

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

EXPRESSION OF INTEREST

**FOR
EMPANELMENT OF AGENCIES**

**FOR
PROVIDING CCTV SURVEILLANCE SERVICE 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 CCTV Surveillance Service at Examination Centres.
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, 1 st 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, 1 st 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 from an agency in providing CCTV Surveillance Service at examination centres. The agency will be responsible for maintaining a peaceful environment and preventing unlawful activities on the premises of the examination centre, thus aiding fair conduct of examinations. The agency will be required to provide the aforesaid CCTV Surveillance Service 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 agency in the business of providing CCTV Surveillance Service at examination centres. The empaneled agencies shall be responsible for providing the CCTV Surveillance Service at examination centres, across all Indian States & Union Territories.

1.4.2 Scope of Work - 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 India. Examination date and list of examination centres will be provided to the successful Agency by the NTA atleast one (01) weeks before the date of commencement of examination.

- (1) Agency has to provide services of live CCTV surveillance on turnkey basis (For remote live viewing through internet) in examination conducted by NTA in 5000 centres approx. all over India as per NTA requirement for various examinations during the contract as per specifications and conditions specified in the Tender.
- (2) The tentative list of examination cities is enclosed at Annexure-VII.
- (3) The successful agency shall carry out the work strictly before due date indicated by NTA for each exam as per specifications mentioned in the tender document.
- (4) Workmanship and material used should be of the best quality.
- (5) The successful agency shall have to make arrangement for remote live viewing, and recording CCTVs Systems of all examination centres, at control room situated in the NTA Command Control Room, Fifth Floor, NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020. Without uninterrupted viewing facility at control room set up at NTA Command Control Room, Fifth Floor NSIC-MDBP Building, Okhla Phase-III, New Delhi-110020, the work will not be considered complete.
- (6) The date sheet of examination and list of examination centres will be provided to the successful agency. The examination centres may be changed in any examination at any time.
- (7) 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.

- (8) The quality of video shall not be compromised under any circumstances.
- (9) Sub-standard/poor quality of work in terms of infrastructure/technical manpower shall not be acceptable.
- (10) The agency will have to provide internet connectivity & uplinking facility without interruption for live viewing of conduct of examination centres. Agency 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.
- (11) The successful agency will retain the Exam recording for a period of 3 months from the date of exam and NTA may ask for the same from agency during the said duration.
- (12) 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.
- (13) During the examination period, 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.
- (14) Power arrangement would come under the scope of the NTA. In addition to this, the Agency has to arrange 15-minute backup at each exam centre for their CCTV infrastructure.
- (15) 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.
- (16) The liability of NTA will only be limited 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.
- (17) Integrated Command control centre has to be setup by Agency at NTA HQ for live monitoring of all the examination centres.
- (18) Computer/ Laptop and manpower will be provided by the service provider in Main Control Room, NTA Okhla. The internet facility only for the Control Room at Okhla will be provided by agency.
- (19) Internet, Power backup of 15 minutes and other arrangements at each examination center would be in the scope of agency.

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

- (20) The agency will have to ensure that the CCTV Cameras provided work properly, during the entire duration of the examination in the Centres or as ordered.
- (21) The agency will have to install approximately 1,00,000 cameras of 2 megapixel or higher resolution IP based CCTV cameras in the Centre.
- (22) To control the redundancy, agency 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).

- (23) CCTV feed data should travel through secured VPN Tunnel and one copy should be maintained at Cloud based storage.
- (24) Agency 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.
- (25) 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.
- (26) During the examination period, the 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.
- (27) 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.
- (28) Agency has to arrange any additional quantity of Color Cameras, if required.
- (29) The agency will have to ensure that the CCTV Cameras installed at the Centers are working properly during the entire duration of the examination.
- (30) The agency will have to ensure clarity and good condition CCTV Color Cameras at the Centres.
- (31) Agency will give Live demo one day before examination at the selected centers.
- (32) The service provider will also install one CCTV Color Camera at each centre incharge room of concerned examination centres.
- (33) CCTV Cameras installed at the centre in the incharge room will work fulltime upto the completion of all work.
- (34) The examination in Single Shift shall be for 2-3 hours duration. There can be two shifts in a day.
- (35) Installation report regarding installations of CCTV Cameras to be given by Center

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 CCTV Surveillance Service 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 atleast own 10,000 CCTV cameras with required	Certificate from Technical Head for possession of amount of equipment by the

S. No.	Pre-Qualification Criteria	Reference Details
	software and hardware to support the corresponding activities.	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 50 crore and 05 crore from providing CCTV Surveillance Service in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	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

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 CCTV Surveillance Service 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 CCTV Surveillance Service in last 3 years (Turnover in Rs..... Crores)	Extract of the audited Profit / Loss statement and Balance sheet
	1.2 Full-time CCTV Technician personnel/ staff engaged in consulting services no. of Cameras.	Certificate from Head (HR) or CA or company secretary for number of CCTV technical personnel employed by the 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 CCTV Surveillance Service	Attach work orders / client certificates
	2.2 Experience of providing CCTV Surveillance Service (number of years, and assignments undertaken)	
3.	Adequacy of the proposed methodology and work plan	

S. No.	Technical Evaluation Criteria	Reference Details
	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.	<p>Quality and competency of CCTV Technician proposed</p> <p>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</p> <p>The shortlisted firm would be required to deploy an appropriate Team at the various examination centres across the Indian States and Union Territories.</p> <p>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.</p> <p>Will be evaluated for:</p> <ol style="list-style-type: none"> 1. Years of total consulting experience 2. No. of assignments undertaken 3. Breadth of Experience 	Form-5 and Form -4

- 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 7 for the technical proposals. Any interlineations, measures or overwriting shall be valid only if they are initialed by the authorized person signing the proposal.
- 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 to the National Testing Agency no later than the date and time laid down, at the address given in the **Section 1.2**.
- The envelopes containing the **Technical Proposals**, properly sealed, and super scribed with **"Expression of Interest for Empanelment of consulting firms for providing consulting services to States/UTs for enabling e-forms application through State Portal and Service Delivery Gateway - DO NOT OPEN BEFORE 05 MARCH 2025**. All envelopes should be addressed to the Addressee specified at **S. No. 10 of section 1.2** and bear the name and address of the firm /agency submitting the proposal. CD media must be duly signed using a "Permanent Pen/Marker" and should bear the name of the firm /agency, submitting the proposal.
- 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 Agencies 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 year 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.