

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

EXPRESSION OF INTEREST

FOR

EMPANELMENT OF AGENCIES

FOR

**PROVIDING IMPERSONATION CONTROL THROUGH BIOMETRIC
AUTHETICATION AND ATTENDANCE MARKING 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 **Impersonation Control through Biometric Authentication and Attendance Marking Service**.
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 merit candidates. To ensure prevention of any unfair and fraudulent means, NTA requires assistance of agency in providing Impersonation Control through Biometric Authentication and Attendance Marking Service at examination centres. 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 Impersonation Control through Biometric Authentication and Attendance Marking 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 agencies/firms in the business of providing Impersonation Control through Biometric Authentication and Attendance Marking Service at examination centres. The empaneled agencies shall be responsible for providing the Impersonation Control through Biometric Authentication and Attendance Marking Service at examination centres across all Indian States & Union Territories.

1.4.2 Scope of Work - 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 mechanisms from below such as

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

1.4.2.2 Digital Fingerprint 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 India. Examination dates and list of examination centres will be provided to the successful Agency by the NTA Okhla atleast 2 weeks before the date of commencement of examination.

- (1) NTA will provide centre-wise data (Roll numbers, Photos, Name, Exam date/shift etc.) of all registered candidates to the Agency. Agency will then use this data for Face recognition device & IRIS/ Fingerprint capturing and shall enable respective mechanism and candidate verification during the subsequent stages of the process.
- (2) Agency 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.
- (3) The solution should have the provision of real-time attendance monitoring system through secured web server.

- (4) Agency 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).
- (5) 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 in case, 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 the conclusion of examination.
- (6) Agency should deploy de-duplication algorithms across the database to avoid the duplicity of enrollment records.
- (7) 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).
- (8) The Agency has to perform physical verification of Candidate photo with application database (provided by NTA) at the time of security gate entry.
- (9) 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.
- (10) After the completion of activity as per scope, the Agency 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 Agency to the NTA, on the day of examination.
- (11) The Agency 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.
- (12) The Agency must verify identity of the candidates from the captured data taken during the examination at the time of verification process as scheduled by NTA.
- (13) The Agency 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.
- (14) The Agency 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.
- (15) 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.
- (16) After completion of work, the Agency has to submit self-attested centre-wise work completion certificate to the NTA.

- (17) 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.
- (18) CPU configuration for running facial recognition: SkyLake generation or later.
- (19) 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.

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 Thumb impression Capturing and Face Authentication 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 atleast own 5,000 Fingerprint Machines with Tab with required software and hardware to support the corresponding activities.	Certificate from Technical Head for possession of number of equipment 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 10 crore and 03 crore from providing Thumb impression Capturing and Face Authentication 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

Mandatory compliance: - The agency will have to make a presentation with the experts at NTA HQ to show their strategy and capability for deploying Thumb impression Capturing and Face Authentication services 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 Thumb impression Capturing and Face Authentication services in last 3 years (Turnover in Rs..... Crores)	Extract of the audited Profit / Loss statement and Balance sheet Certificate from Head (HR) or CA or company secretary for number of Biometric Operators personnel
	1.2 Full-time Biometric Operators personnel/ staff engaged in consulting services (Number of Staff)	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 Thumb impression Capturing and Face Authentication services	Attach work orders / client certificates
	2.2 Experience of providing Impersonation Control through Biometric Authentication and Attendance Marking Service 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 Biometric Operators 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	

S. No.	Technical Evaluation Criteria	Reference Details
	<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 	

- 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 in a sealed envelope to the Department of Information Technology 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 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 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.