

Tender Document

For Empanelment of Experienced Agencies/Firms to provide Ancillary security services on turnkey basis during Offline (Pen-Paper based) examination being conducted by National Testing Agency in Centres all over India



NATIONAL TESTING AGENCY

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

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Cost of Tender Form: Rs 10000/-#
EMD- Rs.20 Lakhs#
(#Exemption clauses applicable)

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NOTICE INVITING TENDER

Online bids (Manual bids shall not be accepted) are invited on single stage two bid systems to empanel an reputed and experienced agency for “providing below mentioned services on Turnkey Basis in Competitive Examination conducted by National Testing Agency in centres all over India”.

- A. CCTV Surveillance service during examination
- B. Impersonation control through Biometric authentication
- C. Frisking of candidates through HHMD
- D. Thermal screening of candidates
- E. Entry / Crowd management during examination
- F. Supply of Covid safety material

Tender documents may be downloaded from NTA website 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.

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 Education (MoE), 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 conduct various examinations across the country in Offline mode i.e., pen and paper exam.

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. Aims & Objectives of the tender

Ancillary security services are to be provided for approximately 4000 examination centers spread all over India. The main aim for having the service in each of the exam rooms of these examination centers is to curb malpractices, unfair means in the examinations so as to ensure smooth conduct of examinations.

The NTA shall conduct various entrance examinations through “Pen and Paper-Examination in offline mode” in various selected Cities spread across the country in India.

NTA reserves the right to award the contract to one or all or empanel the 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 Test	Offline Mode (Pen and paper exam)
2.	Services required at Exam Centres	1. CCTV Surveillance service during examination 2. Impersonation control through Biometric authentication 3. Frisking of candidates through HHMD 4. Thermal screening of candidates 5. Entry / Crowd management during examination 6. Supply of Covid safety material
3.	Tender Form/Bid issued by	National Testing Agency (NTA) Okhla
4.	Authorized Officer for Clarifications	Director, NTA
5.	Availability of Tender Form/Bid	Tender documents may be downloaded from NTA website www.nta.ac.in(for reference only) and CPPP site https://eprocure.gov.in/eprocure/app
6.	Tender Form/Bid ID	NTA/2021-22/034____
7.	a. Cost of Tender Form/Bid Document b. EMD (Earnest Money Deposit)	₹ 10,000/- (Rupees Ten Thousand Only)** ₹ 20,00,000/- (Rupees Twenty Lakhs Only)**
8.	Bid Securing Declaration (BSD)	Bidders shall physically submit Bid Securing Declaration (BSD) in a sealed envelope titled “E-Tender for Empanelment of experienced agencies/firms to provide Ancillary security services on turnkey basis during Offline (Pen-Paper based) examination being conducted by National Testing Agency in centres all over India” to the NTA Okhla office before the bid submission end date. Scanned copy of BSD also needs to be uploaded on e-portal. Bidder has to submit BSD to the NTA official in Hard copy, atleast a day or 24 hours before the closing of Last date/time of Bid Submission. Receipt of successful submission of BSD has to be uploaded online with the Technical bid. If not complied, bid will not be considered for opening and rejected out-rightly.
9.	Sale of Tender Form/bid	From 20 July 2021
10.	Last date for seeking clarification (if any and if required)	By 03:00 PM on 25 July 2021
10.	Pre- Bid Meeting for queries (if any)	At 11:00 AM on 26 July 2021 through VC*
12.	(a) Last date for submission of Bid	By 03:00 PM of 02 August 2021
	(b) Opening of Technical bid	On 03 August 2021 at 03:00 PM
13.	Opening of Financial bid of technically qualified bidders only	To be notified later

*The prospective bidders desirous of attending the pre-bid meeting or sending queries may submit their request through email to genadmin@nta.ac.in with cc to procurement@nta.ac.in A link for attending the pre-bid meeting via Video Conference on MS Teams software will be sent to the interested bidders on receiving their mail id(s). NTA reserves the right to restrict the number of participants from a bidder in public interest.

**** Regarding EMD exemption please see Clause 9 para 5.1 and for Tender cost exemption please see Clause 9 para 9.1****

5. Scope of Work

5(A) SOW – CCTV SURVEILLANCE SERVICE

NTA Okhla is keen to implement 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 Okhla 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 4000 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, First Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020. Without uninterrupted viewing facility at control room set up at NTA, First Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020, 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 in any examination at any time.
- vii. A List of Panel of vendors may be empaneled for the purpose of dividing the work for its smooth execution at the discretion of NTA, if needed.
- viii. Quality of video shall not be compromised under any circumstances.
- ix. Sub-standard/poor quality of work in terms of infrastructure/technical manpower shall not be acceptable.
- x. 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.
- xi. The successful bidder will retain the Exam recording for a period of 3 months from the date of exam and NTA may ask for the same from bidder during the said duration.
- xii. 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.
- xiii. 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.
- xiv. Power arrangement 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.
- xv. 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.
- xvi. 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.
- xvii. Integrated Command control centre has to be setup by Bidder at NTA HQ for live monitoring of all the examination centres.
- xviii. Computer/ Laptop and manpower will be provided by the service provider in Main Control Room, NTA Okhla. The internet facility only for Control Room at Okhla will be provided by bidder.
- xix. Internet, Power backup of 15 minutes and other arrangements at each examination center would be in the scope of bidder.

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

- xx. 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.
- xxi. The bidder will have to install approximately 1,00,000 cameras of 2 megapixel or higher resolution IP based CCTV camera in the Centre.
- xxii. 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).
- xxiii. CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage.
- xxiv. 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.
- xxv. To organize and provide required manpower to install the CCTV Color Cameras at the Examination Centers. Live streaming / Recording must be with centre code, name, Room No. date & time.
- xxvi. 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.
- xxvii. 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, Okhla. No extra payment will be made for this.
- xxviii. 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.
- xxix. Bidder has to arrange any additional quantity of Color Cameras, if required.
- xxx. The bidder will have to ensure that the CCTV Cameras installed at the Centers are working properly during the entire duration of the examination.
- xxxi. The bidder will have to ensure clarity and good condition CCTV Color Cameras at the Centres.
- xxxii. Bidder will give Live demo one day before examination at the selected centers.
- xxxiii. Service provider will also install one CCTV Color Camera at each centre incharge room of concerned examination centres.
- xxxiv. CCTV Cameras installed at centre incharge room will work fulltime upto the completion of all work.
- xxxv. The examination in Single Shift shall be of 2-3 hours duration. There can be two shifts in a day.
- xxxvi. Installation report regarding installs of CCTV Cameras to be given by Center Incharge on the same day of installation.

5(B) SOW – IMPERSONATION CONTROL THROUGH BIOMETRIC AUTHENTICATION AND ATTENDANCE MARKING SERVICE

NTA Okhla is keen to implement Biometric authentication system to make the examination process robust by implementing one of the mechanism from below such as

5.B.1 Touchless IRIS capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis **OR,**

5.B.2 Digital Finger-print capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis

to monitor various activities of the candidates 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 Okhla atleast 2 weeks before the date of commencement of examination.

- i. NTA will provide centre-wise data (Roll numbers, Photos, Name, Exam date/shift etc.) of all registered candidates to the Bidder. Bidder will then use this data for Face recognition device & IRIS/ Finger-print capturing, and shall enable respective mechanism and candidate verification during the subsequent stages of the process.
- ii. Bidder will have to install QR code scanner integrated hand-held device of Touchless IRIS / Fingerprint scanner & Face recognition, along with manpower at each & every Examination centre at the time of

examination.

- iii. Solution should have provision of real-time attendance monitoring system through secured web server.
- iv. 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).
- v. 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, Fingerprint/IRIS capturing of candidate's and Face recognition by the Hand-held device shall be done at the Security gate before the beginning of examination. All activities should be completed before conclusion of examination.
- vi. Bidder should deploy de-duplication algorithm across the database to avoid the duplicity of enrollment records.
- vii. The facial recognition should be performed in a completely stateless transaction of two images (one image provided during the online registration and the other capture on the day of the exam).
- viii. The Bidder has to perform physical verification of Candidate photo with application database (provided by NTA) at the time of security gate entry.
- ix. Biometric activity shall not be stopped on any ground and data capturing /identification work must be completed during the stipulated time period of the examination.
- x. After the completion of activity as per scope, 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, on the day of examination.
- xi. 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.
- xii. 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.
- xiii. The Bidder will depute atleast One Hand-held Fingerprint scanner / touchless IRIS / Face recognition device per manpower on every 100 candidates during different Examination stages as & when scheduled by NTA. Additional Hand-held devices should be made available as per normal practice in case of emergency.
- xiv. The Bidder will have to ensure that the all the devices must be functional and has captured Fingerprint/IRIS & Photographs of each and every candidate who have appeared in the examination at each centre.
- xv. If the examination is conducted in two or more shifts in a day at a centre, the activity should be performed separately in all the shifts during the duration of examination.
- xvi. After completion of work, the Bidder has to submit self-attested centre-wise work completion certificate to the NTA.
- xvii. Solution should not be Laptop/PC based. It should be Hand-held device integrated with STQC approved Handheld touchless scanner only. Weight of the machine should not be more than 1 kg.
- xviii. CPU configuration for running facial recognition: SkyLake generation or later.
- xix. Image requirements for facial recognition
 - a. GIF, PNG, JPEG, TIFF RGB24 bpp
 - b. Face size: at least 60 pixels between eyes and a sharp image.

5(C) SOW – FRISKING OF CANDIDATES THROUGH HHMD

- i. To Frisk the Candidates/ staff at the entry point of the examination center by employing trained manpower for male and female candidate along with HHMD by having separate enclosure for women candidates from the start of entry of staff to end of examination.
- ii. No person to be allowed entry without identifications including candidates, staff or flying Squad' inspection.
- iii. The Bidder should have adequate infrastructure for providing services for metal detector and manpower to make available at all the Examination venues.
- iv. The Bidder shall be responsible to take all clearances, certificates, licenses and should comply with all statutory obligations required for undertaking/providing services.
- v. Bidder shall maintain strict secrecy and confidentiality and will not divulge any information relating to assignment or examination to any third party, person, individual or boy corporate.

- vi. The Bidder shall be informed atleast 2 weeks in advance about exam centre venues by the concerned authorities of NTA.
- vii. The Bidder is advised to visit all the centers well in advance of the examination date to get acquainted with the available facilities at the center.
- viii. The Bidder will check all admit cards and then only allow entry to candidates.
- ix. Frisking staff has to manage the Crowd entry to Examination centre premise according to social distancing norms and instructions.
- x. Separate frisking for female candidates. Only female staff will frisk the female candidates in enclosures.
- xi. The Metal Detector provided for Frisking should be able to detect any prohibited metallic ornaments/electronic devices at examination centers on the day of examination except (pen & admit card).
- xii. At every center, minimum, one frisking enclosure, 1 female & 1 male staff with metal detector has to be deployed.

Male Frisking Personnel	One per 100 Male Candidates (Minimum 1 per Centre)
Female Frisking Personnel	One per 100 Female Candidates (Minimum 1 per Centre)

- xiii. Installation of HHMD, Frisking Enclosure at each & every Examination center at the time of examination conducted by NTA.
- xiv. Plank size of minimum 1x1 feet should be made available at the frisking gate by Bidder so that a candidate could stand on the same for frisking checking.
- xv. Banner size of 4x3 feet should be placed at the Entry gate with details on 'Things not to carry in Exam'.
- xvi. The Bidder has to submit work completion certificate along with the center details to NTA.

5(D) SOW – THERMAL SCREENING OF CANDIDATES

- i. All the candidates during entry to Exam centre premise should undergo Thermal screening.
- ii. The bidder has to deploy adequate manpower and required infrastructure including Non-Contact portable Infrared thermometer(s) for temperature monitoring of all the candidate(s).
- iii. IR Thermometer provided for thermal scanning should be able to depict Human body temperature.
- iv. IR Thermometer should be high quality and carry all the necessary certifications including CE & FDA. Documentary evidence should support this during bid submission.
- v. The hardware required for the job shall be procured and maintained by the Bidder and Training/sensitization of staff deployed at the examination centres shall be imparted by the Bidder.
- vi. At every Exam center, minimum 1 Support staff with Non-Contact portable Infrared thermometer has to be deployed for 250 Candidates.
- vii. The Bidder has to ensure that all the appointed Support staff at Examination center should wear Covid safety kit and carry a Govt. verified ID card including ID card issued by NTA at all the times during the duty hours.

5(E) SOW – ENTRY / CROWD MANAGEMENT DURING EXAMINATION

- i. NTA, in order to ensure that the exam is conducted in a safe manner, has made it mandatory for the candidates to follow social distancing norms and instructions so as to minimize the threat posed by novel coronavirus.
- ii. The Bidder has to appoint suitable support staff at every Exam centre in a ratio 1 staff : 250 candidates.
- iii. Support staff has to manage the Crowd entry to Examination centre premise according to social distancing norms and instructions.
- iv. Stickers should be pasted on ground with at least 2 meter distance where candidates can stand while waiting for opening/ frisking/screening/checking at the Exam centre gate.
- v. Separate rope barricading arrangement for male/female candidates should be put in place 10-20 feet from the Entry gate.
- vi. Guardians and parents shouldn't be allowed to enter the Exam centre premise.
- vii. The Bidder has to ensure that all the appointed Support staff at Examination center should wear Covid safety kit and carry a Govt. verified ID card including ID card issued by NTA at all the times during the duty hours.

5(F) SOW – SUPPLY OF COVID SAFETY MATERIAL

- i. Face mask (for Invigilators):
 - a. 3-ply mask (50 pcs box pull-up)
 - Three-layer surgical mask of non-woven material with nose piece, having filter efficiency of 99% for 3-micron particle size.
 - ISI marked.
 - b. N95 mask (pack of 1)
 - ISI marked.
 - Shape that will not collapse easily.
 - High filtration efficiency of 95% or more against particulate aerosols
 - Good breathability, Ear loop without valve
- ii. PPE kit for support staff (pack of 1) (ISO compliant):
 - a. Nitrile Examination Gloves (1 pair)
 - b. Coverall (Large size – 1 pc)
 - c. Goggles or Face shield (1 pc)
 - d. N95 mask (1 pc)
 - e. Shoe Cover (1 pc)
 - f. Disposable bag (1 pc)
- iii. Posters and Banners for Social distancing guidelines:
 - a. A3 size Posters of 170 GSM (10 posters on 400 candidates at each centre)
 - b. Flex Banner of 6x4 feet size (1 banner per centre)

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.	The bidder shall be a firm/ company/ proprietorship firm registered under the Indian Companies Act or any other statutory Act of GOI and should be into existence in India for last 5 years.	Copy of relevant Certificates along with <ul style="list-style-type: none"> • GST Registration certificate • PAN card • Incorporation certificate
2.	The Bidder has to be profitable with average annual turnover of INR 10 Crores during the last three financial years i.e. 2017-18, 2018-19, 2019-20.	Audited balance sheets and Profit and loss statements certified by Chartered Accountant (CA) of the bidder's organization
3.	Bidder should have valid ESI and EPF Number valid as on 1st January 2020	ESI and EPF registration certificate along with last 3 month(s) Challan slip
4.	Bidder must have a valid certification of ISO 9001:2015 and ISO 27001:2013 for at least last one year as on day of bidding.	Copy of valid certificates must be enclosed
5.	Bidder should have working experience of 2 different states in India for the provision of Live CCTV Surveillance of candidates in Examination based projects, for any Government department directly, during the last 3 years as on day of bidding and one Govt. work experience of One crore business value in single Examination assignment of similar nature.	Copies of Work Order need to be enclosed for the provision of Live CCTV Surveillance of candidates in Examination based projects.
6.	Bidder should have executed at least 1 work order of any Government department of at least 5000 candidates in single shift for the provision of Face recognition and IRIS service in Examination projects during last 3 years as on day of bidding.	Copies of Work Order need to be enclosed for the provision of Face recognition service in Examination projects.

7.	Bidder should have working experience of 2 different states in India for the provision of Impersonation control and candidate authentication into Examination based projects for any Government department directly during last 3 years as on day of bidding and one work experience of atleast 1 Lac candidates or more in single Examination assignment of similar nature.	Copies of Work Order need to be enclosed for the provision of Impersonation control and candidate authentication into Examination based projects.
8.	Bidder should have working experience of 2 different states in India for the provision of Frisking of candidates through HHMD devices into Examination based projects for Government department directly during last 3 years as on day of bidding and one work experience of atleast 10,000 candidates or more in single shift in single Examination assignment of similar nature.	Copies of Work Order need to be enclosed for the provision of Frisking of candidates through HHMD devices into Examination based projects.
9.	The bidder should not have been debarred / blacklisted by any Organization / Board / Council / University / Commission and any other Government / PSU / Government undertaking organization in the last five years.	Undertaking to be submitted on Notary affidavit on INR 100
10.	Bidder should have its own/rental site of Tier-3 Data centre and Disaster recovery at 2 different seismic zones within India for storage of sensitive data of examination.	Documentary proof should be submitted including but not limited to 'Agreement for rental' or 'Ownership Govt. document' and 'Site address with details of seismic zone'.
11.	To make the examination process transparent, the bidder would not be allowed to engage themselves for Exam conduction activities with NTA Okhla through their own-self or any of their consortium partner during the validity of this contract. Any agency/firm. Bidder should neither be enrolled with NTA for exam conduction activities currently nor will engage with NTA in future for the same. This would be limited to exam conduction (both Offline/Online) only, except services as part of SOW asked in this tender.	Undertaking to be submitted on Notary affidavit on INR 100 and shall remain valid for next 3 years
12.	Bidder has to bid for all the required services as part of Scope of work of this tender. Conditional / Partial bid will be rejected out rightly.	Undertaking on Bidder's Letter head

7. Evaluation of Bids

- **Technical Evaluation:** The technical bid will be evaluated for submission of EMD & Tender cost (subject to exemptions), submission of Annexures in compliance of the terms and conditions of the tender, compliance of pre-qualification/eligibility criteria and technical bid form. The bid of any bidder not fulfilling the above will be rejected and will not proceed towards opening of their financial bid. The decision of Bid Evaluation Committee and DG, NTA will be final. The bids fulfilling the technical evaluation process will be declared substantially technically responsive (technically suitable).
- **Financial Bids (Annexure IX)** of all substantially technically responsive (technically suitable) bids will thereafter be opened on the CPP portal as per due process.
- The lowest technically suitable bidder will be considered for empanelment subject to rate reasonability and other requirements like Performance security etc.

8. Other Terms & conditions of the Tender

1. TENDERERS MUST QUOTE RATES ONLY IN THE ENCLOSED FINANCIAL BID PROFORMA (ONLINE).
2. **CONSORTIUM / JOINT VENTURE BIDS 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 90 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 admitted for that specific Exam centre would not be paid.
 - 100% amount would be penalized as of Candidates admitted for that specific Exam centre (number of candidates*per candidate rate)
 - (ii) In case of any candidate being leftover (*5% exempted per particular exam*), 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
 - 100% 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 Impersonation control through Biometric authentication stage at the time of Examination, Bidder would be penalized by NTA as per below.
 - Amount of leftover candidates would not be paid
 - 100% amount would be penalized as of leftover (number of candidates*per candidate rate)
 - (iv) In case of any candidate being leftover, intentionally or unintentionally, during Frisking stage at the time of Examination, Bidder would be penalized by NTA as per below.
 - Amount of leftover candidates would not be paid
 - 100% amount would be penalized as of leftover (number of candidates*per candidate rate)
 - (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 Bidder 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 Bidder will depute his representatives, who will remain present to ensure proper working of the system, till the completion of examination and Bidder has to provide two operators in control room situated at the office of NTA, Okhla.
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. PRICE SCHEDULE (TO BE UTILIZED BY THE TENDERERS FOR QUOTING THEIR LOWEST RATES)

16. The tenderer must quote their lowest rates in the financial bid form (Online) appended at Annexure- IX.
17. 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.
18. The bidder will ensure that the staff engaged are disciplined and maintain full decorum of the office.
19. 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.
20. 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.
21. 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.
22. The bidder will ensure that the space provided at the centre by NTA is not misused in any manner.
23. 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 not allowed.
24. The NTA, in its discretion, reserves the right to reject or accept any bid without assigning any reason thereof.
25. 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.
26. 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.
27. In centers Jammer will be already installed. Bidders must ensure smooth execution of ancillary services.
28. 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.
29. Service provider will be responsible for any kind of accident/ loss caused during the entire duration of work.

9. 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/>. The bidders are advised to check the website for corrigendum. The addendum may be sent to all bidders and will be binding on them.
3. If the amendment is substantial, successful Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids may be extended by NTA at their discretion.
4. The terms and conditions of the tender are subject to change after a decision post pre-bid meeting, if and as and when necessitated.

10. General Information

1. 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 Bid Security Declaration (BSD) and Cost of Tender Form. The Tender fee can be in the form of DD or can be remitted in favour of 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
2. Bidder has to **submit Tender Fee Demand Draft or receipt of successful submission of Tender Fee & BSD document to the NTA Okhla in Hard copy, atleast a day or 24 hours before the closing of Last date/time of Bid Submission. If not complied, bid will not be considered for opening and rejected out rightly.**
3. The **financial bid** only should contain commercials. **In case, any bidder encloses the financial bid within the technical bid, their bid shall be rejected summarily.**

4. 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 made by fax and those received late will not be entertained.
5. 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.
6. 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 within 15 days from the date of the award of the work.
7. 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.
8. 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.
9. 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.
10. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.
11. The bidder should enclose bid security (EMD) of INR 20,00,000 (Twenty lakhs only) only in form of Demand Draft/ NEFT/RTGS/Bank Guarantee drawn in favor of DG, NTA or remitted online to NTA bank account. The tenders without EMD shall be summarily rejected. No exemption for EMD will be entertained except as indicated in indicated para 5.1. The successful bidder shall be required to deposit performance security in form of bank guarantee valid for a year, equal to three percent (3%) of total estimated contract value within 15 days from the date of the award of the LOI. 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 and tender closing date/time. (CPPP permits bid modification before bid closing date/time).
 - 11.1 In continuation of para 5 above as per Rule 170 of GFR--- "Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME)" are exempt from submission of EMD (Bid security). Bidders claiming exemption of EMD under this rule(170 of GFR) are however required to submit a signed Bid securing declaration (**as per Annexure XI**) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years from being eligible to submit Bids for tenders with National Testing Agency.
12. 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.
13. 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.
14. Prospective bidders may seek clarification regarding the project and/ or the requirements for prequalification, in writing through mail within a reasonable time.

15. The tender document can be downloaded from NTA's web site: www.nta.ac.in or CPP Portal and submitted along with a fee of INR 10,000 (Rupees Ten thousand) only in the form of demand draft/NEFT in favour of DG, NTA, or remitted online to NTA account. There is no exemption from payment of tender document fees and tenders without requisite fees shall not be accepted subject to exemptions in para 15.1. Late tenders shall not be accepted under any circumstances. The technical bid shall be opened as per schedule at NTA Office, in the presence of bidders who may like to be present. No manual bid submission is required.
- 15.1 In continuation of para 9 above -- As per MSME policy circular dt 23rd March 2012, MSEs registered under UAM scheme will be provided tender cost free of cost. Bidders are required to submit valid UAM certificate and their claim for free tender cost will be considered for the service/category for which they are registered as per UAM certificate. Decision of Bid Evaluation Committee will be final in the matter.
- 15.2 Demand Drafts for EMD/Tender Cost (if applicable) may be submitted at the Reception along with covering letter addressed to "Director General, NTA" at NTA Office First Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020 before the due date/time**
16. The tender document can be viewed at NTA's web site: www.nta.ac.in. However, the bids are to be submitted online only. The fee of INR 10,000 (Rupees Ten Thousand Only) by way of Demand Draft in favor of **NTA, Okhla**. 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, BSD and all Annexures must be delivered to Director General, NTA at Okhla atleast 24 hours before the time of closing of Last day/time of Bid submission. Receipt of submission of hard copy of original instruments should be uploaded online along with technical bid. Bid will be rejected in case of non-compliance.** Late/delayed tenders shall not be accepted, under any circumstances. The technical bid shall be opened at designated day/time at NTA Office, Okhla in the presence of bidders who may like to be present.
17. 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. NTA reserves right to award the work/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. 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.
18. 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.
- 19. 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.**
- 20. 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.

Submission of Tender

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.

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.**

Demonstration and Presentation:

The bidder may be required to give a demonstration of their capabilities for delivering required services as per Scope of work and the conditions specified in this document. 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 Okhla.

15.3 Appointment of Successful Bidder

11.1 Award Criteria

NTA will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid as per the process outlined above.

11.2 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.

11.3 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.

11.4 Period of Contract

The contract shall be valid for a period of one year, from the date of award of work. However, the contract may be renewed for another two years on year-on-year basis subject to satisfactory performance of the bidder by DG, NTA.

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 as per due process. The decision of DG, NTA will be final and binding.

In the event of premature closure of contract for reasons mentioned herein above, the Performance Security Deposit shall be forfeited along with penalty as decided by DG, NTA.

11.5 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 INR 10 Lacs. 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 Warranty period. 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 and Warranty period. 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 Vendor fails to discharge their contractual obligations during the period or NTA incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

11.6 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.

11.7 Payment Terms

1. No advance payment shall be made under any circumstances to the successful bidder.
2. Rate quote 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 payment.
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 30 days of receipt of work completion certificate, along with Invoice complete in all respects.
6. In case, NTA cancels any of the exam (in a period between 7 days before the date of exam) after assigning the work order to the bidder, NTA will bear the operational cost @50% of the project value or will be decided mutually by the committee formed between NTA authorities and the Bidder.
7. Performance bank guarantee needs to be submitted by successful bidder before signing of agreement between NTA and successful bidder.
8. All Payment shall be subject to deduction of applicable TDS.
9. No interest will be paid to the successful bidder on the security deposit.

11.8 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 a specific exam.

11.9 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.

11.10 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's 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.

11.11 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.

11.12 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.

11.13 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.

11.14 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.

11.15 Dispute Resolution

All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only. The Director (Admn) 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, Okhla, whose decision shall be final and binding on the parties.

11.16 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/-.

11.17 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, Okhla 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 DETAILS 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.	BSD Details		
1.	Registered Firm/ Company		
1a.	Date of Registration		
2.	Average Annual Turnover in India during last three financial years		
2a.	2017-18		
2b.	2018-19		
2c.	2019-20		
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.

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. 2017-18, 2018-19 & 2019-20 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) 2017-18	(2) 2018-19	(3) 2019-20
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)

ANNEXURE-III**DETAILS OF WORK UNDER EXECUTION OR AWARDED**

S No	Name of work/Project & Location	Owner/ Sponsoring organization	Total No. of Candidates to be handled	Date of commencement as per contract	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 : _____
(b) A Proprietary/ agency : _____
(c) A Pvt Ltd or Limited company : _____
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)

ANNEXURE-VII
(For information only)

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

Sr.No	COUNTRY	STATE/ U.T	CITY_2021	CITY CODE
1	INDIA	ANDAMAN & NICOBAR ISLANDS	PORT BLAIR	1101
2	INDIA	ANDHRA PRADESH	GUNTUR	1201
3			KURNOOL	1202
4			NELLORE	1203
5			TIRUPATI	1204
6			VIJAYAWADA	1205
7			VISAKHAPATNAM	1206
8			TENALI	1207
9			NARASARAOPET	1208
10			MACHILIPATNAM	1209
11			MANGALAGIRI	1210
12			INDIA	ARUNACHAL PRADESH
13	INDIA	ASSAM	DIBRUGARH	1401
14			GUWAHATI	1402
15			SILCHAR	1403
16			TEZPUR	1404
17	INDIA	BIHAR	GAYA	1501
18			PATNA	1502
19			HAJIPUR	1503
20			MADHUBANI	1504
21			NALANDA	1505
22			SITAMARHI	1506
23			VAISHALI	1507
24	INDIA	CHANDIGARH	CHANDIGARH/MOHALI/PANCHKULA	1601
25	INDIA	CHHATTISGARH	BHILAI/DURG/BHILAI NAGAR	1701
26			BILASPUR	1702
27			RAIPUR	1703
28			SURGUJA	1704
29	INDIA	DADRA & NAGAR HAVELI	DADRA & NAGAR HAVELI	1801
30	INDIA	DAMAN & DIU	DAMAN	1901
31	INDIA	DELHI/NEW DELHI	DELHI/NEW DELHI	2001
32	INDIA	GOA	PANAJI/MADGAON/MARGAO	2101
33	INDIA	GUJARAT	AHMEDABAD	2201
34			ANAND	2202
35			BHAVNAGAR	2203
36			GANDHINAGAR	2204
37			GODHARA	2205
38			PATAN	2206
39			RAJKOT	2207
40			SURAT	2208
41			VADODARA	2209
42			VALSAD	2210
43			GANDHIDHAM	2211
44			KUTCH	2212
45			INDIA	HARYANA
46	GURUGRAM	2302		

47			AMBALA	2303
48			KARNAL	2304
49	INDIA	HIMACHAL PRADESH	HAMIRPUR	2401
50			SHIMLA	2402
51	INDIA	JAMMU & KASHMIR	JAMMU	2501
52			SRINAGAR	2502
53			ANANTNAG	2503
54			BARAMULLA	2504
55	INDIA	JHARKHAND	BOKARO	2601
56			JAMSHEDPUR	2602
57			RANCHI	2603
58			HAZARIBAGH	2604
59	INDIA	KARNATAKA	BELGAUM/BELGAVI	2701
60			BENGALURU	2702
61			DAVANAGERE	2703
62			DHARWAD	2704
63			GULBARGA/KALABURGI	2705
64			HUBLI	2706
65			MANGALURU	2707
66			MYSURU	2708
67			UDUPI	2709
68			INDIA	KERALA
69	ANGAMALY	2802		
70	ERNAKULAM	2803		
71	KANNUR	2804		
72	KASARAGOD	2805		
73	KOLLAM	2806		
74	KOTTAYAM	2807		
75	KOZHIKODE/CALICUT	2808		
76	MALAPPURAM	2809		
77	PALAKKAD	2810		
78	THIRUVANANTHAPURAM	2811		
79	THRISSUR	2812		
80	IDUKKI	2813		
81	INDIA	LADAKH	LEH	4701
82			KARGIL	4702
83	INDIA	LAKSHADWEEP	KAVARATTI	2901
84	INDIA	MADHYA PRADESH	BHOPAL	3001
85			GWALIOR	3002
86			INDORE	3003
87			JABALPUR	3004
88			UJJAIN	3005
89			REWA	3006
90	INDIA	MAHARASHTRA	AHMEDNAGAR	3101
91			AKOLA	3102
92			AMRAVATI	3103
93			AURANGABAD (MR)	3104
94			BEED	3105
95			BULDHANA	3106
96			JALGAON	3107

97	INDIA	MAHARASHTRA	KOLHAPUR	3108
98			LATUR	3109
99			MUMBAI	3110
100			NAGPUR	3111
101			NANDED	3112
102			NASHIK	3113
103			NAVI MUMBAI	3114
104			PUNE	3115
105			SATARA	3116
106			SANGALI	3119
107			SOLAPUR	3117
108			THANE	3118
109			SINDHUDURG	3120
110			RATNAGIRI	3121
111	DHULE	3122		
112	INDIA	MANIPUR	IMPHAL	3201
113	INDIA	MEGHALAYA	SHILLONG	3301
114	INDIA	MIZORAM	AIZAWL	3401
115	INDIA	NAGALAND	DIMAPUR	3501
116			KOHIMA	3502
117	INDIA	ODISHA	ANGUL	3601
118			BALASORE/BALESWAR	3602
119			BERHAMPUR	3603
120			BHUBANESHWAR	3604
121			CUTTACK	3605
122			ROURKELA	3606
123			SAMBALPUR	3607
124			BALANGIR	3608
125			BHAWANIPATNA (KALAHANDI)	3609
126			KEONJHAR/KENDUJHAR	3610
127			KORAPUT	3611
128			MALKANGIRI	3612
129			PARALAKHEMUNDI (GAJAPATI)	3613
130			PHULBANI (KANDHAMAL)	3614
131			RAYAGADA	3615
132			PURI	3616
133	INDIA	PUDUCHERRY	PUDUCHERRY	3701
134	INDIA	PUNJAB	AMRITSAR	3801
135			BATHINDA	3802
136			JALANDHAR	3803
137			LUDHIANA	3804
138			PATIALA	3805
139	INDIA	RAJASTHAN	AJMER	3901
140			BIKANER	3902
141			JAIPUR	3903
142			JODHPUR	3904
143			KOTA	3905
144			UDAIPUR	3906
45	INDIA	SIKKIM	GANGTOK	4001

146	INDIA	TAMIL NADU	CHENNAI	4101
147			COIMBATORE	4102
148			CUDDALORE	4103
149			KANCHIPURAM	4104
150			KARUR	4105
151			MADURAI	4106
152			NAGERCOIL	4107
153			NAMAKKAL	4108
154			SALEM	4109
155			THANJAVUR	4110
156			THIRUVALLUR	4111
157			TIRUCHIRAPPALLI	4112
158			TIRUNELVELI	4113
159			VELLORE	4114
160			CHENGALPET	4115
161	VIRUDHUNAGAR	4116		
162	DINDIGUL	4117		
163	TIRUPPUR	4118		
164	INDIA	TELANGANA	HYDERABAD	4201
165			KARIMNAGAR	4202
166			KHAMMAM	4203
167			RANGAREDDY	4204
168			WARANGAL	4205
169			SANGAREDDY	4206
170			MAHBUBNAGAR	4207
171			HAYATHNAGAR	4208
172	INDIA	TRIPURA	AGARTALA	4301
173	INDIA	UTTAR PRADESH	AGRA	4401
174			ALLAHABAD/PRAYAGRAJ	4402
175			BAREILLY	4403
176			GHAZIABAD	4404
177			GORAKHPUR	4405
178			JHANSI	4406
179			KANPUR	4407
180			LUCKNOW	4408
181			MEERUT	4409
182			NOIDA/GREATER NOIDA	4410
183			VARANASI	4411
184			FATEHPUR	4412
185			MATHURA	4413
186			SITAPUR	4414
187			FAIZABAD	4415
188			ALIGARH	4416
189	INDIA	UTTARAKHAND	DEHRADUN	4501
190			HALDWANI	4502
191			ROORKEE	4503

192	INDIA	WEST BENGAL	24 PARGANAS (NORTH)	4601
193			ASANSOL	4602
194			BARDHAMAN/BURDWAN	4603
195			DURGAPUR	4604
196			HOOGLHY	4605
197			HOWRAH	4606
198			KHARAGPUR	4607
199			KOLKATA	4608
200			SILIGURI	4609

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

TECHNICAL BID FORM

Empanelment of Experienced Agencies/Firms to provide Ancillary security services on turnkey basis during Offline (Pen-Paper based) 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, Okhla.

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 2017-18 2018-19 2019-20 Bidder should have average annual turnover during the last three financial years i.e. 2017-18, 2018-19, 2019-20 of atleast Rupees 10 Crores.	
6	Details of cost of Tender document	
7	Details of BSD	

(Signature with date and Seal of Bidder)

FINANCIAL BID FORM

Date: _____

To

The Director General National
Testing Agency First Floor,
NSIC-MDBP Building,
Okhla Phase-III, New
Delhi-110020

Tender No.: _____

Bidding Company Name: _____

After having gone through the terms and conditions as enlisted in the tender document for **Empanelment of experienced agencies/firms to provide Ancillary security services on turnkey basis during Pen and paper-based 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.

Our lowest offered rates for the required job are as under:

For Pen-Paper based Examination	
Service Description	Price Per Candidate Per Shift
CCTV SURVEILLANCE SERVICE	
Live Webcasting & recording of Examination Hall, Entry/Exit gate and Control room management with supply of recording.  1 CCTV camera: 24 candidates	(A1)
Live Webcasting & recording of Examination Hall, Entry/Exit gate and Control room management with supply of recording.  1 CCTV camera: 12 candidates	(A2)
Only CCTV recording of Examination Centres and Control Room with supply of recording.  1 CCTV camera: 24 candidates	(A3)
Only CCTV recording of Examination Centres and Control Room with supply of recording.  1 CCTV camera: 12 candidates	(A4)
IMPERSONATION CONTROL THROUGH BIOMETRIC SERVICE	
Touchless IRIS capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis	(B1)
Digital Finger-print capturing and Facial recognition of candidate by verifying Candidate's identity on real-time basis	(B2)

FRISKING SERVICE	
Candidate's Frisking through HHMD as per scope of work	(C)
THERMAL SCREENING SERVICE	
Thermal screening of candidates during examination as per scope of work	(D)
ENTRY / CROWD MANAGEMENT SERVICE	
Entry / Crowd management during examination as per scope of work	(E)

Item Description	Unit Price
COVID SAFETY MATERIAL	
50 pcs box of 3-ply mask	(F1)
N95 mask (pack of 1)	(F2)
PPE kit for support staff (pack of 1)	(F3)
A3 size Posters of 170 GSM	(F4)
Flex Banner of 6x4 feet size	(F5)

Note:

1. These rates will be valid for three year and extendable by another two-year subject to mutual consent of both the parties.
2. The quoted rates shall be exclusive of taxes and GST.
3. Bidder with lowest Fs (overall score of agencies), will be awarded work.

$$Fs = [0.70 * \frac{(A1+0.5*A2+A3+0.5*A4)}{4} + \frac{(B1+B2)}{2} + C + D + E] + [0.30 * (F1+F2+F3+F4+F5)]$$
4. Candidates will be applicable as per Admit card generated.

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

Place: _____

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/ organization 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/ organization 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)

BID SECURING DECLARATION FORM

Bid No.: _____ Dated _____

To,

The _____

Okhla

Respected Sir,

We, the undersigned, declare that:

We, M/s..... (herein referred as vendor) understand that, according to bid Clause No. _____, bids may be supported with a Bid Securing Declaration, Vendor render the declaration that:-

The Vendor will automatically be suspended from being eligible for bidding in any contract with the NTA Okhla (herein referred as Purchaser) for the period of 3 years, starting on bid submission closing date, if Vendor are in breach of any of the following obligation(s) under the bid conditions: -

- a) If a Bidder withdraws the proposal or increases the quoted prices after opening of the Proposal and during the period of Bid validity period or its extended period, if any.
- b) In case of a successful Bidder, if the Bidder fails to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
- c) During the Bid process, if a Bidder indulges in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

Vendor understands that this declaration shall expire if Vendor is not the successful Bidder and on receipt of purchaser's notification of the award to another Bidder; or thirty days after the validity of the Bid; whichever is earlier.

(Signature)

Authorized Signatory

Name: _____

Designation: _____

Office Seal: _____

Place: _____

Date: _____

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

- a) 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.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) 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.
- e) 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.
- f) 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

- a) 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.
- b) 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.
- c) 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

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) 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.
- c) 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.
- d) 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

- a) 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) 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.
- e) 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.
- f) 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.
- g) 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.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) 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.
- j) 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

- a) 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.
- b) 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 Helpdesk