in/eprocure/app). The bidders are advised to check the website for corrigendum. The addendum/ corrigendum will be binding on the bidders.
3. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment to their bids or to submit revised bid. The tender closing time for submission of bids may be extended by NTA at their discretion.
4. The terms and conditions of the tender are subject to change post pre-bid meeting, if necessary, after Competent Authorities approval.

9. General Information:

- i. The tender is a "**Two Bid**" document. The **technical bid** should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD) and Cost of Tender Form. The Tender fee can be in the form of DD or can be remitted online to the bank account of NTA through NEFT/RTGS. The EMD can be submitted in the form of DD or Bank Guarantee in favour of DG, NTA. The Account of NTA is in State Bank of India, D-211/1, Sector -61, Noida. The details are as under:

Account No: 37714486224
IFSC Code SBIN0005222
MICR Code 110002422

- ii. Bidder has to submit Tender Cost, EMD instruments to NTA in Hard copy as per schedule. If not complied, bid will be summarily rejected.
- iii. The financial bid only should contain commercials. In case, any bidder encloses the financial bid within the technical bid, their bid shall be summarily rejected.
- iv. All information called for in the enclosed forms should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as "Not Applicable". However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified. Tenders submitted by fax and those received late will not be entertained.
- v. The Responses should be typewritten or (legible) handwritten but there should not be any overwriting or cutting. Correction, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder's authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.
- vi. The bidder should enclose bid security (EMD) in form of Demand Draft or Bank Guarantee drawn in favor of **DG NTA, Noida**. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to ten percent (10%) of total contract value (inclusive of taxes) of each examination/ total number of exams within 15 days from the date of the award of the work. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the signing of the contract along with performance security deposit. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.
- vii. Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned. NTA may also independently seek information regarding the performance from the clients. The Bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information. No further information will be entertained after tender document is submitted, unless NTA calls it for.
- viii. Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- ix. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
- x. The tender document can be viewed at NTA's web site: **www.nta.ac.in**. However, the bids are to be submitted online only. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted **The Hard Copy of original instruments in respect of cost of tender document, earnest money Deposit must be delivered to Joint Director (Administration), NTA at**

Noida by 4.30 PM on or before the bid closing time as per clause-4 or as amended . Late/delayed tenders shall not be accepted, under any circumstances. The technical bid shall be opened at NTA Office, Noida in the presence of bidders who may like to be present.

- xi. All disputes arising with respect to the bid document shall be subject to the jurisdiction of appropriate court of Delhi, India alone and shall be governed by the law of India.
- xii. NTA reserves right to award the work/empanel/cancel the award without assigning any reason. In case of differences with regard to the bid document, if any, the decision of NTA shall be final.
- xiii. Initially the contract will be for a period of one year and may be extended for another two years by the competent authorities subject to satisfactory performance given by the bidder to the NTA.
- xiv. The successful bidder has to sign an agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over runs etc. In case the bidder fails to execute the contract, NTA shall have liberty to get it done through any other agency at the risk and cost of the bidder in addition to damages and penalty.
- xv. **Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.**
- xvi. **Even though bidders may satisfy the above requirements, they may be disqualified for the following reasons:**
 - If misleading or false representation of facts are made or deliberately suppressed in the information provided in the forms, statements and enclosures of this document.
 - If they have a record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
 - If confidential inquiry reveals facts contrary to the information provided by the bidder.
 - If confidential inquiry reveals unsatisfactory performance in any of the eligibility criteria.
 - If bidder is engaged in any activity which can influence the conduct of exam such as conducting of coaching classes etc.

In such cases, NTA has the right to cancel or modify the tender.

9.1. Submission of Tender

i. **The tender shall be submitted online in Two part, viz., technical bid and price bid.**

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

ii. **The technical bid shall consist of –**

- Technical information as desired in prescribed format
- Scanned Copy of Tender Fee and Earnest Money Deposit
- Scanned copy of receipt of successful submission of EMD to NTA

- **Basic detail of the bidder as per Annexure-A**
- The financial information as per **Annexure –I**
- The details of similar works as per **Annexure – II**
- The details of work under executed or awarded as per **Annexure – III**
- The Performance Report of works referred in Annexure II & III as per **Annexure – IV**
- Organizational Structure and information as per **Annexure V**
- The details of Technical manpower to be employed for this work as per **Annexure VI**
- Annexure – VII (For information of the Bidders)
- Duly filled in **Annexure – VIII** for assessment of Technical Bid
- Stamp Signed and scanned copy of Tender Acceptance Letter as per **Annexure-X**

The financial bid shall consist of Annexure –IX only.

- **Instructions of online bid submission – Annexure XI**

iii. Demonstration and Presentation:

The vendor may be required to give a demonstration of their capabilities for services as per scope of work in clause 5 of tender i.e. for conducting live CCTV surveillance, Biometric/Aadhaar verification. The demonstration and presentation is to be given as advised by NTA, if necessary. The venue for demonstration and presentation will be at NTA Office at Noida.

10. Appointment of Successful Bidder:

10.1 Award Criteria:

- i. NTA will award the Contract to/ empanel the successful bidder(s) whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above. The higher bidders may be empanelled at L-1 rates with L-1 bidder being considered for larger volume over the contract period.
- ii. Work Order for each exam will be issued. NTA will be at liberty to place work order for any of the services tendered depending on the operational requirements.

10.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s):

NTA reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NTA action.

10.3 Notification of Award:

Prior to the expiration of the validity period, NTA will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, NTA may request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract and shall be binding on both the parties. Upon the selected successful bidder's furnishing of Performance Bank Guarantee, NTA will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

10.4 Period of Contract:

- i. The contract shall be valid for a period of one, from the date of award of work. However, the contract may be extended for another two years on year on year basis subject to satisfactory performance of selected bidder as per terms and conditions specified in the contract.
- ii. In case the performance is not found to be satisfactory or not in conformity with the terms and conditions of the Tender document, the contract shall be terminated even before the scheduled time after following due procedure of law.
- iii. In the event of premature closure of contract for reasons mentioned herein above, the Security Deposit shall be absolutely forfeited along with penalty as decided by the DG, NTA.

10.5 Performance Guarantee:

NTA will require the successful bidder to provide an irrevocable, unconditional one-time Performance Bank Guarantee within 15 days from signing of the agreement post Notification of award, for a value equivalent to 10% of total contract value(including tax). The Performance Guarantee should be valid for a period of 12 months. The Performance Guarantee shall be kept valid till completion of the project and three months beyond project completion. The successful bidder shall be responsible for extending the validity date of the Performance Guarantee as and when it is due on account of non-completion of the project. In case the successful bidder fails to submit performance guarantee within the time stipulated, NTA at its discretion may cancel the order placed on the successful bidder without giving any notice. NTA

shall invoke the performance guarantee in case the successful Bidder fails to discharge their contractual obligations during the period or NTA incurs any loss due to Successful Bidders negligence in carrying out the project implementation as per the agreed terms & conditions.

10.6 Signing of Contract:

After NTA notifies the successful bidder that its proposal has been accepted, NTA shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the successful bidder between NTA and the successful bidder with mutually agreed terms and conditions.

10.7 Payment Terms:

1. No advance payment shall be made under any circumstances to the successful bidder.
2. Rate quoted by the bidder shall be inclusive of all incidental cost of service provider including transportation, handling, and installation.
3. The payment shall be in Indian Rupees and shall be paid only as per term & condition of contract.
4. The payment will be made after receipt of satisfactory completion certificate of Centre In-charge of each exam centre.
5. 100% payment will be made within 60 days of Invoice along with work completion certificate, complete in all respects subject to fulfilling all contractual obligations and deductions(if any).
6. Performance bank guarantee needs to be submitted by successful bidder before signing of agreement between NTA and successful bidder.
- 7 All Payment shall be subject to deduction of applicable TDS.
- 8 No interest will be paid to the successful bidder on the security deposit.

a. Time Frame:

The selected bidder should be ready to provide their services within 15 days of signing of the contract to NTA and on receipt of work order for the exam.

b. Information security and data privacy:

The selected bidder will be responsible for providing secure systems. The selected bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices.

The selected bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The vendor shall have to maintain strict privacy and confidentiality of all the data it gets access to.

c. Processing Norms:

NTA and selected bidder acknowledge and agree that the provision of Services under this tender may require the selected bidder to interact with the customers and suppliers of NTA relating to the Services as special agent for and on behalf of NTA and/or to process transactions, in accordance with the general or special guidelines, norms and instructions (“Processing Norms”) provided by NTA and agreed by the Parties. The selected bidder shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and the selected bidder shall incur no liability for claims, loss or damages arising as a result of selected bidder’s compliance with the Processing Norms. NTA agrees to indemnify, defend and hold Bidder and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney’s fees and expenses, arising out of or resulting from the selected bidder’ compliance with Processing Norms. Further, NTA shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data.

d. Fraudulent and Corrupt Practices:

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, NTA shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, NTA shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for,

inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of NTA who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of NTA, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of NTA in relation to any matter concerning the Project;
- "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by NTA with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

e. 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:

- 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.

f. Proprietary Rights:

All rights, title and interests in and to the Services Environment and any other material used by the selected bidder in the provision of the Services shall exclusively belong to the selected bidder or its licensors ("Bidder Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the selected bidder Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the selected bidder or its licensors and NTA shall not be entitled to claim any rights therein. All rights, title and interests in NTA Data shall always remain with NTA. NTA agrees that the selected bidder shall have the right to list NTA name in its marketing material and use NTA logo with respect to such listing and for reference purposes. NTA acknowledges that the provision of the Services hereunder by the selected bidder shall be on a non-exclusive basis and the

selected bidder shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude Bidder from providing such services or performing such obligations to its other clients, except that there shall be no arrangements with the coaching classes directly/in-directly during the currency of this tender and two years thereafter.

g. Limitation of Liability:

Neither party shall be liable to the other party for any special, indirect, incidental, exemplary, punitive or consequential losses or damages or loss of profit, loss of goodwill, loss of revenue or operational losses whether in contract, tort or other theories of law, even if such party has been advised of the possibility of such damages. The total aggregate liability of either party under this Agreement shall not exceed the exam value paid to bidder by NTA for the Service that gives rise to such liability. The limitation on any Party's liability herein shall not apply to (i) liability for damages, resulting from the willful misconduct and (ii) breach of the use terms in respect of bidder's application system. The bidder shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of NTA to perform any of NTA's obligations. In such event, Bidder shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge NTA for additional costs incurred, if any, as may be mutually agreed upon between the Parties.

h. Dispute Resolution:

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Joint Director of the NTA shall be the official by whose designation the NTA may sue or be sued.

In the event of any dispute arising between the parties, the same shall be referred to the Director General, NTA, whose decision shall be final and binding on the parties.

i. Integrity Pact:

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. The Integrity Pact is to be submitted on a 'Non Judicial Stamp paper of Rs.100/-.

j. Arbitration Clause:

- (a) In case of any dispute arising between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. In any case, the either party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation, in the manner as prescribed, the same may be resolved exclusively by arbitration. In such case, the matter will be referred to the sole arbitrator appointed by Director General, National Testing Agency, for adjudication. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- (b) The arbitrator may from time to time with the consent of both the parties enlarge the time frame for making and publishing the award. Subject to the aforesaid, Arbitration and Conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.
- (c) The venue of the arbitration proceeding shall be the office of NTA, Noida or such other places as the arbitrator may decide.
- (d) The contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

BASIC DETAIL OF THE BIDDER

S. No.	Bidder Details	To be filled by the Bidder or Firm	For use of Technical Evaluation Committee
i.	Name and Address of the Bidder		
ii.	Cost of Tender Form Details		
iii.	EMD Remittance Details		
1.	Registered Firm/ Company		
1a.	Date of Registration		
1b.	Total Experience		
2.	Average Annual Turnover in India during last three financial years		
2a.	2016-17		
2b.	2017-18		
2c.	2018-19		
3.	Permanent Account Number		
	Quality Certification No.		
	GST Number		
4.	Number of Projects executed as on day of bidding		
5.	Contact Person Name Phone No. Mobile No. Email Id.		

The information given above is correct. In case, at any stage, any information is found to be false, my bid/ offer stands rejected and the EMD stands forfeited.

Signature of the Bidder with Seal

Name of the Authorized Signatory
Designation
Phone Number
Email ID

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. 2016-17, 2017-18 & 2018-19 and 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) 2016-17	(2) 2017-18	(3) 2018-19
i)	Gross annual turnover			
ii)	Profit/Loss			
iii)	Net Worth			

- II. Please attach - Up to date Income Tax Clearance Certificate
 - Audited Balance Sheet.
 - Profit / Loss statement

- III. Note: Attach additional sheets, if necessary.

(Signature of Chartered Accountant)

Name:

Membership No.:

Date of sign:

Stamp:

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	Actual Date of completion	Litigation/ Arbitration pending in progress with details	Remarks
1	2	3	4	5	6	7	8	9

(Signature with date and Seal of Bidder)

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	Stipulated date of completion	Upto date percentage progress of work	Slow progress if any, and reasons thereof	Remarks
1	2	3	4	5	6	7	8	9

(Signature with date and Seal of Bidder)

Performance Report of Works referred in ANNEXURE II & III

(Furnish this information for each individual work done by the bidder for whom the work was executed)

1. Name of Work/Project & Location : _____

2. Owner or Sponsoring Organisation : _____
Address : _____

3. Agreement No. : _____
4. Estimated Cost : _____
5. Tendered Cost : _____
6. (A) Date of Start : _____
(b) Stipulated date of completion : _____
(c) Actual date of completion : _____
7. Performance reports/assessment
 - a. Quality of work - Excellent/ Very Good/ Good/ Fair: _____
 - b. Resourcefulness - Excellent/ Very Good/ Good/ Fair: _____

(Signature with date and Seal of Bidder)

STRUCTURE OF THE ORGANIZATION

1. Name and address of bidder: _____

2. (a) Telephone No. : _____
(b) Fax No. : _____
(c) Email address : _____
3. Legal Status (Attach copies of original document defining the legal status).
(a) An Individual/Consortium : _____
(b) A Proprietary/Partnership agency : _____
A Trust: : _____
A Limited Company or Corporation: _____
4. Particulars of Registration with various Government bodies & Statutory Tax Authorities:
(Attach attested photocopy)
(a) Registration Number : _____
(b) Organization/Place of registration: _____
(c) Date of validity : _____
5. Names and titles of Directors & Officers with Designation to be concerned with this work with Designation of individuals authorized to act for the organization:

6. Were you or your company ever required to suspend the work for a period of more than six months continuously after you commenced the works? If so, give the name of the project and reason for not completing the work.

7. Have you or your constituent partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reason for not completing the work.

8. Have you or your constituent partner(s) been debarred/black listed for tendering in any organization at any time? If so, give details.

9. Area of specialization and Interest : _____

10. Any other information considered necessary but not included above.

(Signature with date and Seal of Bidder)

DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THIS WORK

TABLE-1:

Category	Total Number of regular employee	Number available for this work	Minimum Qualification	Remarks
Technical				
Administrative				

TABLE-2:

S No	Designation	Total number of employees in the category	Number available for this work	Minimum Qualification	Professional experience and details of work carried out	In what capacity these would be involved in this work	Remarks
1	2	3	4	5	6	7	8

(Signature with date and Seal of Bidder)

Table-1: State wise list (tentative) of Cities in India where NTA shall conduct the Test

STATE	CITY	Code
ANDAMAN & NICOBAR ISLANDS	PORT BLAIR	AN01
ANDHRA PRADESH	ANANTAPUR	AP01
	BAPATLA	AP02
	BHEEMAVARAM	AP03
	CHIRALA	AP04
	CHITTOOR	AP05
	ELURU	AP06
	GUNTUR	AP07
	KADAPA	AP08
	KAKINADA	AP09
	KURNOOL	AP10
	NELLORE	AP11
	ONGOLE	AP12
	RAJAMUNDRY	AP13
	SRIKAKULAM	AP14
	TADEPALLIGUDEM	AP15
	TIRUPATI	AP16
	VIJAYAWADA	AP17
	VISAKHAPATNAM	AP18
	VIZIANAGARAM	AP19
ARUNACHAL PRADESH	ITANAGAR	AL01
	NAHARLAGUN	AL02
ASSAM	DIBRUGARH	AM01
	GUWAHATI	AM02
	JORHAT	AM03
	SILCHAR(ASSAM)	AM04
	TEZPUR	AM05
BIHAR	ARRAH	BR01
	AURANGABAD(BIHAR)	BR02
	BHAGALPUR	BR03
	BIHAR SHARIF	BR04
	DARBHANGA	BR05
	GAYA	BR06
	MUZAFFARPUR	BR07
	PATNA	BR08
	PURNIA	BR09
CHANDIGARH	CHANDIGARH	CH01
CHHATTISGARH	BILASPUR	CG01
	DURG/BHILAI	CG02
	RAIPUR	CG03
DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI	DN01
DAMAN & DIU	DAMAN	DD01
DELHI/NEW DELHI	DELHI (CENTRAL)	DL01
	DELHI (EAST)	DL02
	DELHI (NORTH)	DL03
	DELHI (SOUTH)	DL04
	DELHI (WEST)	DL05
GOA	PANAJI/MADGAON	GO01
GUJARAT	AHMEDABAD	GJ01
	ANAND	GJ02
	BHAVNAGAR	GJ03
	GANDHINAGAR	GJ04
	GODHRA	GJ05
	JAMNAGAR	GJ06
	JUNAGADH	GJ07
	MEHSANA	GJ08
	PATAN	GJ09

	RAJKOT	GJ10
	SURAT	GJ11
	VADODARA	GJ12
	VALSAD	GJ13
HARYANA	AMBALA	HR01
	BAHADURGARH	HR02
	FARIDABAD	HR03
	GURUGRAM	HR04
	HISSAR	HR05
	KARNAL	HR06
	KURUKSHETRA	HR07
	MURTHAL/SONEPAT	HR08
	PANCHKULA	HR09
	PANIPAT	HR10
HIMACHAL PRADESH	BILASPUR	HP01
	DHARAMSHALA	HP02
	HAMIRPUR(HIMACHAL PRADESH)	HP03
	KANGRA	HP04
	PALAMPUR	HP05
	SHIMLA	HP06
	SOLAN	HP07
JAMMU & KASHMIR	BARAMULLA	JK01
	JAMMU	JK02
	SAMBA	JK03
	SRINAGAR(J & K)	JK04
	UDHAMPUR	JK05
JHARKHAND	BOKARO	JH01
	DHANBAD	JH02
	HAZARIBAGH	JH05
	JAMSHEDPUR	JH03
	RANCHI	JH04
KARNATAKA	BAGALKOT	KK01
	BELGAUM	KK02
	BELLARY	KK03
	BENGALURU	KK04
	BIDAR	KK05
	DAVANGERE	KK06
	DHARWAD	KK07
	GULBARGA	KK08
	HASSAN	KK09
	HUBLI	KK10
	KOLAR	KK11
	MANGALURU	KK12
	MANIPAL	KK13
	MYSURU	KK14
	SHIVAMOGGA	KK15
	TUMAKURU	KK16
	UDUPI	KK17
KERALA	ALAPPUZHA	KL01
	ANGAMALY	KL02
	CHENGANUR	KL03
	ERNAKULAM/KOCHI	KL04
	IDUKKI	KL05
	KANJIRAPPALLY	KL06
	KANNUR	KL07
	KASARAGOD	KL08
	KOLLAM	KL09
	KOTHAMANGALAM	KL10
	KOTTAYAM	KL11
	KOZHICODE	KL12
	MALAPPURAM	KL13
	MOOVATTUPUZHA	KL14
	PALAKKAD	KL15

	PATHANAMTHITTA	KL16
	THIRUVANANTHAPURAM	KL17
	THRISSUR	KL18
LAKSHADWEEP	KAVARATTI	LD01
MADHYA PRADESH	BALAGHAT	MP01
	BETUL	MP02
	BHOPAL	MP03
	CHHATARPUR	MP04
	CHHINDWARA	MP05
	GWALIOR	MP06
	INDORE	MP07
	JABALPUR	MP08
	KHARGONE	MP09
	MANDSAUR	MP10
	REWA	MP11
	SAGAR	MP12
	SATNA	MP13
	SHAHDOL	MP14
	UJJAIN	MP15
	VIDISHA	MP16
MAHARASHTRA	AHMEDNAGAR	MR01
	AKOLA	MR02
	AMRAVATI	MR03
	AURANGABAD(MAHARASHTRA)	MR04
	BEED	MR05
	BHANDARA	MR06
	BHUSAWAL	MR07
	BULDHANA	MR08
	CHANDRAPUR	MR09
	DHULE	MR10
	GADCHIROLI	MR11
	GONDIA	MR12
	JALGAON	MR13
	KOLHAPUR	MR14
	LATUR	MR15
	MUMBAI SUBURBAN	MR16
	MUMBAI	MR17
	NAGPUR	MR18
	NANDED	MR19
	NASHIK	MR20
	NAVI MUMBAI	MR21
	PARBHANI	MR22
	PUNE	MR23
	RAIGAD/ALIBAUG	MR24
	RATNAGIRI	MR25
	SANGLI	MR26
	SATARA	MR27
	SOLAPUR	MR28
	THANE	MR29
	WARDHA	MR30
	WASHIM	MR31
	YAVATMAL	MR32
MANIPUR	IMPHAL	MN01
MEGHALAYA	SHILLONG	MG01
MIZORAM	AIZAWL	MZ01
NAGALAND	DIMAPUR	NL01
	KOHIMA	NL02
ODISHA	ANGUL	OR01
	BALASORE	OR02
	BEHRAMPUR(GANJAM)	OR03
	BHUBANESHWAR	OR04
	CUTTACK	OR05
	DHENKANAL	OR06

	JEYPORE	OR07
	ROURKELA	OR08
	SAMBALPUR	OR09
PUDUCHERRY	PUDUCHERRY	PO01
PUNJAB	AMRITSAR	PB01
	BHATINDA	PB02
	FATEHGARH SAHIB	PB03
	FIROZPUR	PB04
	JALANDHAR	PB05
	LUDHIANA	PB06
	MOHALI	PB07
	PATHANKOT	PB08
	PATIALA	PB09
	PHAGWARA	PB10
	ROPAR	PB11
	SANGRUR	PB12
	RAJASTHAN	AJMER
ALWAR		RJ02
BHARATPUR		RJ03
BHILWARA		RJ04
BIKANER		RJ05
JAIPUR		RJ06
JODHPUR		RJ07
KOTA		RJ08
SIKAR		RJ09
SRIGANGANAGAR		RJ10
UDAIPUR		RJ11
SIKKIM	GANGTOK	SM01
TAMIL NADU	CHENNAI	TN01
	COIMBATORE	TN02
	CUDDALORE	TN03
	DINDIGUL	TN04
	KANCHIPURAM	TN05
	KANYAKUMARI	TN06
	KARUR	TN07
	MADURAI	TN08
	NAGARCOIL	TN09
	NAMAKKAL	TN10
	SALEM	TN11
	THANJAVUR	TN12
	THOOTHUKUDI	TN13
	TIRUCHIRAPPALLI	TN14
	TIRUNELVELI	TN15
	TIRUVALLUR	TN16
	TIRUVANNAMALAI	TN17
	VELLORE	TN18
	VILUPPURAM	TN19
	VIRUDHUNAGAR	TN20
TELANGANA	HYDERABAD	TL01
	KARIMNAGAR	TL02
	KHAMMAM	TL03
	MAHBUBNAGAR	TL04
	NALGONDA	TL05
	RANGA REDDY	TL06
	WARANGAL	TL07
TRIPURA	AGARTALA	TA01
UTTAR PRADESH	AGRA	UP01
	ALIGARH	UP02
	ALLAHABAD	UP03
	BAREILLY	UP04
	BULANDSHAHR	UP05
	FAIZABAD	UP06
	GHAZIABAD	UP07

	GORAKHPUR	UP08
	JHANSI	UP09
	KANPUR	UP10
	LUCKNOW	UP11
	MATHURA	UP12
	MEERUT	UP13
	MORADABAD	UP14
	MUZAFFARNAGAR	UP15
	NOIDA/GREATER NOIDA	UP16
	RAEBARELI	UP17
	SAHARANPUR	UP18
	SITAPUR	UP19
	VARANASI	UP20
UTTARAKHAND	DEHRADUN	UK01
	HALDWANI	UK02
	HARIDWAR	UK03
	NAINITAL	UK04
	PANTNAGAR	UK05
	ROORKEE	UK06
	SRINAGAR(UTTARAKHAND)	UK07
WEST BENGAL	ASANSOL	WB01
	BURDWAN	WB02
	DARJEELING	WB03
	DURGAPUR	WB04
	HALDIA	WB05
	HOOGHLY	WB06
	HOWRAH	WB07
	KALYANI	WB08
	KHARAGPUR	WB09
	KOLKATA	WB10
	NORTH 24 PARGANAS	WB11
	SILIGURI	WB12

Note: Actual number of cities may increase/decrease based on the number of applicants.

TECHNICAL BID FORM

Empanelment of Experienced Agencies/Firms to provide Security Ancillary services On Turnkey Basis during multiple examination being conducted by National Testing Agency in Centres All over India

The cost of the tender document is being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ for Rs. _____ - in favour of the Director General, National Testing Agency, Noida.

The amount of EMD of Rs. _____/- (Rupees _____) is also being remitted through Demand Draft/RTGS/NEFT No. _____ dated _____ in favour of the Director General, National Testing Agency, Noida.

Sl. No.	Particulars	Information to be furnished by the firm/agency along with documentary proof
1	Name of the firm/Agency with Complete Address, Phone nos., Mobile nos. & email IDs.	
2	Year of incorporation of the Firm (Copy be enclosed)	
3	GST Registration No./PAN No. (Copy be enclosed)	
4	Total Experience (copies to be enclosed)	
5	Annual Turnover(Financial year)duly certified by a Chartered Accountants firm 2016-17 2017-18 2018-19	
6	Details of cost of Tender document	
7	Details of EMD	

(Signature with date and Seal of Bidder)

FINANCIAL BID FORM

Tender for Empanelment of Experienced Agencies/Firms to provide Security Ancillary services on Turnkey Basis during pen and paper mode examination being conducted by National Testing Agency in Centres All over India

Dated: _____

The Director General
National Testing Agency
NOIDA-201309

After having gone through the terms and conditions as enlisted in the tender document for **Empanelment of Experienced Agencies/Firms to provide Security Ancillary services on Turnkey Basis during pen and paper mode examination being conducted by National Testing Agency in Centres All over India**. I/We accept all the terms and conditions of the tender document and quote our lowest rates for the same as under:

SERVICE CATEGORY – A {as per clause 5(A)}		
Service Description	Price Per Candidate Per Shift	
	Non-Aadhaar service	Aadhaar based service
For OFFLINE mode examination		
Biometric Authentication & Attendance marking service and Manpower on turnkey basis as per Scope of Work	(A1)	(A2)
SERVICE CATEGORY – B {as per clause 5(B)}		
Service Description	Price Per Candidate Per Shift	
For OFFLINE mode examination		
Live Webcasting and recording of Examination Centres and Central Control Room Management with supply of recording as per scope of work	(B1)	

Note:

- These rates will be valid for one year and extendable by another two years on year on year basis subject to satisfactory performance.
- The rates shall be exclusive of taxes.
- Bidder with lowest Fs (overall score of agency), will be awarded work/empanelled
 $Fs = \{(A1+A2)/2\} + \{ (B1) \}$
- Category A, B:** Candidates will be applicable as per Admit card generated for payment purposes

Signature of owner/authorized Officer of the firm/agency
Name and Address with seal of the Firm

Place: _____

Date: _____

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (ie after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal