

E-TENDER

Document for Providing

Services for Online Counseling and Emotional Wellbeing at IIT Mandi



Tender No.: IITMANDI/S&P/PUR-23/2021-22/872-873

Tender date: 11th May, 2021

Last Date of Submission: 01st June, 2021

**Indian Institute of Technology Mandi (IIT Mandi),
Store & Purchase Section,
2nd Floor, A7 Building, South Campus,
Kamand – 175 075, District – Mandi (H.P), India**

Tel.: 01905-267008/267039/267048/267183

Email: lishma@iitmandi.ac.in & arsp@iitmandi.ac.in

E-TENDER NOTICE

E-Tenders are invited through electronic tendering system under two-bid system <http://eprocure.gov.in/eprocure/app> from highly reputed, well established & professional counseling service agencies for providing online counseling and emotional support for IIT Mandi students, faculty and staff. IIT Mandi, Kamand campus, Distt. Mandi (H.P.) **invites** online tenders **under two-bid system** from approved and eligible bidders who possess the necessary eligibility criteria /experience for executing the following specialized work for **“Services for Online Counseling and Emotional Wellbeing at IIT Mandi”**

Date of publishing of document	11 th June, 2021
Last date and time of submission of online bids	01 st June, 2021 till 11:00 AM
Date and time of opening of bids	02 nd June, 2021 at 11:00 AM
Tender Fee	Rs. 1,180/- (Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only towards non-refundable tender fee, drawn in favour of “The Registrar, IIT Mandi” payable at Mandi.
Earnest Money Deposit	EMD Amount- Nil However, as per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit ‘Bid Security Undertaking’ in lieu of EMD (Annexure-E)
Bid Validity	180 days
Last date of seeking clarification	26 th May, 2021
Date of opening of financial bids	The date & time for opening of Financial Bids will be informed later on to the technically qualified bidders
Security deposit	

The “Tender Document” and other terms and conditions are available at <http://eprocure.gov.in/eprocure/app> & Institute website <http://iitmandi.ac.in/administration/tenderseoi.php>.

Instruction to bidder:

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender publishing on the CPP Portal.
2. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
3. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
4. The tenders will be received online through the portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format. All quotations (**both Technical and Financial should be submitted in the E-procurement portal**).
5. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <http://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.

Instruction for Preparation & Submission of bids:

1. Technical Bids should be submitted in PDF format & Financial Bids should be submitted in Excel format.
2. **In case of Financial bids**, a standard BOQ format has been provided in Excel format. Bidders are required to download the BoQ Excel file and fill their financial offer on the same BOQ format. After filling the same, submit it online in Excel format, without changing the financial template format. However, if bidder wants to modify in its financial offer, then bidder can modify.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
4. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. **Kindly add scanned PDF of all relevant documents in a single PDF file like, compliance sheet, OEM/Principle Certificate etc.**

7. Bidder should log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
8. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
9. The technical and financial bids should be submitted online through the portal <http://eprocure.gov.in/eprocure/app> in original. The financial bid should include the cost of main equipment/item and its accessories. If there is any separate cost for installation etc. that should be quoted separately.
10. Each bidder should be marked with the following reference on the top bids submitted online: **“IITMANDI/S&P/PUR-23/2021-22/872-873/Online Counseling and Emotional Wellbeing, dated, 11th May, 2021”**.
11. Full technical details should be included with the technical bid to verify the eligibility of the bidders quoted in the tender. The bidders should submit copies of suitable documents in support of their reputation, credentials and past performance in .pdf format.
12. The rates should be quoted in figures (typed or printed) and cutting/overwriting should be avoided. The final amount should be in figures as well as in words. If there are cuttings, they should be duly initialed, failing which the bids are liable to be rejected.
13. **Tender Cost:** The bidder should submit a demand draft of Rs. **1,180/- (Tender Fee inclusive GST) in Words Rupees One Thousand One Hundred & Eighty only** towards non-refundable tender fee, drawn in favour of **“The Registrar, IIT Mandi” payable at Mandi** in a sealed envelope super-scribed as Tender fee & NIT No. **“IITMANDI/S&P/PUR-23/2021-22/872-873/Online Counseling and Emotional Wellbeing, dated, 11th May, 2021”** on or before last date & time of submission of bids. **In the absence of tender fee, bids for evaluation shall not be accepted. NSIC/MSME exemption certificate shall be considered only against EMD (detail as mentioned in S.No.15).**

14. Earnest Money Deposit (EMD):

EMD amount - Nil.

However, As per GOI guidelines (OM No. F.9/4/2020-PPD, dated 12.11.2020) bidders are required to submit 'Bid Security Undertaking' in lieu of EMD (Annexure-E)

Note: Both (tender fee & EMD- Bid Security Undertaking) envelops should be placed in another sealed envelope and address to:

Dy. Registrar,

Stores and Purchase,

Indian Institute of Technology Mandi (IIT Mandi),

S & P Section, 2nd Floor, A7 Building, South Campus,

Kamand – 175 075, Distt. – Mandi (H.P), India

This envelop having tender fee & EMD (Bid Security Undertaking) should reach on or before last date time of submission of bid.

15. EMD Exemption:

The Institute may accept bids without EMD from those bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concern Ministry or Department **as Manufacturer**. To claim the exemption, the bidder must be offering goods manufactured by themselves. Exemption will not be granted in case the bidder is acting as an agent for some other vendor.

General Terms & Conditions:

1. While sending rates, the firm shall give an undertaking to the effect that ***“the terms/conditions mentioned in the enquiry letter/Tender Notice against which the rates are being given are acceptable to the firm.”*** in .pdf format. In case the firms do not give this undertaking, their rates will not be considered.
2. Any bids received after **01st June, 2021 till 11:00 A.M.**, shall not be considered.
3. The Technical Bids will be opened on **02nd June, 2021 at 11:00 A.M.** The date & time for opening of Financial Bids will be informed later on to the technically qualified bidders.
4. The tenders will be received online through the portal <http://eprocure.gov.in/eprocure/app>. All tender documents received after the specified date and time shall not be considered.

For any correspondence regarding tenders is on below address:

**Dy. Registrar,
Stores and Purchase,
Indian Institute of Technology Mandi (IIT Mandi),
S & P Section, 2nd Floor, A7 Building, South Campus,
Kamand – 175 075, Distt. – Mandi (H.P), India**

5. All tenders in which any of the prescribed conditions is not fulfilled or any condition is put forth by the tenderer shall be summarily rejected.
6. The bidders or their authorized representatives may also be present during the opening of the Technical Bid, if they desire so, at their own expenses.

Note: Price bids of only those bidders will be opened whose technical bids are found suitable by the committee appointed for the purpose. Date and time of opening of price bids will be decided after technical bids have been evaluated by the committee. Information in this regard will be intimated only to the technically qualified bidders. In exceptional situation, an authorized committee may negotiate price with the qualified bidder quoting the lowest price before awarding the contract. The bidder must ensure to quote the rate of each item. The column meant for quoting rate in figures appears in pink colour and the moment rate is entered, it turns in to sky blue. In addition to this, while selecting any of the cells a warning appears that if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO).

However, if a tenderer quotes nil rates against each item in item rate tender or does not quote any percentage above or below on the total value of tender, the tender shall be treated as invalid and will not be considered as lowest tenderer

7. Clarifications:

In case the bidders requires any clarification regarding the tender document, they are requested to submit their queries on the e-mail i.e. lishma@iitmandi.ac.in & arsp@iitmandi.ac.in on or before **26th May, 2021**.

8. **Assistance to Bidders:** Any queries relating to the tender document and the terms & conditions contained therein should be addressed to tender Inviting Authority for a tender or relevant contact person indicated in the tender.

9. **Validity:**

The bid should be valid for acceptance up to a period of 180 Days. The Bidders should be ready to extend the validity, if required without any additional financial implications.

10. Minimum Eligibility Criteria:-

Bidder who fulfill the following requirements shall be eligible for bidding. Joint ventures and conditional tenders will not be accepted.

Sl No	Eligibility criteria	Supporting documents
1)	The bidder must be an Indian firm/ company/ Organization registered under the Companies Act, 1956 or a proprietary firm or a firm registered under Partnership Act 1932. (Consortium of companies not permitted).	Copy of Certificate of incorporation & registration certificate showing type of firm
2)	Bidders should have a valid PAN, GST registration.	Copies of PAN/GIR card, GST certificate
3)	Bidder should be in the business of providing similar serviced for at least 3 years as on 31.3.2021.	A self-declaration on bidder's letter head
4)	Should have Average Annual Financial Turnover of Rs. 25 Lakh in each of the last 3 consecutive financial years (2018-19, 2019-20, 2020-21) " Similar work " shall mean works of Online counseling services .	CA certified document with name of CA, registration number, signature and stamp to be attached.
5)	The bidder or any of its partners should not have been blacklisted by any Govt./Semi Govt./Dept or any other organization in the last three years.	Self-declaration in the attached format, Annexure-C

11. Evaluation of bids:

1. Screening of bids shall be carried out as per eligibility conditions mentioned in this document and based verification of testimonials submitted.
2. Bids will be evaluated for shortlisting inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final. The agencies may be required to make a presentation.

Presentation before committee : 100 marks

Qualifying marks : 70%

3. IIT Mandi will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from IIT Mandi.

The bidders who will declared technical eligible by the Committee will only be considered for financial bid evaluation.

Any effort on the part of the bidder or his agent to exercise influence or to pressurize the employer would result in rejection of his bid. Canvassing of any kind is prohibited.

Note: Director IIT Mandi or any of its designates reserves the right to cancel this request for tender and / or invite afresh without amendments, without liability or any such request for tender and without assigning any reasons. Information at this stage is indicative and Director, IIT Mandi reserve the right to amend/add further details in the tender.

GENERAL CONDITIONS OF CONTRACT

1. Performance Guarantee.

The Agency whose bid is accepted will be required to furnish performance guarantee of 3% (Three Percent) of the tendered amount in the shape of FDR/DD/PBG from scheduled bank of India within the 15 days of the issuance of letter of acceptance. In case the Agency fails to deposit the said performance guarantee within the period including the extended period if any, the Earnest Money deposited by the Agency shall be forfeited automatically without any notice to the Agency.

2. Payment Terms

- 2.1 No advance payment shall be made to the agency.
- 2.2 The Agency shall submit to Institute monthly bills latest by 10th of the next month and after verification, same will be processed for release of payment.
- 2.3 A detailed report on analysis of issues faced by the users and solutions / services offered and general trends is to be submitted monthly and aggregates quarterly before processing the payment.
- 2.4 **Taxes, duties and Levies:-**All present and future taxes and levies as per Central/State laws and rules will be deducted from the gross amount of the bill during the subsistence of contract.
- 2.5 Payment for any other optional services availed by the Institute, as required from time to time shall be made on receipt of invoice and on the basis of actual availment.

3. Dispute Resolution Clause & Arbitration

- 3.1 The Parties agree to negotiate in good faith to resolve any dispute between them regarding this Agreement. If the negotiations do not resolve the dispute to the reasonable satisfaction of the Parties, then each Party shall nominate a person as its Representative. These representatives shall, within 30 days of a written request by any Party to call such a meeting, meet in person and shall attempt in good faith to resolve the dispute.
- 3.2 If the Parties are unable to resolve the disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the contract, in such meeting as aforesaid, in such event, the disputes or differences shall be referred to Dispute Redressal Committee. If the Dispute Redressal Committee fails to resolve the issue, the dispute will be referred to arbitration at the request of either of the parties.
- 3.3 All disputes or difference of any kind whatsoever arising out of or in connection with the contract or the carrying out of the work, whether during the progress of the work or after the completion and whether before or after the termination, abandonment or breach of the

contract shall be referred to by either party on failure of reconciliation as aforementioned (INSTITUTE or the Agency) for arbitration by sole arbitrator nominated by the Director, Indian Institute of Technology, Mandi. The arbitration shall be governed by the provisions of ARBITRATION AND CONCILIATION ACT, 1996 or any statutory amendment/modification thereof. All disputes shall be subject to Mandi Jurisdiction only. The venue for arbitration will be decided by the arbitrator. The arbitration award rendered by the Arbitrator shall be final and binding on both parties.

4. Confidentiality

- 4.1 The bidder shall take all steps necessary that all persons employed on any work in connection with the contract have notice that the Indian Official Secrets Act 1923 applies to them & will continue to apply even after the execution of such works under the contract. The contract is confidential and must be strictly confined to the bidder's own use (except so far as confidential disclosure to sub Agencies or suppliers as necessary) and to the purpose of the contract.
- 4.2 All information, data and statistics will be considered property of IIT Mandi and cannot be used anywhere including research and study. The successful bidder shall sign a non disclosure agreement in this regard.

5. Period of Contract

After expiry of the initial period of the Contract of 12 months which may be renewed for a period of one more year (12 Months) on the basis of performance. If the contract is renewed by the Institute based on the performance of the Agency, the Agency shall not claim an increase in the services charges.

6. Scope of work: Services for Online Counseling and Emotional Wellbeing at IIT Mandi

A) Requirements through Online platform

1. The service provide must have 3 years requisite experience of providing counseling through web and mobile platforms to undergraduate, graduate and research students of residential campuses in India.
2. The service provider should have a multi city network of 100+ experts who can speak in all major languages of India.
3. Access to 24x7x365 unlimited text counseling through pre-vetted experts (psychologists, counsellors, career coaches) for instant help.
4. Audio/video sessions available for users who would like to avail such escalated support.
5. Tele-counseling service (24x7)
6. Access to discussion forum and articles dealing with relevant issues
7. Access to private forum of IIT Mandi for students/staff/faculty members to help each other.
8. Awareness webinars or other communication interventions to promote engagement of students. At least 3 times a month.
9. Monthly aggregate reports for administration- on anonymized data to resolve thematic issues.

B) Offline Requirement

1. Barefoot counseling- Training session for select students, faculty and staff members to sensitize them about common psychological issues/disorders and equip them with basic skills to respond to those. Once in a semester.
2. Awareness workshops on various psychological issues related to academics, career, relationship, De-addiction, personality etc, to be conducted by certified /qualified individuals or teams. At least one such session per semester to be conducted.
3. Face to face counseling by qualified and experienced counselors who must be oriented by IIT Mandi Guidance and Counseling Service (GCS) and must report to GCS. Once a month.
4. Note that requirement of these offline sessions may increase or decrease or may not happen at all as per demand. Payment will be made on actual basis.

C) Secondary Requirement

1. The service provider must ensure that non confidential information is shared with GCS, IIT Mandi in a monthly basis. In addition, the service provider must receive consultation from the GCS about social environment and issues prevalent in IIT Mandi.
2. Periodic psychological and stress assessment test for students per semester and sharing the outcome with GCS.
3. IIT Mandi must be offered an opportunity to review the quality of material proposed for workshops before delivery to the target audience.
4. Elaborate service quality feedback provided on a 3-month basis.
5. **All information, data and statistics will be considered propriety of IIT Mandi and cannot be used anywhere including research and study.**

Sd/-
Dy. Registrar
Stores & Purchase

COMPLIANCE SHEET
Services for Online Counseling and Emotional Wellbeing at IIT Mandi
Technical Specification

Sl No	Eligibility criteria	Supporting document	Compliance Y/N	Reference page No.
1)	The bidder must be an Indian firm/company/Organization registered under the Companies Act, 1956 or a proprietary firm or a firm registered under Partnership Act 1932. (Consortium of companies not permitted).	Copy of Certificate of incorporation & registration certificate showing type of firm		
2)	Bidders should have a valid PAN, GST registration.	Copies of PAN/GIR card, GST certificate		
3)	Bidder should be in the business of providing similar services for at least 3 years as on 31.3.2021.	A self-declaration on bidder's letter head		
4)	Should have Average Annual Financial Turnover of Rs. 25 Lakh in each of the last 3 consecutive financial years (2018-19, 2019-20, 2020-21).	CA certified document with name of CA, registration number, signature and stamp to be attached.		
5)	The bidder or any of its partners should not have been blacklisted by any Govt./Regulatory bodies in India/globally.	Self-declaration in the attached format, Annexure- C		
6)	The bidder should preferably have a pan India presence, a pool of established professional Clinicians, counsellors and experts and shall possess modern facilities and best state of the art technology.	Self-declaration on details of pan India presence and number of counselors available for this service.		
7)	The bidder should be operating for at least 3 years in the area of mental health and providing counseling services to Educational institutions/ corporates/ organizations.	Copy of work orders and / or certificate of completion of work for the projects undertaken in India, as well as credentials in the attached format Annexure-D		

**Signature of Bidder Along with
company seal and date**

FINANCIAL BIL – BILL OF QUANTITIES (BOQ)
Services for Online Counseling and Emotional Wellbeing at IIT Mandi

This includes reporting and documentation that is inherent to the counseling process

S No.	Description	Charges
ONLINE Services		
1)	Online counseling (text based, chat mode, and / or video conferencing)- unlimited number of sessions	Per month
2)	Tele counseling (24x7)	Per month
3)	Awareness webinars and communication intervention	Per event
4)	Access to discussion forum and articles dealing with relevant issues	Per year
5)	Access to private forum of IIT Mando for students/staff/faculty members to help each other	Per year
Total (A)		
OFFLINE SERVICES		
6)	Barefoot counseling	Per hour
7)	Workshops	Per hour
8)	Face to face counseling inside campus (payment shall be made on the basis of actual availment of services). Also mention the minimum number of hours of operation per month for which the payment to be made.	Per hour
9)	Other chargeable/complimentary services offered by the bidder (which may be taken by the Institute if required)	
Total (B)		

Note:

- (1) The total fee quoted above shall be inclusive of all expenses and charges incurred by the bidder.
- (2) Institute shall not entertain any other claims over the above cost specified in the financial bid such as professional charges, out of pocket expenses like Travel, Lodging and Boarding, Conveyance, Printing, Administrative Expenses, including related Establishment Cost etc
- (3) GST will be separately paid by the Institute on actuals at the prevailing rate and must be excluded from the above quote.
- (4) The items under 'Offline services' in the above table may or may not be opted by the Institute as per its discretion.
- (5) The rate/cost/service charge fee etc will be negotiated with the selected bidder before the final contract/agreement.
- (6) Institute will be at liberty to deduct at source any amount that may be required under the prevailing laws, rules and regulations.
- (7) Conditional tenders and tenders with price quote on a variable basis will be rejected straightaway.

**Signature of the bidder with
Seal of the company with Date**

Self-Declaration that the service provide has not been Black Listed

(On Company letter head duly signed by authorized signatory)

IS/o.....R/o.....
police stationDistrictDirector/ Partner/ Sole Proprietor
of (Firm or company) do hereby declare and solemnly affirm:

- I. That the firm has not been blacklisted or declared insolvent by any of the Union or State Government / Organization.
- II. That none of the individual / firm/ company blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business/ firm/ company.
- III. That neither firm not any of its partner has been involved / convicted in any criminal case / economic offense nor any criminal case / economic offense is pending against firm or any partner of the firm before any Court of Law / Police.

**Signature of the Bidder along with
Seal of the company with date**

CREDENTIALS

The expertise of organization in executing similar online counseling programs in other organizations should be exhibited in details. The key impact created by the bidder in other organizations should be clearly highlighted and backed by references. The credentials should be arranged as below:

Sl No.	Name of the Organization where the assignment was undertaken	Scope of assignment	Duration of assignment	Project Team

All credentials should be backed by references, which must include the following details:

- Contact person's name
- Name of Organization and designation
- E mail addressed and Mobile number

Institute reserves the right to approach the references for further background checks.

**Signature of the Bidder along with
Seal of the company with date**

BID SECURITY UNDERTAKING

(To be issued by the bidder on company's letterhead in lieu of EMD)

To,

The Registrar,
I.I.T. Mandi,
Kamand, – 175 075,
District – Mandi, Himachal Pradesh, India

We, M/s _____ (Name of the Firm), with ref. to Tender No. **“IITMANDI/S&P/PUR-23/2021-22/872-873/Online Counseling and Emotional Wellbeing, dated, 11th May, 2021”**., hereby undertake that:

- 1) We accept all terms and conditions of the tender document.
- 2) We accept that, we will not modify our bid during the bid validity period and will honour the contract after the award of contract.
- 3) In the event of any modification to our bid by us or failure on our part to honour the contract after final award, our firm may be debarred from participation in any tender/ contract notified by IIT Mandi for a period of one year. We undertake that we shall not appeal against such debarment in any court of law.

Yours faithfully,

(signature)

Name:

Date:

Office Seal: