

**NATIONAL TESTING AGENCY
MINISTRY OF EDUCATION
GOVERNMENT OF INDIA
NEW DELHI**

EXPRESSION OF INTEREST

FOR

EMPANELMENT OF AGENCIES

FOR

**PROVIDING SECURITY SERVICES TO STATES/UTs FOR
ENABLING CONDUCT OF EXAMINATIONS BY NTA**

Date of Issue	Issued To (Name & Address)	Payment Details			Signature of Issuing person
		DD No. and Amount (Rs)	Name of the Bank and Branch	Date	

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List of abbreviations

Abbreviation	Description
NTA	National Testing Agency
FRS	Functional Requirement Specification
GoI	Government of India
ROC	Registrar of Companies
SP	Service Provider
UAT	User Acceptance Testing
UT	Union Territory

1. Invitation for Expression of Interest

1.1 Expression of Interest Notice

1. This Expression of Interest Document is for short listing suitable qualified agency and empaneling them for one year for providing security services at Examination Centres, viz Crowd control & Frisking.
2. Interested agencies are advised to study this Expression of Interest document carefully before submitting their proposals in response to the Expression of Interest Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
3. This Expression of Interest document is not transferable.
4. Any subsequent corrigenda / clarifications will be made available on <http://nta.ac.in>

1.2 Critical Information

S. No.	Information	Details
1.	Advertisement Date	14 February 2025
2.	Last date for submission of Expression of Interest document	21 February 2025
3.	Last date for submission of written queries for clarifications	22 - 24 February 2025
4.	Release of response to clarifications on http://nta.ac.in	27 February 2025
5.	Last date (deadline) for receipt of proposals in response to Expression of Interest	05 March 2025 Upto 3:00 PM
6.	Presentation on Expression of Interest at NTA HQ	06 - 08 March 2025
7.	Place of opening of technical proposals received in response to the Expression of Interest	National Testing Agency, 1st Floor, NSIC-MDBP Building Okhla Industrial Estate, New Delhi - 110020
8.	Place, Time and Date of opening of financial proposals received in response to the Expression of Interest notice	Will be intimated later to qualified respondents.
9.	Contact Person for queries	Mr. Mohit, Assistant Director, National Testing Agency, 1st Floor, NSIC-MDBP Building Okhla Industrial Estate, New Delhi - 110020 Tel: +91 11 69095250 E-mail: procurement@nta.ac.in
10.	Addressee and Address at which proposals in response to Expression of Interest notice are to be submitted	Mr. Mohit, Assistant Director, National Testing Agency, 1st Floor, NSIC-MDBP Building Okhla Industrial Estate, New Delhi - 110020 E-mail: procurement@nta.nic.in

1.3 Project Background

The National Testing Agency (NTA) has a vision to promote quality and equity in education and administer research-based assessments. Its key responsibilities include Test Preparation, Test delivery, Test marking, Research on educational, professional and testing systems, identify experts and institutions in setting examination questions & Produce and disseminate information and research on education and professional development standards.

To fulfil this vision and mission, it is the goal of NTA to conduct fair examinations across the country, and selection of right candidates. To ensure prevention of any unfair and fraudulent means, NTA requires assistance of agency in providing security services at examination centres, such as Crowd control & Frisking. The agency will be responsible for maintaining a peaceful environment and preventing unlawful activities in the premises of the examination centre, thus aiding fair conduct of examination. The agency will be required to provide the aforesaid security services on the day of the examination, for a period of 01 year. The centres of examination will be spread across all Indian States & Union Territories.

1.4 Terms of Reference

1.4.1 Objective:

The overall objective of this empanelment process is to empanel capable and qualified agencies/firms in the business of providing security services at examination centres. The empaneled agencies shall be responsible for providing the security services at examination centres viz. **Crowd control & Frisking**, across all Indian States & Union Territories.

1.4.2 Scope of Work – Frisking of Candidates through HHMD

- (1) 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.
- (2) No person to be allowed entry without identifications including candidates, staff or flying Squad' inspection.
- (3) The Agency should have adequate infrastructure for providing services for metal detector and manpower to make available at all the Examination venues.
- (4) The Agency shall be responsible to take all clearances, certificates, licenses and should comply with all statutory obligations required for undertaking/providing services.
- (5) Agency 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.
- (6) The Agency shall be informed atleast one (01) weeks in advance about exam centre venues by the concerned authorities of NTA.
- (7) The Agency is advised to visit all the centers well in advance of the examination date to get acquainted with the available facilities at the center.
- (8) The Agency will check all admit cards and then only allow entry to candidates.
- (9) Frisking staff has to manage the Crowd entry to Examination centre premise according to social distancing norms and instructions.

- (10) Separate frisking for female candidates. Only female staff will frisk the female candidates in enclosures.
- (11) 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).
- (12) 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)

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

1.4.3 Scope of Services:

The agency will be required to assist NTA in conduct of free and fair examinations across all Indian States & Union Territories. They may indicate in their proposal the extent of geographical coverage proposed to be provided, for provision of the following services:

1.4.3.1 Pre-Examination Security Measures:

- Conduct security risk assessments of examination centers.
- Deploy security personnel for safeguarding examination materials at storage facilities.

1.4.3.2 Examination Day Security Measures:

- Deploy armed/unarmed security personnel at examination centers as per requirements.
- Ensure frisking of candidates and staff using **HHMD**.
- Prevent unauthorized access to examination centers.
- Maintain crowd control and ensure orderly entry and exit of candidates.
- Provide emergency response and crisis management services.

1.4.3.3 Post-Examination Security Measures:

- Secure and escort examination materials to designated locations.
- Ensure safe transportation and handover of answer booklets to the authorized personnel.
- Provide security for result processing centers, if required.

1.4.4 Personnel Deployment Requirements

- Agencies shall provide well-trained and verified security personnel.
- Security staff should be equipped with necessary security gadgets like **HHMD** and

communication devices.

- Minimum qualification and experience criteria for security personnel shall be as per NTA guidelines.
- Adequate female security personnel should be deployed for frisking female candidates.

1.4.5 Compliance and Reporting

- The agency shall ensure strict adherence to examination security protocols and government regulations.
- Daily reporting and incident logs must be maintained and shared with NTA/state authorities.
- Immediate reporting of security breaches or suspicious activities to NTA and law enforcement agencies.

1.4.6 Duration of Empanelment

- The empanelment shall be valid for a period of 01 year
- The agency shall be required to renew its credentials and security clearances periodically.

1.4.7 Performance Monitoring and Penalty Clauses

- Agencies will be evaluated based on the effectiveness of security measures implemented from time to time.
- Non-compliance with security standards or failure to provide services as per the contract shall attract penalties/cancellation of empanelment as per the agreement.
- NTA reserves the right to terminate the empanelment in case of repeated security lapses.

1.4.8 General Terms

- The agency shall ensure confidentiality of examination materials and candidate information.
- No security personnel shall have any direct or indirect conflict of interest in examination-related matters.
- Agencies must comply with all labor laws, employment regulations, and other applicable legal provisions.
- This scope of services is indicative and may be modified as per the requirements of NTA and the respective States/UTs.

1.4.9 Deliverables

1.4.9.1 Pre-Examination Security Arrangements

- **Security Plan:** Submission of a detailed security plan covering all aspects, including manpower deployment, access control, surveillance, and emergency response.
- **Background Verification:** Thorough verification of deployed personnel, including identity checks and past service records.
- **Equipment Readiness:** Provision and operational testing of security tools such as HHMD.

1.4.9.2 Examination Day Security Services

1.4.9.2.1 Access Control:

- Deployment of security personnel at entry and exit points.

- Verification of identity cards, hall tickets, and authorized personnel.
- Prevention of unauthorized entry.

1.4.9.2.2 **Candidate Screening:**

- Use of frisking techniques and metal detectors to prevent possession of unauthorized materials.
- Prohibition of electronic devices, cheating materials, and suspicious items.

1.4.9.2.3 **Venue Security:**

- Surveillance of examination halls, waiting areas, and surrounding premises.
- Immediate response to suspicious activities or security breaches.
- Ensuring proper sealing of examination material before and after the test.

1.4.9.2.4 **Crowd Management:**

- Regulating candidate movement to prevent overcrowding and maintain discipline.
- Ensuring separate entry and exit routes for smooth flow.

1.4.9.2.5 **Emergency Handling:**

- Deployment of a rapid response team for any emergency, such as medical issues, security threats, or law-and-order situations.
- Coordination with law enforcement for immediate action, if required.

1.4.9.3 **Post-Examination Security Measures**

- **Secure Collection & Transport:** Escorting examination papers and confidential materials to the designated collection center.
- **Venue Clearance:** Ensuring that no unauthorized materials or personnel remain in the premises post-examination.
- **Incident Report Submission:** Providing a detailed report on security arrangements, incidents (if any), and corrective measures taken.
- **Feedback & Review:** Conducting a debrief session with stakeholders to identify improvements for future examinations.

1.4.10 **Time Frames**

Duration of the project: The agency will be required to provide all necessary measures to ensure the successful conduct of examination. The services will be provided for a period of 01 year.

1.4.11 **Resource Deployment**

The agency would be required to deploy an appropriate number of security personnel as per a scheduled plan. The agency shall ensure availability of the same with a detailed outline mentioned in the proposal. The agency should include the number and the level of people to be deployed in the States / UT along with timeframes as indicated in the technical evaluation criteria.

1.5 **Pre-Qualification Criteria**

The Agency(s) meeting the following pre-qualification criteria will be shortlisted for technical evaluation.

S. No.	Pre-Qualification Criteria	Reference Details
1.	The agency should be a company registered in India (Consortium shall not be allowed).	Memorandum & Articles of Association
2.	The agency shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self -certified letter by the principal officer of the agency (on 100 Rs. Stamp Paper)
3.	The Company should have been in the business of providing security services for at least 3 years as of 31 st March 2025.	Work orders confirming year and Area of activity
4.	The responding agency must have security staff of at least 25,000 security personnel on its pay role.	Certificate from Head (HR) for number of qualified personnel employed by the agency and appropriate supporting undertakings.
5.	The responding Agency should have been profitable in at least two (2) of the last three (3) financial Years (FY 21-22, FY 22-23, FY 23-24,) as revealed by Audited Accounts/ certified balance sheet	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years duly certified by CA.
6.	The responding agency should have average annual turnover of at least Rs 200 crore from providing security services in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	Copy of the audited profit and loss account/ certified balance sheet/ annual report of the last three financial years.
7.	The responding agency should have undertaken similar services in the last three years.	Attach work orders for performance of the services
8.	The responding agency should have a valid PSARA license of atleast 15 States/UTs and should have its registered office(s) in India. It should also be registered with the Service Tax Authorities and appropriate authorities for all applicable statutory taxes/ duties and should have been in operation for the last five years.	PSARA License / Any other relevant document

Mandatory compliance: - The agency will have to make a presentation with the experts at NTA HQ to show their strategy and capability for deploying services of Crowd control & frisking at 5000 centres in 500 cities across the country. Agencies should clearly indicate, providing relevant supporting documentary evidence, with respect to the above, in the absence of which their proposals will be rejected summarily at the qualification stage itself.

2. Proposed Methodology and Criteria for Evaluation of proposals

The presentation for the above qualification criteria will be made as per the criteria given hereunder.

S. No.	Technical Evaluation Criteria	Reference Details
1.	<u>Firm Profile (Operations in India)</u>	Form-2,
	1.1 Average turnover from providing security services in last 3 years (Turnover in Rs..... Crores)	Extract of the audited Profit / Loss statement and Balance sheet
	1.2 Full-time security personnel/ staff engaged in consulting services (Number of Staff)	Certificate from Head (HR) or CA or company secretary for number of security personnel employed by the firm/agency and appropriate supporting undertakings
	1.3 Extent of operations in India (national spread) i.e. number of offices / locations in India (client specific / project specific offices should not be taken into account) (Number of Offices / locations in different cities/towns)	
2.	<u>Experience of firm</u>	Form-2
	2.1 Experience of providing security services	Attach work orders / client certificates
	2.2 Experience of providing security services (number of years, and assignments undertaken)	
3.	Adequacy of the proposed methodology and work plan in responding to the Terms of Reference	
	3.1 Understanding of the objectives of the assignment: The extent to which the agency/firm's approach and work plan respond to the objectives indicated in the Statement of Work	
	3.2 Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference	
	3.3 Proposed Project Plan detailing out dependencies and assumptions with action plan.	
4.	Quality and competency of security staff proposed	Form-5 and Form -4
	The agency shall designate certain staff as Key Personnel who are expected to be retained for the entire deployment period unless otherwise changed, substituted or replaced as per the terms of the contract The shortlisted firm would be required to deploy an appropriate Team at the various examination centres across the Indian States and Union Territories. The evaluation of Key Personnel would be based on their prior experience of such assignments in the field and any related assignment experience, directly relevant to the current requirement. Will be evaluated for:	

S. No.	Technical Evaluation Criteria	Reference Details
	1. Years of total consulting experience 2. No. of assignments undertaken 3. Breadth of Experience	

- a. The responding agency/firm has to submit the above information along with the details in the appropriate forms illustrated in “Technical Evaluation Criteria” given above.

Further the responding firm is required to provide the following:

The Documents and Information with regard to the qualification criteria listed at **clause 1.5.**

- i. Notice of Intent to submit proposal in response to Expression of Interest Notice as per Form 2 of Annexure.
 - ii. Each page of each of the Expression of Interest responses must be signed and stamped by the authorized signatory of the responding firm who has the Power of Attorney to commit the responding firm to contractual obligations.
 - iii. The responding agency/firm shall furnish an affirmative statement as to the existence of absence of or potential for conflict of interest on the part of the responding agency/firm due to prior, current, or proposed contracts, engagements. Additionally, such disclosures should address any and all potential elements (time frame for service delivery, resources, financial or other) that would adversely impact the ability of the responding firm to complete the requirements as given in the Expression of Interest.
 - iv. The proposal will include a ‘Power of Attorney’ letter for “Authorized Signatory”
- b. Proposal Presentations - The evaluation committee will invite the eligible agency to make a presentation to NTA at a date, time and location notified by the NTA. The purpose of such presentations would be to allow the agency to present their Approach & Methodology to the committee and the key points in their proposals.
- c. The proposal review committee may require verbal/written clarifications from the agency. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. Verbal clarifications provide the opportunity for the committee to state its requirements clearly and for the agency to more clearly state its proposal. The committee may seek input from their professional, technical faculties in the evaluation process.
- d. NTA’s decision in this regard shall be final & binding and no further discussion/interface will be held with the agency whose bids are technically disqualified/rejected.

3. General Conditions

3.1 Submission of Proposals

The instructions for submitting proposals in response to the Expression of Interest are mentioned below:

- The proposals submitted in response to this Expression of Interest, and all associated correspondence shall be written in English and shall conform to the forms 1 to 8 for the technical proposals. Any interlineations, measures or overwriting shall be valid only if they are initialed by the authorized person signing the proposal.
- Proposals received by facsimile shall be treated as defective, invalid and rejected. Only detailed complete proposals received prior to the closing time and date for receipt of proposals shall be taken as valid.

- Two hard copies and one soft copy (on a non-rewriteable CD) of the technical proposal in a separate sealed envelope, prepared in accordance with the procedures enumerated in the Expression of Interest document should be submitted in a sealed envelope to the National Testing Agency no later than the date and time laid down, at the address given in the **Section 1.2**.
- The envelope containing the **TECHNICAL PROPOSALS**, properly sealed, and super scribed with “**Expression of Interest for Empanelment of consulting firms for providing consulting services to States/UTs for enabling e-forms application through State Portal and Service Delivery Gateway - DO NOT OPEN BEFORE 05 MARCH 2025**”. All envelopes should be addressed to the Addressee specified at **S. No 10 of section 1.2** and bear the name and address of the firm /agency submitting the proposal. CD media must be duly signed using a “Permanent Pen/Marker” and should bear the name of the firm /agency, submitting the proposal.
- The Proposals submitted should be concise and contain only relevant information as required under this Expression of Interest document.
- The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. DIT shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

3.2 Validity of Proposals submitted

The proposals submitted by the agency shall remain valid for a period of **90 days** after the closing date (deadline) for submission of proposals prescribed in this document. A proposal valid for a shorter period may be rejected as non-responsive. DIT may solicit the respondents’ consent to an extension of Expression of Interest validity (but without the modification in their Proposal).

3.3 Clarifications on proposals submitted

During evaluation, NTA may, at its discretion, ask the respondents for clarification on their proposals. The firms/agencies are required to respond within the time frame prescribed by NTA.

3.4 Amendments to Expression of Interest Document

At any time prior to the deadline for submission of proposals, NTA may for any reason, modify the Expression of Interest document. The prospective respondents having received the Expression of Interest document shall be notified of the amendments through website and such amendments shall be binding on them.

3.5 Disqualification

NTA may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:

- a. Submitted the proposal after the response deadline;
- b. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- c. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- d. Submitted a proposal that is not accompanied by required documentation or is non-responsive;

- e. Failed to provide clarifications related thereto, when sought;
- f. Submitted more than one proposal;
- g. Was declared ineligible by the Government of India/ Government of India Agency for corrupt and fraudulent practices.

3.6 Empanelment Guarantee

Within 7 days of the selected firms being intimated about their empanelment they are to submit an Empanelment Guarantee for **Rs 5.00 lakhs for a period of empanelment period + 3 Months (claim period)** in the form of unconditional, unequivocal and irrevocable Bank Guarantee (BG) from any Scheduled Indian Bank and valid for one years from the date of empanelment and any applicable extension periods as may be mutually accepted. The Bank Guarantee submitted as security will be discharged after the receipt of this Empanelment Guarantee from the firm selected for empanelment.

3.7 Period of Empanelment

The empanelment would be for an initial period of **One (01) Year**, which may be extended by another year on the same terms.

3.8 Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the proposals submitted shall not be disclosed to any of the responding firms or their representatives or to any other persons not officially concerned with such process until the selection process is over. The undue use by any responding firm of confidential information related to the process may result in rejection of its proposal.

3.9 Disclaimer

Proposals received late will not be considered and will be returned unopened to the respondents. NTA reserves the right to (a) reject any / all proposals without assigning any reasons thereof, b) relax or waive any of the conditions stipulated in this Expression of Interest document as deemed necessary in the best interest of the Ministry and the objective of the scheme without assigning any reasons thereof and c) include any other item in the Scope of work at any time after consultation in the pre-proposal meeting or otherwise.