



राष्ट्रीय परीक्षा एजेंसी
National Testing Agency

Excellence In Assessment

Tender Document

For

Selection of Service Provider for **Providing Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based)** & attendance marking service for NEET UG- 2026 being conducted by National Testing Agency, in offline mode, at examination centres across the country



National Testing Agency

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

**First Floor, NSIC-MDBP Building Okhla, Industrial Area,
New Delhi-110020**

Website: www.nta.ac.in

E-Mail: procurement@nta.ac.in

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ABBREVIATIONS

The following terms used in terms and conditions shall have the meanings set forth hereunder for the convenience of reference for this contract.

'EMD': Earnest Money Deposit.

'CBT': Computer Based Test

'GeM': Government e-Marketplace.

'GST': Goods and Services Tax

'NIT': Notice Inviting Tender.

'NTA': National Testing Agency

'PSU': Public Sector Undertaking

'SOW': Schedule of Work

'CCR': Command Control Room

'CSR': Centre Sign Off Report

DISCLAIMER

This Tender is not an offer by the National Testing Agency, but an invitation to receive offers from prospective Bidders.

No contractual obligation whatsoever shall arise from the Tender process unless and until a formal contract is signed and executed by duly authorized Officers of the National Testing Agency with the Bidder.

The Tender Document and associated correspondence are subjected to copyright laws and shall always remain the property of the National Testing Agency (NTA) and must not be shared with third parties or reproduced, whether in whole or part, without the NTA's prior written consent.

The NTA reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another Tender for the same or similar Services at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

1. About National Testing Agency, New Delhi (NTA)

The Ministry of Education (MoE), Government of India (GoI), established the National Testing Agency (NTA) as an independent, autonomous, and self-sustained premier testing organization under the Societies Registration Act (1860). NTA's primary role is to conduct efficient, transparent, and internationally standardized tests to assess the competency of candidates for admission to premier higher education institutions.

NTA's mission is to enhance equity and quality in education and employment by developing and administering research-based, valid, reliable, efficient, transparent, fair, and internationally benchmarked assessments. The Agency upholds the principles of quality, efficiency, effectiveness, equity, and security in all its examinations, and continuously engages with its stakeholders including students, candidates, parents, teachers, experts, and partner institutions to maintain the highest standards in testing and evaluation.

The NTA is a professional organization that came into existence in 2018. It began by conducting examinations for admissions such as (JEE (Main), NEET (UG), CUET (UG), CUET (PG), UGC-NET, AISSEE, NCET, etc.) and has since expanded to conducting examinations for various prestigious entities.

2. Aims & Objectives of the Tender

The National Testing Agency (NTA) (herein after may referred as "Department" or "NTA") is committed to ensuring a secure, transparent, and efficient examination process across all examination centres. To further strengthen examination security and minimize any possibility of malpractice or impersonation, NTA seeks to engage a qualified Service Provider for Impersonation Control Services, through Face Authentication and Biometric Authentication through thumbprint) (Aadhar based), by verifying Candidate's identity on real-time basis, using the application provided by the NTA.

Through this tender, NTA invites e-bids in the prescribed format to be submitted online only through the Government e-Marketplace (GeM) portal <https://gem.gov.in> (herein after may referred as "Tender Portal") from qualified, reputed and experienced bidders for providing services as mentioned above during examinations being conducted by NTA.

The contract shall be valid for a period of one year, from the date of award of work.

All the document submitted should be signed by the authorized signatory of the bidder's organization. Only bids submitted through the Government e-Marketplace (GeM) Portal (<https://gem.gov.in>) shall be accepted, submissions through any other mode will not be entertained.

3. Important Schedule and Bidding Details

TENDER DOCUMENT / Bid Number	As indicated on GeM portal
Title of Assignment	Service Provider for Providing Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based) & attendance marking service for NEET UG- 2026 being conducted by National Testing Agency, in offline mode, at examination centres across the country
Selection Method	LCBS (Two Packet System) on GeM
Tender Inviting Authority	Director General National Testing Agency, First Floor, NSIC-MDBP Building Okhla, Industrial Area, New Delhi-110020
Availability of TENDER DOCUMENT	Tender document can be downloaded through GeM Portal https://gem.gov.in/ and NTA website www.nta.ac.in .
Earnest Money Deposit (EMD)	Earnest Money Deposit of INR 15 Lakhs/- (Rupees Fifteen Lakhs Only) <i>(Described in clause 4)</i>
Last date for Pre-bid queries	As indicated on GeM portal
Pre-Bid Meeting Date and Time	24.02.2026 (afternoon), 3:30 pm
Bid Submission Start Date	As indicated on GeM portal
Last Date for Bid Submission	As indicated on GeM portal
Date and Time for Opening of Technical Bids	As indicated on GeM portal
Bid Validity	The Bid validity period shall be 180 days from the date of opening of bid.
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

4. Earnest Money Deposit (EMD) / Bid Security

1. The Bidder shall submit, along with their Bids, an Earnest Money Deposit (EMD) of INR 15 Lakhs/- (Rupees Fifteen Lakhs Only) through [Online Transfer / Demand Draft /Bankers Cheque/ NEFT/RTGS] mode in favor of National Testing Agency payable at New Delhi.
 - Beneficiary's bank Name: State Bank of India
 - IFSC Code: SBIN0005222
 - Account Number: 37714486224
 - BG Issuing Bank should send the BG Issuance advice through SFMS to NTA
2. A scanned copy of the payment instrument / online payment receipt shall be uploaded with the Technical Bid on the GeM portal.
However, original copy of the payment instrument viz DD/FDR etc. shall be submitted to the NTA Okhla office in physical form.
3. EMD of all unsuccessful Bidders would be refunded by the NTA to the Bidder being notified as unsuccessful. The EMD of successful bidder would be returned upon the submission of the Performance Bank Security and after signing of the contract agreement.
4. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.
5. Exemption for Micro and Small Enterprises (MSEs)/PSUs: In accordance with Rule 170 of the General Financial Rules (GFR), Micro and Small Enterprises (MSEs), PSUs as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME), are exempt from submitting EMD (Bid Security). However, bidders claiming EMD exemption under Rule 170 of the GFR must submit a signed Bid Securing Declaration accepting that if they withdraw or modify their bids during the validity period or if they are awarded the contract but fail to sign the contract or submit performance security before the defined deadline, they will be debarred for 12 months from being eligible to submit bids for Tenders with the National Testing Agency.
6. The bid submitted without EMD shall be summarily rejected.
7. The EMD may be forfeited in the event of:
 - i. If the Bidder withdraws, modifies, or alters its bid during the period of bid validity specified in the tender document or any subsequent extension thereof.
 - ii. If the successful Bidder fails to sign the contract agreement or furnish the required Performance Security within the stipulated period as specified in this tender document/Lol.
 - iii. If the Bidder is found to have suppressed facts, furnished fraudulent or misleading information, or engaged in any form of misconduct, unethical, or dishonest activity in relation to this tender document process.
 - iv. If the Bidder attempts to influence the bid evaluation or selection process by any means, directly or indirectly.
 - v. If the Bidder quotes zero or unreasonably low prices that are inconsistent with prevailing market rates, thereby rendering the bid non-serious or non-competitive.

5. Submission of Bids

5.1 Technical Bid

The Technical Bid shall comprise of all documents required under Clause 9 (Eligibility Criteria) duly signed by the authorized signatory of the Bidder and submitted online only through the Government e-Marketplace (GeM) portal as part of the Technical Bid.

The Bidder must submit their response strictly as per the formats/Annexures provided in this tender document. Bids not conforming to the prescribed formats or missing mandatory documents shall be summarily rejected.

The Financial aspects of the Bid shall not be indicated in the technical proposal. Any disclosure of the quoted rates, whether directly or indirectly in the technical bid shall result in summary rejection of the bid.

* The bidder(s) shall indicate in the proposal the States in which the work is proposed to be carried out based on capacity and/or past performance (Annexure I). **Final allocation of States shall, however, be decided by the NTA, and shall be binding upon the bidders to whom the work will be awarded.**

The following **checklist** outlines the mandatory documents to be uploaded:

1. Proof of Earnest Money Deposit (EMD)
2. Copy of Power of Attorney/ Board Resolution in the name of the Authorized signatory
3. Certificate of Incorporation of Company as per Companies Act.
4. Goods and Services Tax (GST) Registration certificate.
5. Permanent Account Number (PAN) card.
6. Valid Compliance Documents as per Clause 9 (Eligibility Criteria)
7. Annexure-I: Indication of States/UTs by Bidder (in which work is proposed to be carried out)
8. Annexure-II: Particulars of Bidder
9. Annexure-III: Letter of Undertaking (as per the tender format on bidder's letterhead).
10. Annexure-IV: SELF-DECLARATION – NON-BLACKLISTING (Declaration/Undertaking on Non-Judicial Stamp Paper of INR 100 as per specified format)
11. Annexure-V: Financial Information (As per the prescribed format and instructions)
12. Annexure-VI: Performance Bank Guarantee
13. Annexure-VII: Service Agreement
14. Annexure-VIII: Declaration/Undertaking (to be provided by Bidder on Company Letterhead)
15. Annexure-IX: Financial Bid Format
16. Annexure-X: Centre Sign Off Report (CSR)
17. Annexure-XI: Centre Master

5.2 Financial Bid

- a. The bidder shall submit its consolidated rates on the GeM portal strictly as instructed in **Annexure-IX (Financial Bid)**.
- b. Quoting the rates apart from the prescribed format in the bid shall lead to disqualification of the bidder organization's participation.
- c. The bidder(s) must quote their rate for complete work, i.e. Face Authentication and Aadhaar-based Biometric Authentication. NTA reserves the right to award the work based on its requirements and operational needs at the time of award. In the event that only one of the two activities is carried out, payment shall be made as under (depending upon which activity is to be carried out):

Sl No.	Work carried out	% payment (of accepted rate)
1.	Face Authentication	30%
2.	(Aadhar based) Biometric Authentication	70%

***In case both the activities are carried out then payment shall be done 100% the accepted rate; if, however, only Face Authentication is done, payment shall be done as per 30% of the accepted rate, & if only biometric authentication is done, payment shall be done as per 70% of the accepted rate**

6. Clarification of Bidding Document

- NTA shall schedule a Pre-Bid meeting with the prospective bidders as per the timelines specified in the Clause 3 above.
- The prospective bidders desirous of attending the pre-bid meeting or sending queries may submit their request through email to procurement@nta.ac.in on or before the schedule specified in the clause 3. Thereafter, no queries will be entertained.
- A link for attending the pre-bid meeting via Video Conference will be sent to the interested bidders on receiving their mail id(s). NTA reserves the right to restrict the number of participants from one or more bidders in public interest.
- Queries submitted by bidder should necessarily be submitted in the following format.

BIDDER'S REQUEST FOR CLARIFICATION			
<<Name of Organization submitting query / request for clarification>>			
<<Full formal address of the Organization including phone and email points of contact>>			
S. No	Tender Reference (Section No. / Page No.)	Content of tender requiring clarification	Points of clarification required

- Response to the queries and clarification shall be uploaded by the NTA on the GeM portal.
- At any time prior to the last date of receipt of the bids, NTA may, for any reason, whether at its own initiative or in response to a clarification raised by a prospective bidder, modify the Bidding Document through 'corrigendum'.
- Any such corrigendum shall become integral part of this Tender Document.
- In order to provide prospective bidder with reasonable time for taking the corrigendum into account while preparing the proposal, NTA may, at its discretion, extend the last date for the submission of the Bid.

7. Scope of Work

The National Testing Agency (NTA) intends to engage service provider(s) for **“Providing Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based) & attendance marking service for NEET UG- 2026 being conducted by National Testing Agency, in offline mode, at examination centres across the country”**. The selected service provider(s) shall be responsible for providing adequate, trained, and competent manpower to carry out end-to-end face authentication (through solution provided by NTA) and Aadhaar-based biometric authentication, at the

entry gates of examination centres.

Face authentication and verification shall be performed using mobile devices (Android/iOS) equipped with the designated NTA application, which shall be provided by NTA.

Examination dates and list of examination centres will be provided to the successful Agency(ies) by NTA before the date of commencement of examination. For reference of the bidder(s), centre list & candidate count of previous year exam (NEET UG 2026) is attached as Annexure XI.

7.1 The Scope of Work shall comprise the following two components*:

- I. Face Authentication using the Application **provided by the NTA**
 - II. Aadhaar-based Biometric Authentication using L1 Fingerprint Devices
- **In case both activities** of candidate verification viz. face authentication & Aadhar based biometric authentication are required to be carried out, they shall be conducted sequentially at the entry gate/front desk of each examination centre. Face authentication of candidates shall be carried out first, followed by Aadhaar-based biometric authentication. Upon successful completion of both authentication processes, and where the authentication status in both systems is marked as “Successful/Matched”, the candidate shall be permitted to enter the examination centre. Thus, the flow will be as follows-
 - a. Face authentication shall be performed as the first step of the verification process.
 - b. Aadhaar-based fingerprint authentication shall be conducted immediately thereafter.
 - c. In the event of failure of either or both authentication methods, the candidate shall be managed strictly in accordance with the exception-handling procedures prescribed by NTA (by the Exam Unit), which may include manual verification, submission of additional documents & undertaking proforma (to be filled by the candidate), and recording such details in the prescribed exception registers.
 - d. Such handling shall be carried out without disruption to the candidates & examination schedule.
 - **In case either one of the activities** of candidate verification viz. face authentication & Aadhar based biometric authentication (through thumbprint) are required to be carried out, the same shall be communicated by the NTA well in advance, and the requirements & process flow will be as outlined below.

***The Scope of Work (SoW) is outlined below, individually, and will be used as per either of the scenarios outlined above.**

A: Scope of Work for Face Authentication

(i) Devices & Technical Requirements

Verifiers shall carry SIM-enabled smartphones (Android/iOS) in fully functional condition.

(ii) Minimum Android Device Requirements:

- Operating System: Android 9.0+ or above
- Processor: 2.0GHz or above- Memory: Minimum 2 GB RAM.
- Storage: At least 10 GB of free internal storage for the application and its data

- Display resolution: HD (1280×720) or higher.
- Device must allow camera permission for the app (some enterprise lockdowns disable camera).

Minimum iOS Device Requirements:

- Operating System: iOS 15.0 or later
- Device: iPhone 8 or newer
- Processor: Apple A11 Bionic chip or newer.
- Memory: Minimum 4 GB RAM.
- Storage: At least 10 GB of free internal storage for the application and its data
- Display resolution: HD (1334×750) or higher
- Device must allow camera permission for the app (some enterprise lockdowns disable camera).

2. Devices must have good camera quality (Rear camera 8 MP or higher), internet capability, and sufficient battery backup.

3. Personnel must be conversant using mobile applications and basic troubleshooting operations.

Mobile Application & Installation Requirements

- i. A dedicated mobile application (Android/IOS) will be provided by NTA for Face Authentication.
- ii. The application will be shared with the service provider for onward dissemination to verifiers and supervisors.
- iii. The mobile numbers of all deployed staff shall be centrally registered by the application provider.
- iv. The application must be downloaded and installed on the day of the mock drill. Installation of the application on the mobile device being used in the exam is mandatory.
- v. A demo application will be provided to all the verifiers/supervisors which is to be downloaded on their registered mobile number after registration for training purposes and the application will be for a specific time period only.

B- Scope of Work for Aadhaar based Biometric Authentication

A. Process/Scope of Work:

- i. The Agency(ies) will install devices equipped with integrated QR-code scanners, fingerprint readers, along with the required manpower, at every examination center on the day of the exam.
- ii. Candidate identity authentication will be conducted through thumbprint verification using the registered fingerprint scanners. The device will verify the candidate's thumbprint, which will be securely transmitted to the UIDAI database for authentication. If the thumbprint matches the Aadhaar-linked fingerprint associated with the candidate's Roll Number; entry will be permitted through an encrypted verification code.
- iii. After completing all activities, the Agency(ies) will hand over all captured data in an encrypted and sealed hard disk drive (HDD), clearly labeled with the exam name, along with a report and forwarding letter signed by authorized representatives. This must be submitted to the NTA on the day of the exam or within 10 days of the examination.

- iv. For candidates whose identity is not successfully verified through Aadhaar-based authentication, the Agency(ies) will capture the candidate's thumbprint and capture the photograph securely in the Agency's database for verification purposes.
- v. The Agency(ies) must provide complete candidate-wise records, including details of thumbprint authentication and the captured biometric data, for every Roll Number.

Solution (Technical Requirements):

- i. Biometric solution shall be Laptop/PC based. It should be connected to a Hand-held device integrated with STQC approved Handheld touchless scanner only.
- ii. The solution should have the provision of a real-time attendance monitoring system through a secure web server.
- iii. Agency(ies) shall deploy de-duplication algorithms across the database to avoid the duplicity of enrollment records.
- iv. The Agency(ies) will have to ensure that all the devices are functional and face authentication & Fingerprint of each candidate who has appeared in the examination at each centre has been completed/captured. Failure to do so shall amount to non-completion of work and will attract penalties, as described in Clause 16.

7.2 Data Synchronization & Security

a. **Face authentication:**

- i. After completion of the examination, Verifiers shall move to a network-accessible area if needed.
- ii. All authenticated data will be uploaded to the central server of NTA through a secure network connection automatically.
- iii. If there is an active internet connection during verification, then the data will be transferred automatically in real time, whereas when the device is in offline mode the verifier/supervisor needs to move towards an active internet connection zone to transfer data to Central Server of NTA.
- iv. After successful uploading, data will be deleted/purged from the device automatically, ensuring no local storage remains. All the verifiers/supervisors should sign a certificate/undertaking that no data related to candidate has been saved or stored in their device.
- v. The Agency(ies) 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.

b. **Aadhaar based biometric authentication**

- i. Aadhaar Authentication Logs: The agency(ies) must submit logs of Aadhaar authentication (fingerprint) centre-wise, along with admit card numbers authenticated to the NTA.
- ii. Hologram Sticker Management:
 - Adequate number of hologram stickers for biometric-verified candidates must be brought by the vendor to each centre.
 - Stickers must be authenticated by biometric operator and affixed post- authentication on each candidate's admit card. This must strictly be ensured.
 - Shortage or failure to affix holograms on verified candidates admit card will be penalized.

The agency(ies) is/are responsible for ensuring reliable internet connection. Access to the UIDAI database will be

facilitated via RailTel.

7.3 Manpower

i. Requirement & Ratio

- a. The service provider shall deploy manpower with smartphones/tablets at a ratio of **minimum (01) one Verifier for every 30 candidates (1:30)** to complete both the activities. Additional devices should be kept as buffers, in case of emergency.
- b. **One Supervisor shall be deployed for every 5 Verifiers** as per norms mentioned below.

Number of Verifiers	Supervisors Required
0 - 4	0 Supervisor
5 - 9	1 Supervisor
10 – 14	2 Supervisors
15 & above	3 Supervisors

- c. The Agency(ies) 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.

ii. Eligibility & Verification of Manpower

- The verifiers must be minimum 10th passed and capable of handling mobile phones/apps efficiently.
- Supervisors must be Graduate with knowledge of device handling.
- The agency(ies) must ensure police verification of the manpower being deployed. The verification must be recent- not more than 06 months from the date of the exam.

iii. Registration of verifiers

All mobile numbers of verifiers and supervisors must be registered 10 days prior to the day of the examination, and in no case later than **22nd April 2026**.

iv. Deployment and Reporting Norms for manpower deployed:

- a. **Reporting Time:** Verification personnel must report to the venue at least 3 hours before the start of examination on exam day i.e. 0800 hrs. Reporting time of staff should be mentioned in Observers/Centre Sign Off Report.
- b. **Entire verification activity must be completed by 1:45 pm i.e. 15 minutes before the start of exam. There shall be no authentication (face and biometric) activity post this, and all verification personnel must exit the premises immediately.** Reports of violation of this clause (by CS) shall attract blacklisting. **No payment will be made for any activity after 1:45 pm, along with commensurate penalty.**
- c. **Proper Attire and ID:** All deployed personnel must wear uniform with agency logo, carry a valid photo ID card, and behave professionally. Any reported instance (by Centre In charge) of inappropriate behaviour, or attire may lead to immediate removal from duty and attract penalty of the staff.
- d. **Attendance Register:** Attendance on the day of the mock & on exam day, shall be submitted to Exam Unit of the NTA, separately, along with geo tagged picture of the manpower deployed at the centre (along with exam functionaries & name of centre clearly visible), countersigned by Centre Superintendent. A geo fenced application may be used for attendance. Successful agency shall be intimated regarding attendance accordingly.

- e. Observer shall upload all pictures and reports (pertaining to number of candidates reported and frisked) on the specified portal (through the geo fenced app), both on mock day as well as exam day. Payment will be made, accordingly, based on this.
- f. **Confidentiality:** The service provider and its personnel shall maintain absolute secrecy and confidentiality of all examination-related information, materials, and candidate data. The service provider shall not divulge any information to any third party. A Non-Disclosure Agreement shall be executed for the same.
- g. **Statutory Obligations:** The service provider shall be solely responsible for obtaining all necessary clearances, licenses, and certificates and complying with all applicable labor laws and statutory obligations.
- h. **Manpower verification:** The agency(ies) must ensure police verification of the manpower being deployed. The verification must be recent- not more than 06 months from the date of the exam.

7.4 Attendance in Mock Drill & Training

- a. An online training session will be conducted one week before the exam or on a scheduled date and time for which the attendance is mandatory.
- b. Attendance in the mock drill is compulsory, and half day payment will be given to all verifiers and supervisors. Only those who attend will be permitted for Examination Day duty.
- c. Verifiers arriving late on the examination day shall not be paid for that day of duty and penalty of double the amount will be imposed.

7.5 Days of Duties

- For Mock drill half day payment will be paid only on physical attendance.
- Biometric & Face Authentication activity shall not be stopped on any grounds and data capturing/identification; work must be completed during the stipulated time period mentioned above.

7.6 Verification Process / Duties of Verifiers.

1. Verifiers will stand at the entrance of the examination centre.
2. **Verifier will use the application provided by NTA for face authentication process** of candidates on the day of examination. This will involve scanning the Admit Cards QR Code and verifying the photograph captured of the candidates using the NTA application.
3. After this, the verifier shall scan the QR code/bar code on the Admit Card, again, to retrieve candidate details from the application database.
4. Thereafter, fingerprint capturing and authentication of candidates, by the Hand-held device, shall be done.
5. All activities should be completed as per above stipulated timelines.
6. Agency(ies) should deploy de-duplication algorithms across the database to avoid the duplicity of enrollment records
7. Candidates whose authentication result is Successful/Matched shall be allowed to enter.
8. However, in the event of failure of either or both authentication methods, the candidate shall be managed strictly in accordance with the exception-handling procedures prescribed by NTA, which may include manual verification, submission of additional documents & undertaking proforma (to be filled by the candidate), and recording such details in the prescribed exception registers.
9. If the QR/barcode is missing or Aadhaar-based biometric authentication fails, or for candidates whose face authentication was "Invalid/No Match/Error", the Agency(ies) will manually enter the candidate's Roll

Number and personal details in a register. This register will be submitted to the NTA along with the rest of the collected data after the examination.

10. Such handling shall be carried out without disruption to the candidates & examination schedule

Note: Important instructions for verifiers:

- i. Any misbehaviour with candidate/officials at centre will not be tolerated.*
- ii. Any malpractice noticed during the examination will be brought to the notice of Observer/Venue Commanding Officer (VCO).*
- iii. Any verification will be performed under CCTV surveillance; no verification will be performed in blind spots.*

7.7 Documentation and Acknowledgements:

- **No Forced Signatures:** The agency(ies) shall not pressure Centre Supervisors/head or Observers into signing completion certificates. Reports of any such instance(s) shall result in cancellation of payment and blacklisting.
- **Centre-wise Summary Sheet: Observer and CS Feedback Form:** The agency(ies) must submit a signed summary sheet of the number of biometric-verified candidates, with signatures of the Centre Superintendent and Observer, along with details of those candidates whose biometric authentication could not be done successfully.

7.8 Other Terms and conditions

- i. Agency(ies) must 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).
- ii. The firm 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.
- iii. Counter conditions concerning payment of bills shall not be acceptable.
- iv. Time schedule for various activities should be strictly adhered to by the firm/agency(ies).
- v. The bidder will have to bear the cost of damage to the Biometric Devices/Tabs and Accessories that may occur due to any unforeseen circumstances and under no circumstances will any claim for compensation be entertained by NTA.
- vi. The Agency(ies) will depute representatives, who will remain present to ensure proper working of the system, till the completion of examination.
- vii. Any dispute arising out in relation between the parties will be subject to the jurisdiction of Delhi Courts only.
- viii. NTA reserves the right to accept or reject any or all bids without assigning any reason whatsoever.
- ix. 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.
- x. Continuance of the contract and payment of the work done shall be subject to satisfactory performance and fulfilling 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.
- xi. If it is found at any time that services are not in accordance with the agreed terms and conditions, the NTA shall be entitled to withhold all payment of the bidder & forfeit the Performance Guarantee.
- xii. The bidder will ensure that the space provided at the centre by NTA is not misused in any manner.
- xiii. An agreement will be executed by the successful bidder with the NTA.

- xiv. 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 clauses below.
- xv. 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.
- xvi. The 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% for that particular centre will be imposed.
- xvii. The service provider will be responsible for any kind of accident/ loss caused during the entire duration of work for any reason attributable to service provider.

8. Instructions To Bidders

****Bidders are strongly advised to read the bid documents carefully and thoroughly before submitting the required documents in the prescribed manner.***

I. Floating of Bid documents

Bidders are requested to download bid documents related to **Selection of Service Provider for Providing Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based) & attendance marking service during NEET (UG) 2026 being conducted by National Testing Agency, in offline mode, at examination centres across the country through Government e-Marketplace (GeM) Portal.** The link for the same may be seen on the NTA's official website.

II. Procedure for Submission of Bids

Bids shall be submitted online only through the GeM portal before the bid closing date and time as indicated on the portal. **This is a two-packet bid, comprising separate technical and financial bid which must be submitted in two distinct packets.** All required documents shall be uploaded strictly in accordance with the instructions provided on the GeM Portal.

The Technical Bid must not contain any financial information. If the Technical Bid contains any financial/commercial details, the bid shall be treated as non-responsive and summarily rejected.

The name and signature of the agency's authorized personnel should appear on each page of the tender document and amendment/ corrigendum, if any. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder's letter head.

III. Validity of Bids

Period of Validity of Bids: Bids shall remain valid for 180 days from the date of opening of bid.

IV. General Conditions

- a. Hypothetical and conditional Bids will not be entertained and will be rejected summarily.

- b. NTA reserves the exclusive right to accept or reject all or any of the Bids without assigning any reason.
- c. All disputes pertaining to the tender shall fall within the jurisdiction of Delhi only.
- d. Bidder must bid for all the required services as per the Scope of work of this bid. Partial bid will be out rightly rejected.
- e. When a situation arises where a candidate is found to be engaging in malpractices during any of the services delivered by the bidder during the respective exam activities as part of their contract, it is imperative that the bidder's representative notifies the Centre In-charge & NTA designated officer of this occurrence.
- f. The bidder is permitted to bid for one or more states for the provision of services in line with the defined scope of work.
- g. Bidder must submit to NTA (Exam Unit) valid ID (preferably Aadhar) details of all manpower proposed to be deployed at least a week before the exam.

V. Amendment to the Bid Document

- a. At any time prior to the last date of submission of bids, NTA reserves the right to update/amend/modify/supplement the tender document. All such amendments or modifications shall be notified on the GeM portal, which shall be binding on the bidders. Bidders are requested to frequently visit the website for updates.
- b. In order to provide prospective Bidder reasonable time for effecting the amendment into account in preparing their bids, NTA may, at its discretion, extend the last date for the submission of Bids.
- c. The clarifications to the queries from all bidders shall be addressed on the GeM portal only. Communication in this regard by any other means shall not be accepted.

VI. Clarification from Bidders

When deemed necessary, NTA may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or value quoted.

VII. Language of Bids

The Bids submitted by the Bidder and all correspondence and documents relating to the bid exchanged between the Bidder and NTA, shall be written in the English language. It is further being clarified that if in any document submitted by the bidder in support of the bid is in any language other than English, then the said document must be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall prevail.

VIII. Bidder Authorized Signatory

- a. The individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:
 - Constituted Attorney of the company, or
 - Duly Authorized Representative/Signatory of the company, in which case he/she shall submit a certificate of authority as Power of Attorney or Board Resolution on behalf of the company.
- b. The Bidder shall sign its Bid with the exact name of the Company to whom the contract is to be issued. Each bid shall be signed by a duly authorized signatory executed under seal.

- c. The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
- d. The power of attorney or Board resolution of the firm as proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. NTA may out rightly reject any bid not supported by adequate proof of the signatory's authority.

9. Eligibility Criteria

Each eligible bidder must meet all the specified criteria below. Bids that do not meet the eligibility criteria will be rejected and shall not be considered for further evaluation. Following are the eligibility criteria:

s

S. No.	Eligibility Criteria	Supporting Compliance document
1.	The bidder shall be a Private Limited or Limited Company or PSUs or Joint Venture , registered under the Indian Companies Act 1956 or 2013 of GOI and should be in existence in India for last 5 years as on last date of bid publication. Consortium bid is not allowed. Proprietorship / Partnership firms are not allowed to participate	Copy of below: <ul style="list-style-type: none"> • Memorandum and article of association/ Certificate of Incorporation of Company as per Companies Act • GST Registration certificate • PAN card
2.	The bidder should have an average annual turnover of at least INR 15 Crore during the last 03 financial years, i.e., FY 2022-23, 2023-24 and 2024-25 , as revealed in Annual Financial Statements reported in India, in each of the last 3 (three) financial years mentioned above.	Audited balance sheets and Profit and loss statements and Turnover Certificates certified by Chartered Accountant (CA) with valid UDIN Number.
3.	The responding Agency should have been profitable in at least two (2) of the last three (03) financial Years (FY 22-23, FY 23- 24, FY 24-25,) 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.
4.	The Bidder should have the following certifications issued before last date of bid publication and validity up to exam date: <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • CMMI Level 3 or above 	Copy of certificates with required validity must be enclosed.
5.	The Company should have been in the business of providing service of Face Authentication and Biometric capture/Authentication Aadhar based) for at least 3 years as on date of submission of bid.	Copy of work orders certificates to be enclosed.
6.	The Bidder should have executed any project/assignment for providing the services of face authentication and Aadhar based biometric authentication for any government department during the last three (3) years as on last date of bid publication, covering more than 20,000 candidates in a single assignment/project.	Copies of Work Order need to be enclosed for the provision of services of face authentication and (Aadhar based) biometric authentication & attendance marking service, along with corresponding satisfactory work

		completion certificate from the client
7.	The bidder should not stand blacklisted by any Govt. Organization/ Board/ Council/ University/ Commission and any other Government/ PSU / Government undertaking organization as on last date of bid publication.	Self-affidavit to be submitted on Notary affidavit of INR 100 as per Annexure III on non- judicial stamp.
8.	The bidder or any of its promoters or directors should not be admitted for notice or proceedings before the National Company Law Tribunal (NCLT) or any other authority under the Insolvency and Bankruptcy Code, 2016 during the last 5 years as on date of bid publication. The agency shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	Self-affidavit to be submitted on Notary affidavit of INR 100 on non-judicial stamp.

Note:

- **If any bidder has previously worked at NTA, their past performance will be factored in while evaluating their technical qualification.**
- The agency will have to make a presentation at NTA HQ, on the next day of the pre bid meeting, to show their strategy and capability for deploying services of face authentication and (Aadhar based) biometric authentication & attendance marking service, at centres across the country. Date and time of presentation will be communicated later.
- 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.
- **Financial bid will be opened ONLY if bidder qualifies in the Technical Evaluation**

10. Tender Evaluation and Selection Process (LCBS on GeM)

The evaluation of bids shall be carried out in accordance with the Least Cost Based Selection (LCBS) methodology, as configured in the Government e-Marketplace (GeM) portal. The process shall consist of two stages:

A. Technical Evaluation

- a) The Technical Bids shall be examined for compliance with the eligibility criteria specified in 9 (Eligibility Criteria). Only bids meeting all mandatory eligibility requirements shall be taken up for further evaluation.

B. Financial Evaluation

- a) The Financial Bids of only those bidders who qualify in the technical evaluation shall be opened on the GeM portal.
- b) The Tender Evaluation Committee may call the service provider for presentation or clarification to assess the understanding of the bidder regarding the scope and magnitude of the work. However, whether to call the bidder for further discussion or not is at the sole discretion of the Technical Evaluation Committee constituted for the purpose.
- c) It would be in the discretion of NTA (for ensuring that bidder can actually do the work as so given as clause 7 of the bid document i.e., detailed SOW) to hold a mock test/pilot test for a

particular exam as per the instructions of NTA and as per the scope of the work mentioned in this tender document.

d) Any conditional bid would be rejected

11. Award of contract

a. After completion of the evaluation process, **the contract [Ref: Clause 5.2.(c)] may be awarded according to States** to those bidder(s) whose:

- bid has been determined to be substantially responsive,
- meets all the eligibility, technical, and financial requirements as specified in this tender document

b. Multiple agencies may be engaged for the work. Hence, if it is observed that the lowest successful bidder does not possess the capacity to complete the entire work, the remaining work shall be distributed between the remaining successful bidders, subject to rates quoted and matching of L1 rates. For this purpose, *the bidder ranked L2 shall be invited to match the L1 price. In case L2 declines to match the L1 price, the bidder ranked L3 shall be invited to match the L1 price, and so on, in order of ranking, until the required number of agencies agree to match the L1 price or till work allotment is completed*

c. The employer reserves the right to award the contract, either as a whole for entire India or zone wise i.e. for one or more States to one or more agencies, as per its requirements, and subject to matching of L1 rates. The bidder(s) shall indicate in the proposal the States in which the work is proposed to be carried out. **Final allocation of States shall, however, be decided by the NTA**, and shall be binding upon the bidders to whom the work will be awarded. (Annexure I)

d. **Award & distribution of work shall depend on administrative exigencies, bidder capability and overall interest of the work.**

12. Performance Security

a. The successful bidder has to submit Performance Security in any form of the following: i.e. Bank DD/NEFT/RTGS/ Bank FDR, unconditional irrevocable Performance Bank Guarantee equivalent to 5% of the contract value. This PBG should be valid upto a period of 01 year, and 03 more months (claim period), for the due and faithful performance of its obligations during the agreement/contractual period, valid till one year after the signing of the contract agreement.

- Beneficiary's bank Name: State Bank of India
- IFSC Code: SBIN0005222
- Account Number: 37714486224
- BG Issuing Bank should send the BG Issuance advice through SFMS to NTA

b. The Performance Security shall be released by the NTA to the Service Provider immediately after satisfactory completion of the agreement, with no offense/legal case pending or declaration of result whichever is later.

c. On receipt of a Letter of Intent (LoI) from the Purchaser, the successful bidders shall give acceptance to undertake an assignment within 10 days of receipt of LOI. Bidder shall furnish a bank security, within 21 days from acceptance of contract. That is within 21 days from acceptance to LOI, the performance security (bank security) has to be furnished before signing of the contract agreement.

d. In case the successful Bidder fails to submit Performance security within the time stipulated,

the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and forfeit the EMD furnished by the Bidder, in addition to any other right available to it under this tender document.

- e. The Performance security furnished by the successful Bidder shall be in the manner prescribed in Annexure VI. The successful Bidder shall ensure, the Performance security is valid at all times during the Term of the subsequent contract (including any renewal).
- f. The Purchaser may invoke the Performance security in the event of a material breach by the successful Bidder leading to termination for material breach. After the completion of all contractual obligations, performance security deposit will be released to the successful bidder.

13. Contract Signing

After submission of Performance security in physical form at NTA, successful Bidder has to sign a formal contract agreement as per Annexure- VII of this tender document within a period of 02 weeks from the date of Lol. The contract shall be valid for a period of one (1) year.

14. Payment Terms

- a. The payment will be made on submission of bill in duplicate, complete in all aspects with copy (ies) of challan bearing details of work executed.
- b. No advance payment shall be made under any circumstances to the successful bidder.
- c. Rate quoted by the bidder shall be inclusive of all incidental cost of Bidder including transportation, handling, and installation.
- d. No extra costs shall be paid by NTA on any additional account to the successful bidder.
- e. All payments shall be made in Indian Rupees (INR) and strictly in accordance with the payment terms described below.
- f. Payment shall be made for actual candidates appeared or minimum 95% of the total registered candidates whichever is higher.
- g. Payment will be made as per the candidate count successfully attended to (only if full manpower has been deployed as per the norms mentioned in the tender document). Otherwise, proportionate payment shall be calculated centre wise, and payment will be deducted accordingly.
- h. All payments shall be subject to satisfactory performance evaluation. In case of any deficiency or unsatisfactory service, NTA reserves the right to impose penalties and make deductions as per prescribed penalty terms in this tender.
- i. Payments shall be released only in the form of legal tender, strictly at the price quoted in the Financial Bid and approved in the Work Order.
- j. All payments shall be released subject to statutory deductions under applicable laws, including but not limited to deduction of Income Tax (TDS), (where applicable under the Income Tax Act), and any penalties or recoveries imposed under this contract.

15. Penalties:

- a. **Absence/non-deployment/incomplete deployment:** In the event of failure to deploy manpower on mock & exam day (as prescribed in the Scope of Work) no payment shall be made in respect of such non-deployed personnel. In addition, a penalty equivalent to ten percent (10%) of rate quoted i.e. per candidate, shall be imposed. Non-deployment shall mean the sum of non-deployment done, gender wise, across all covered regions
- b. In case of **late deployment** of manpower, a penalty equivalent to ten percent (10%) of rate quoted (per unit i.e. Price Per Candidate) shall be imposed in case of non-reporting.
- c. **No payment will be made for leftover work.** In case of any candidate being leftover,

intentionally or due to negligence, the concerned agency would be penalized by NTA as per below:

- d. Additionally, a penalty equivalent to fifty percent (50%) of the value of leftover work shall be levied. The value shall be determined on the basis of applicable per-candidate rate.
 - i. **Penalty = 0.5 × (Number of leftover candidates × Per candidate rate×100).**
- e. Submission of billing for unperformed biometric/Aadhaar capture shall attract a penalty equal to 100% of billed amount and may result in blacklisting for 01 (one) year.
- f. **If any report is received (Observer or CSR) regarding authentication activity (face or biometric authentication) beyond the permitted timings, it shall attract penalty equal to 100% of billed amount shall result in blacklisting for 01 (one) year.**
- g. Non affixation of Hologram sticker: ₹500 per center based on report of Observer/CSR.
- h. **Forfeiture of Performance security:** If the contract is terminated due to non-performance or breach of contract, the Performance Security shall be forfeited.
- i. **Termination:** Continuous or severe lapses in providing required services may lead to the termination of the contract as per prescribed notice period mentioned in the Tender Document.
- j. **Blacklisting:** In case of major default (if more than 10% of the total work allotted is leftover), the agency may be blacklisted (upon issue of show cause notice) for a period up to 01 (one) year, prohibiting them from participating in future tenders of NTA.

Note:

Agency(ies) shall ensure submission of Centre Sign Off Report & Observer reports, which will capture all deployment and manpower details (Format attached as Annexure X)

16. Proprietary Data

- a. All documents and other information provided by NTA or submitted by the service provider to NTA shall remain or become the property of NTA. Service provider to treat all information as strictly confidential. All information collected, analyzed, designed, developed, processed or in whatever manner provided by the service provider to NTA in relation to this project shall be the property of NTA.
- b. All Knowledge/Data which come to their notice as part of engagement shall not be used outside without permission of NTA.
- c. The Correspondence both Physical and Electronic shall be in the name of Director General, NTA.
- d. In case of termination of the contract or a new service provider is engaged by NTA then it would be responsibility of the previous service provider to hand over all data collected by the service provider as directed by NTA.

17. Conflict of Interest

A Bidder shall not have a conflict of interest that may affect the Selection Process, or the Solution delivery (the “Conflict of Interest”) means bidder had an unfair advantage, including but not limited to (i). Having, or having had access to, confidential information in the preparation of its submission during the tender process that was not available to other proponents. (ii). Communication with any person with a view to influencing preferred treatment in the tender document process (including but not limited to the lobbying of decision makers involved in the tender document process), or (iii). Engaging in conduct that compromises, or could be seen to compromise, the integrity of the tender document process.

18. Termination of Contract:

- a. NTA may terminate this contract by giving 15 days advance written notice to the Agency on the grounds continuous or severe lapses in providing required services mentioned in the tender document/ violation of contract/statutory obligations/breach of any material terms and conditions of the Tender/Agreement.
- b. Even after completion of the Contract period if any court cases arise or are prevalent, the Agency shall provide reasonable assistance and the information required by the NTA (including that about subject matter experts) for presenting it in the court of law and representative of the Agency shall appear in person before Hon'ble Court whenever desired by the court. Notwithstanding anything written herein, the primary responsibility to comply and adhere any notice(s)/complaint(s)/summon(s)/litigation(s) whether civil or criminal or statutory etc., with regard to violation of the Digital Personal Data Protection Act, 2023 and Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 shall be of NTA, and the Agency shall only be responsible for giving advisory help to the NTA in this regard.

19. Force Majeure

“**Force Majeure Event(s)**” shall mean and include events and occurrences beyond the control of the affected Party including, but not limited to, acts of God, pandemic, strikes, work stoppage or other labour disturbances, disruptions due to third parties, network interferences, war, or sabotage. Neither Party shall be liable for any performance that is prevented or hindered due to a Force Majeure Event. In the event either Party is constrained from discharging its obligations due to a Force Majeure Event, such Party shall, within 10 (ten) days of occurrence of such an event, provide a written notice (emails permitted) of such Force Majeure Event to the other Party, and the affected Party’s obligations shall stand suspended for the duration of the Force Majeure Event. However, in the event Services are already rendered or are continuing to be rendered, the payment obligation incurred, by the <Name of Department/Authority>, as per the terms of the Agreement shall subsist even during a Force Majeure Event.

20. 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 5% of the total value of the work order issued prior to the date of incident. 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 user terms in respect of Service Provider’s application system. The Service Provider 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 <Name of Department/Authority> to perform any of its obligations, in such event, Service Provider shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge _____ for additional costs incurred, if any, as may be mutually agreed upon between the Parties. The bidder must be registered with all the-necessary authorities such as EPFO, ESIC and any other employment regulations. NTA shall not be responsible for any mishap or accidents of manpower deployed by the agency, that may occur during execution of work.

21. Indemnity

_____ shall indemnify and hold harmless, _____ and any of its respective officers, directors or employees against any third-party and the Principal's liabilities, actions, claims (including settlement costs), suits, proceedings (including any proceeding brought before any court, direct or substantial or consequential damages, judgments or expenses including reasonable attorney's fees and other expenses of litigation (each, a "Claim", collectively the "Claims") that arise out of (i) the performance of the Services (including, without limitation, a claim based upon infringement or misappropriation of third party's intellectual property rights or idea misappropriation) by the _____ and _____ affiliates, (ii) any breach by the _____ and _____ affiliates of its obligations hereunder, or any other provision of this Agreement.

Annexure-I

Indication of States/UTs by Bidder (in which work is proposed to be carried out)

Sl. No.	Names of States/UTs in which bidder proposes to carry out the work
---------	--

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Annexure-II
Particulars of Bidder

1.	Name and Address of the Bidder		
2.	Incorporation status of the firm (public limited / private limited, etc.)		
3.	Date of establishment		
4.	Details of Contact Person Name and Designation Mobile No. Email Id.		
5.	CIN Number		
6.	Total Annual Financial Turnover (Attach photocopies of Audited Balance Sheet and Profit & Loss Account)	FY 2022-23	
		FY 2023-24	
		FY 2024-25	
7.	PAN No		
	GST No.		
8.	Details of Earnest Money Deposit (EMD)		

Signature:

Date:

Name of Bidder:

Annexure-III

Letter of undertaking
(ON THE LETTER HEAD OF THE BIDDER)

To
The Director General
National Testing Agency,
New Delhi

Sir,

This bears reference to _____ dated ____/____/2026. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid document.

We hereby certify that no terms and conditions have been restricted by us in the Financial Bid.

We agree that we shall not prevent NTA from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on __/__/2026 and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Yours faithfully,

Name of the
Bidder:
Authorized
Signatory: Seal of
the Organization:
Date:

Annexure-IV

SELF-DECLARATION – NON-BLACKLISTING
(On Non-Judicial Stamp Paper of INR 100)

To
The Director General,
National Testing Agency, New Delhi

Sir,

In response to the Bid dated _____ 2026, I/we hereby declare that presently our Company/Organization _____ does not stand blacklisted by any Govt. Organization/ Board/ Council/ University/ Commission and any other Government/ PSU / Government undertaking organization as on day of tender bidding.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD/PBG may be forfeited in full and the bid if any, to the extent accepted may be cancelled.

Yours faithfully,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Annexure-V

FINANCIAL INFORMATION

(To be provided on the bidder's letterhead, accompanied by a certificate from the bidder's Chartered Accountant (CA), certifying the same information with a valid UDIN)

TO WHOM IT MY CONCERN

Below Details are furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years and certified by the Chartered Accountant

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25	Average annual Turn over
i)	Gross annual turnover				
ii)	Net Worth				

Please attach -

- Audited Balance Sheet
- CA Certificate

Yours faithfully,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Annexure-VI

Performance Bank Guarantee

Ref: _____

Date _____

Bank Guarantee No. _____

To
The Director General
National testing Agency, New Delhi

1. Against contract vide Advance Acceptance of the Tender No. _____ dated _____ covering _____ (hereinafter called the said "Contract") entered into between National testing Agency, New Delhi (NTA) (hereinafter called "Purchaser") and _____ (hereinafter called the "Bidder") this is to certify that at the request of the Bidder we ----- Bank Ltd., are holding in trust in favour of Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified Purchaser against any loss or damage that may be caused to or suffered by Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and in the performance thereof. We agree that the decision of Purchaser, whether any breach of any of the terms and conditions of the said contract and in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to Purchaser.

2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within 7 days after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from Purchaser.

It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of Purchaser.

3. We undertake to pay to Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

4. We _____ Bank Ltd, further agree that Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the

Tendered from time to time or to postpone for any time from time to time any of the powers exercisable by Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we,

_____ Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by Purchaser to the said Bidder or for any forbearance and or omission on the part of Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Date _____

Place _____

Witness _____

Signature _____

Printed name _____

Annexure-VII

Contract Agreement for Selection of Service Provider to provide Security Services (Impersonation Control through Face Authentication and Biometric authentication Service (Aadhar Based) & Attendance Marking Service, for NEET UG 2026, being conducted by National Testing Agency in offline mode at examination centres across the country.

SERVICE AGREEMENT

This Service Agreement (“**Agreement**”) is executed on this ___ day of _____, 2026 in ____ and shall take effect from _____, 2026 (“**Effective Date**”), by and between:

_____, having its registered office at _____, (hereinafter referred to as the “**Department**” or “**Authority**” or “____”) to be represented by _____ Authorized Signatory on behalf of the Company, which expression, unless repugnant to the context or otherwise, shall be deemed to mean and include its successors-in-interest and permitted assigns;

AND

[**Name of the Service Provider**] [CIN - _____] a company registered under the laws of India, , having its registered office at _____ (hereinafter referred to as “**Service Provider**” or “**Company**”) to be represented by _____ Authorized Signatory on behalf of the Company, which expression, unless repugnant to the context or otherwise, shall be deemed to mean and include his heirs, executors and administrators.

The expression of the terms “Service Provider” or “Company and Department” or “Authority” or “____” shall hereinafter referred individually referred to as “**Party**” and collectively as “**Parties**”

WHEREAS

_____ is in the business of providing collection of services related to as per *tender no.* _____ *dated* _____, (referred to as “**Tender**”) under which _____ has been declared L1 and will work on certain projects as set forth in individual statements of work (each a “**Project**”) to provide the Services, and _____ desires to be retained by _____, to work on such Project(s).

NOW, THEREFORE, in consideration of the mutual promises and agreement set forth below, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, and intending to be legally bound, the parties agree as follows:

1. DEFINITIONS:

In this agreement, the following terms shall, unless repugnant to the context, have the following meanings:

1.1. “**Agreement**” shall mean this Agreement, all annexure, schedules, attachments, exhibits attached hereto and includes any modifications and revision to such documents from time to time.

1.2. “**Confidential Information**” means and includes any and all information or content shared by the parties relating to the services covered under this Agreement and business of the parties, which is obtained or received directly or indirectly in writing or orally, by the receiving party, from either party or through any other person, pursuant to its functions under this Agreement; and any or all emails, software, data, tables, analysis, statistics, compilations, studies, financials, projections, documents and records relating the services contemplated under this Agreement and any business of the party

provided to the other party or obtained by other party pursuant to or as a result of its functions under this Agreement and includes any material that may be developed or generated from any confidential data, information or matters provided.

1.3. **"Scope of Work"** shall mean and include the "Services/ Deliverables" which has been agreed as per Tender no. _____ Dated _____ between the Parties and as set forth in this Agreement. In the event that there is any conflict between the terms of this Agreement and the terms of Scope of Work, the terms contained in this Agreement shall prevail.

1.4. **"Charges" and "Fees":** shall means the Fees mutually agreed between the Parties and payable by National Testing Agency to Service Provider for rendition of Services under this Agreement as per the format of price/Financial Bid defined in the Tender and the same shall form part of this Agreement.

1.5. **"Invoice":** Detailed Invoice shall be raised by Service Provider for rendition of Services from time to time.

1.6. **"Services/ Deliverables"** shall mean and include all the services to be performed by the Service Provider in accordance with the terms as defined in the tender document.

2. SERVICE

2.1. _____ shall provide the Services items as specified in the tender document (the **"Services"**)

2.2. The award of work shall be on a project-to-project basis wherein one project shall be treated as one examination. The work order shall be issued from time to time accordingly.

2.3. Parties may mutually agree in writing to add to the scope of the Services/ Deliverables on mutually agreed terms from time to time. Any such changes agreed between the parties in the scope of Services /Deliverables shall take effect from the date as agreed between the parties. Such addendum or amendment shall form part of this Agreement after being executed by both the parties.

3. PAYMENT AND PENALTY TERM:

Service Provider shall be entitled to Charges/Fees as per the Tender terms. Furthermore, both the Parties hereby agrees that the duly submitted and accepted financial bid shall be annexed herein this Agreement.

4. ROLES AND RESPONSIBILITIES OF SERVICE PROVIDER

- i. National Testing Agency shall determine the manner and means by which the Services shall be performed subject to terms of the SOW/Work Order as mutually agreed between the Parties.
- ii. Service Provider agrees to work closely with the Department's representatives in the performance of Services and shall be available to Department's representatives, at all reasonable times, provided intimation (emails permitted) is given to the Service Provider.

5. TERM

This Agreement commences on the Effective Date and shall be valid for a period of 01 (One) year from the Effective Date (**"Term"**).

6. NOTICES

Any notice provided for in this Agreement shall be in writing and shall be (i) first transmitted by email, and then confirmed by postage, prepaid registered post with acknowledgement due or by recognized courier service; or (ii) sent by postage, prepaid registered post with acknowledgement due or by recognized courier service, to the relevant party at its address set out below:

In the case of notices to the Service Provider:

Name:

Designation:

Address:

Email:

All notices shall be deemed to have been validly given on (i) the business day immediately after the date of transmission, if transmitted by email; or (ii) in case sub-clause (i) does not apply, the expiry of 7 (seven) business days after posting, if sent by post.

Either Party may, from time to time, change its address or representative for receipt of notices provided for in this Agreement and shall inform the other Party in writing within 10 (ten) days of change. In case of any dispute regarding the delivery of the notices to the other Party, delivery by emails transmission shall be preferred over the postal transmission.

7. CONFIDENTIALITY

A. During the continuity of this Agreement, “**Confidential Information**” of disclosing party, means any information or proprietary materials (in every form and media) of disclosing party made available to, disclosed to or otherwise obtained by the receiving party in connection with this Agreement, including, but not limited to, information relating to disclosing party’s financial data, products, services, design documents data, reports, analyses, costs, prices or discount structure, names, business opportunities, technical specifications, documentation, and other materials contained in or related to any of the foregoing.

B. Use of Confidential Information. Disclosing Party retains all right, title and interest in, to and under its Confidential Information and grants only the rights expressly permitted under this Agreement. The receiving party agrees not to use any Confidential Information of disclosing party for any purpose except for performing the obligations pursuant to this Agreement. The receiving party shall promptly notify disclosing party in the event of any unauthorized use or disclosure of its Confidential Information. The receiving party: (i) may copy disclosing party’s Confidential Information only as required to perform its obligations hereunder and shall reproduce disclosing party's proprietary rights notices on any such copies, in the same manner in which such notices were set forth in or on the original; (ii) must return or destroy disclosing party’s Confidential Information when no longer needed, upon request, or at termination or expiration of this Agreement; (iii) must take the same care it uses to protect, and avoid unauthorized disclosure, release, or use of its own Confidential Information of like importance, but not less than reasonable care; (iv) may disclose disclosing party’s Confidential Information only to those employees, affiliates and independent contractors who have a need to know and use the Confidential Information for purposes permitted or required by this Agreement, provided that the employees, affiliates and independent contractors have agreed in writing, prior to any disclosure of Confidential Information to any such employee, affiliate or independent contractor, to maintain the confidentiality of the information under terms no less stringent than those specified herein and are not competitors of disclosing party; and (v) may use Confidential Information to perform its obligations under this Agreement, and its employees, affiliates and independent contractors with a need to know, are authorized to do the same. In the event of a breach or threatened breach by receiving party, the receiving party agree that monetary damages may not be an adequate remedy, therefore, disclosing party shall

be entitled to injunctive relief in addition to monetary damages as an equitable remedy to restrain the receiving party committing the breach, from any such breach, threatened or actual.

C. Exclusions from Confidential Information. Notwithstanding the provisions of clause 11(b), the following will not be considered Confidential Information under this Agreement: (a) information that is independently developed by the receiving party without use of, reference to or reliance on disclosing party's Confidential Information; (b) information that is or has become publicly known through no fault or act of the receiving party; (c) information that is lawfully known by the public at the time of disclosure and is not subject to restriction; and (d) information that is lawfully obtained, without a duty of confidentiality, from a third party that rightfully makes such disclosure without breach of a duty of confidentiality or other wrongful act by the receiving party. The receiving party may disclose Confidential Information of disclosing party if required to do so by law; provided that the receiving party promptly furnishes disclosing party with written notice of such legally required disclosure and cooperates with disclosing party's reasonable efforts, at its own cost and expense, to obtain a protective order, other appropriate protection of the disclosing party's Confidential Information.

8. INTELLECTUAL PROPERTY

"Intellectual Property" means all intellectual property, whether existing or future including, without limitation, all patents, trademarks, permits, service marks, brands, trade names, trade secrets, proprietary information and knowledge, technology, source code, object code, upgrades, updates, name and data associated with software and Services, computer programs, databases, copyrights, licenses, franchises, formulae, designs, including all related rights therein, irrespective of status of registration. Each Party retains all rights in their respective Intellectual Property (ies) and nothing in this Agreement/Work Order/Tender shall be construed as a transfer or assignment of any Intellectual Property from the _____ to the _____.

_____ shall, at all times, retain all rights, interest and title in the Services including but not limited to all and any derivatives, customizations, and improvisations or any part or portion thereof.

Both Parties hereby agrees and confirms to take due care, to protect and safeguard the Intellectual Property of each other. Notwithstanding anything contained elsewhere in the Agreement/Tender/Work Order, _____ reserves the right to temporarily suspend Services, which it reasonably believes is/are being used for unauthorized purpose(s), or upon apprehension of Intellectual Property infringement from such access and shall promptly notify the _____ of such suspension. However, before such suspension, _____ shall inform the _____ in writing in advance to enable remedial actions on Customer part.

_____ agree that _____ may upon a prior intimation to _____, use Your logo, brand name, and trademark for the limited purposes of displaying You as a client/recipient of the Services.

9. REPRESENTATIONS, WARRANTIES, AND UNDERTAKINGS

Each Party warrants and represents that:

- a. it has all legal and proprietary rights in their respective Intellectual Property; and has the legal right and authority to execute this Agreement and has completed all corporate actions necessary, to execute this Agreement.
- b. the performance of its obligations under this Agreement is not in violation of any Applicable Laws and does not conflict with the obligation(s) under any agreement with any third party.

- c. that the Work Order including the Tender and this Agreement, when executed and delivered would constitute a valid and binding obligation of such Party and will be enforceable against such Party in accordance with the terms prescribed therein.

10. ASSIGNMENT

Service Provider in its discretion assign any rights or obligations under this Agreement to any other party or Affiliates without prior written consent of the Department. The word “**Affiliates**” shall mean an affiliate of the Service Provider that controls the Service Provider, is controlled by the Service Provider, or is under common control with the Service Provider.

11. RELATIONSHIP OF THE PARTIES

Nothing in this Agreement shall be construed (i) to constitute the Parties as employer and employee, principal and agent or partners; or (ii) to allow either Party to create or assume any obligations, whether express or implied, on behalf of the other Party for any purpose, or to commit the other Party in any way to any third Party.

12. WAIVER

Waiver by any party of any breach of any provisions of this Agreement (or the consequences of any such breach as provided for in this Agreement) must be in writing and signed by the parties hereto and such waiver shall not constitute or be construed as a continuing waiver or as a waiver of any other breach of any other provisions of this Agreement.

13. ENTIRE UNDERSTANDING & MODIFICATIONS

This Agreement contains the entire agreement of the Parties relating to the subject matter hereof and shall supersede any and all prior correspondence including but not limited to email correspondence, proposal etc. The Agreement can be modified only by an instrument in writing signed by the Parties.

14. COUNTERPARTS

This Agreement may be signed in any number of counterparts, all of which taken together, shall constitute one and the same agreement.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed as of the Effective Date.

For
<Name of Department/Authority>

For
SERVICE PROVIDER

Sign:

Sign:

Name:

Name:

Designation:

Designation:

WITNESS:

Witness No. 1

Witness No. 2

Name:

Name:

Address:

Address:

Signature:

Signature:

Dated:

Dated:

To be Enclosed as part of Agreement:

- i) Letter of Intent*
- ii) Acceptance of all terms & conditions*
- iii) Complete bid documents including amendment(s), if any.*

Annexure-VIII

Declaration / Undertaking

(To be provided by Bidder on Company Letter head)

To
The Director General,
National Testing Agency, New Delhi (NTA),

Sub: Declaration / Undertaking regarding acceptance of bid terms, absence of conflict of interest, and compliance

We, **M/s.** _____, having our Registered Office at _____, represented by the undersigned Authorized Signatory, in response to your Bid No. _____ dated _____, and having submitted our Technical and Financial Bid for providing Security Ancillary Services for examinations to be conducted by NTA, hereby certify, declare, and undertake as under:

1. That we have carefully read and fully understand the Scope of Work specified in the Bid, and our offer is strictly in accordance with the same.
2. That all the terms and conditions of the Bid/Tender Document are acceptable to us without any reservations.
3. That we shall maintain data security and confidentiality and shall not divulge any details whatsoever pertaining to the project to any person or entity without the prior written permission of NTA.
4. That we have not been penalized or convicted for concealment of income or wealth during the immediately preceding three (3) years.
5. That we shall not have any Conflict of Interest that affects or is likely to affect the Bidding Process.
6. That we are not a member of any other bidding entity participating in this tender.
7. That none of the relatives of any employee of our organization is employed in National testing Agency, New Delhi (NTA)
8. That whenever NTA requires additional information or clarifications, we will promptly arrange discussions with our professional and technical personnel to verify claims made in our bid documentation. In case of failure to submit such supporting documents or evidence, we understand that our bid shall be liable for rejection.
9. That all information, certified copies of documents, undertakings, and certificates submitted along with the Bid are true and correct to the best of our knowledge and belief.

That we agree NTA has the right to forfeit the Bid Security (EMD) and/or Performance Guarantee Deposit (PBG) and to take any suitable administrative action if any information furnished by us is found to be false or misleading or if we fail to comply with the tender conditions at any stage.

Authorized Signatory:

Name: _____
Designation: _____
PhoneNo. _____
Seal of the Bidder Organization _____
Date: _____
Place: _____

Annexure – IX

Financial Bid Format

(To be uploaded in Financial Bid Section on GeM Portal only)

Date: _____

To

The Director General
National Testing Agency
1st Floor, NSIC-MDBP Building, Okhla
Phase-III, New Delhi-110020

Company Name: _____

After having gone through the terms and conditions as enlisted in the tender document for **“Selection of Service Provider for Providing Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based) & attendance marking service for NEET UG- 2026 being conducted by National Testing Agency, in offline mode, at examination centres across the country”**.

I/We accept all the terms and conditions of the tender document and quote our lowest rates. Our lowest rates offered for the required job are as under:

Service Description	Unit
Impersonation Control Through Face Authentication and Biometric Authentication services (Aadhar based) & attendance marking service	Price per Candidate

Note:

- Rates should be quoted by the bidder in figures as well as words. In case of any ambiguity/discrepancy the rates written in words shall prevail.
- Evaluation criteria are mentioned in the scope of work.
- **Estimated quantity for the entire work will be deployment of about 80,000 manpower for impersonation control through face authentication and biometric authentication (Aadhar based) & attendance marking service.**
- This Rate would remain valid for the entire duration of contract.
- The rate quoted by the Service Provider shall be inclusive of all taxes & duties, incidental costs including transportation, handling, and installation etc.
- Previous year (NEET UG 2025) Centre Master attached as Annexure XII.
- GST is exempted as per Gazette Notification CG-DL-E-28022023-243960 dt 28.02.2023 (for entrance examinations).
- The offered rates shall be valid for a period of 180 days (from the date of submission of bid) ONLY.
- NTA is not bound to take all the services mentioned above and reserves the right to engage one or more services as per the requirements
- The bidder(s) must quote their rate for complete work, i.e. Face Authentication and Aadhaar-based Biometric Authentication. NTA reserves the right to award the work based on its requirements and operational needs at the time of award. In the event that only one of the two activities is carried out, payment shall be made as mentioned in the tender document

**Signature of owner/authorized Signatory of the firm/bidder
Complete Name and Address with seal of the Firm**

Annexure – X

**(NAME OF THE AGENCY)
Centre Sign-Off Report**

Name & Address of the Examination Center:			
State Name: & District /City Name:	_____ & _____ _____	Centre Code: & Date of Exam	_____ & ___ / ___ /2026

Sl. No.	Service Description	Total No. of candidates allotted in the centre	No. of Personnel with Biometric Devices deployed at centre	Reporting time of Biometric Staff at centre (Exam Day)
1	Provide Impersonation Control through Biometric Authentication and Attendance Marking Service	_____Nos.	_____Nos.	Before start of Entry (YES or NO)

Sl. No.	Data	Count
1.	No. of manpower not deployed (mock day) No. of manpower not deployed (exam day)	
2.	No. manpower reported late (mock day) No. manpower reported late (exam day)	
3.	No. of candidates leftover at the centre (whose authentication activity not performed)	

Hologram affixed at centre: Y/N _____
Instance(s) of authentication activity beyond permitted timing: Y/N _____

I hereby certify that M/s _____ has implemented the **Impersonation Control through Biometric Authentication and Attendance Marking System** at our center for restricting the impersonated candidates to enter the examination hall during the **XXXXXX 2026** Examination.

The work has been found Satisfactory / Unsatisfactory (Please tick mark).

Signature of the Centre Superintendent
Observer with

Signature of the

(NTA ID _____) With Stamp
ID _____

NTA

Seal

Signature of Biometric
Incharge at centre with
contact number

Annexure – XI

Centre Master & Candidate Data