

National Testing Agency (NTA)
Ministry of Education, Government of India

Date 31.08.2026

Invitation for Empanelment of App-Based Mobility / Cab Aggregator Service Provider(s)

Tenure of Empanelment: One (1) year from the date of issuance of the Letter of Intent (LoI)

Tender Method: Open bidding — technical qualification only (no commercial bid), in accordance with GFR 2017

Subject: Open invitation to all eligible app-based mobility/cab aggregator service providers to submit technical bids for empanelment as authorised mobility service provider(s) for official travel requirements of NTA

1. Background & Context

The National Testing Agency (NTA) has approved a Travel & Mobility Policy governing official travel of its Officers, Temporary/Contractual Staff, and Official Guests, to be operationalised through an app-based cab aggregator's business dashboard and a voucher-based disbursal mechanism ("Official Travel & Mobility Policy: Implementation"), on the tiered structure described therein.

No service provider stands empanelled with NTA for this purpose as on date. NTA invites bids, through advertisement on the NTA website, from all eligible app-based mobility/cab aggregator service providers operating in India — including but not limited to established players such as M/s Uber, M/s Ola, and M/s Rapido — for empanelment.

2. Objective

- To empanel one or more app-based cab aggregator service providers for official mobility requirements of NTA, on a non-exclusive, parallel-operator basis where more than one is empanelled.
- To secure competitive per-ride/voucher pricing, service coverage, and value-added terms through comparative evaluation of bids.
- To extend NTA's tiered voucher/benefit framework (Tier I – Officers, Tier II – Temporary/Contractual Staff, Tier III – Official Guests & SMEs) across empanelled provider(s), subject to platform capability.

3. Eligibility Criteria

Open to any bidder meeting the following minimum criteria, to be substantiated with documentary evidence uploaded with the bid:

- Incorporated in India, with valid GST registration and PAN.
- Minimum average annual turnover of ₹10 crore over the last three financial years (from mobility/ride-hailing operations).
- Minimum three years of operational experience in app-based ride-hailing services in India.
- Pan-India (or, at minimum, NCR and other locations where NTA examination centres/offices are situated) operational presence with a functioning ride-hailing platform.
- Functional enterprise/business dashboard with voucher or wallet-based disbursal capability, demonstrable at the technical evaluation stage.

Note: Cab aggregators endorsed/empanelled by the Ministry of Cooperation (or the concerned nodal Ministry, as applicable) shall be exempt from the aforesaid turnover and experience requirement.

All bidders meeting or exceeding the qualifying threshold shall be recommended for empanelment; there is no ranking, L1 determination, or single-winner selection, since price is not a bid parameter.

4. Scope of Services Sought

- Enterprise/business dashboard enabling centralised administration, voucher generation, and expenditure tracking, aligned to the tiered structure (Tier I/II/III).
- Support for monthly recurring voucher allocations (Tier I), customised duration-and-ride-bound voucher templates (Tier II), and standardised single-use/guest vouchers (Tier III).
- Vehicle category options spanning Economy/Auto, Standard/Sedan, and Premium/XL segments, mapped to user grade.
- Coverage of NTA Headquarters, regional offices, and examination centre locations as notified from time to time.
- Consolidated, GST-compliant monthly statement with MIS/audit trail sufficient for internal vigilance and CAG audit requirements.
- Dedicated account management and grievance redressal support, with defined turnaround times.
- Data privacy and security compliant with applicable Indian data protection law; no third-party sharing of NTA usage/personal data without written consent.

5. Nature and Tenure of Empanelment

Empanelment under this bid is non-exclusive. NTA reserves the right to empanel any one, more than one, or all technically qualifying bidders, and to allocate usage across empanelled providers at its sole discretion based on service quality, coverage, and operational suitability. Empanelment does not guarantee any minimum volume of business to any party.

Tenure: The empanelment shall be valid for a period of one (1) year from the date of issuance of the Letter of Intent (LoI), thereafter this may be renewed for successive one (1) year periods unless terminated. Either party may terminate by 30 days written notice.

6. Billing Basis — No Fixed Commercial Bid

Rates payable to the empanelled service provider(s) shall be strictly as per the fare displayed/applicable on the respective provider's own mobile application or platform at the time of booking (i.e., prevailing metered/dynamic fare at the point of use), inclusive of applicable taxes and any standard platform charges disclosed on the application.

Accordingly, this bid does not seek, and shall not evaluate, any fixed, quoted, or negotiated commercial rate from bidders. Selection for empanelment shall be based solely on technical qualification as set out in Clause 7. No Financial/Commercial Bid, BOQ, or price comparison shall form part of this process.

Bidders may, at their option, disclose any standard corporate/institutional discount, waiver of convenience fee, or surge-pricing protection applicable to government accounts as part of their technical submission; such disclosures are informational only and shall not be scored or used to rank bidders.

7. Bid Validity

90 days from the last date of submission.

8. Timeline

In accordance with GFR 2017, a minimum of three weeks (21 calendar days) is being allowed from the date of publication of this bid for submission. As there is no commercial bid stage, empanelment may follow directly on completion of technical evaluation:

Activity	Timeline
Date of publication of Bid on NTA website	T
Last date & time for submission of bids	T + 21 calendar days (minimum, per GFR 2017)
Eligibility Evaluation	T + 24 days
Empanelment /Lol issuance	T + 28 days (indicative)

9. Mode of Submission

Bids shall be submitted only through Email directly to NTA.

Email: Procurement@nta.ac.in

10. General Terms

- NTA reserves the right to accept or reject any or all bids without assigning any reason, and to modify, withdraw, or extend this bid at any stage, through notification on the NTA website.
- Empanelment shall be subject to execution of a Memorandum of Understanding (MOU)/Agreement incorporating the terms finalised through this process, as per the standard terms and conditions notified for this bid on the NTA website.
- This bid does not constitute a binding commitment on the part of NTA to empanel any party, nor a guarantee of business volume.
- Since billing is at the prevailing application fare, empanelled providers shall not levy any rate, markup, or convenience fee over and above what is displayed on their application at the time of booking, for NTA bookings.
- Late bids shall not be considered, in accordance with GFR 2017 and the standard bidding rules notified for this bid on the NTA website.

This issues with the Approval of the Competent Authority