



॥ सा विद्या या विमुक्तये ॥

भारतीय प्रौद्योगिकी संस्थान धारवाड
Indian Institute of Technology Dharwad

Near High Court, PB Road, Dharwad-580011 TEL NO: +91 836 2212 827

**TENDER FOR HIRING ONLINE WELLNESS AND MENTAL
HEALTH COUNSELLING SUPPORT TO THE STUDENTS
AT IIT DHARWAD**

Tender no: IITDH/CS/2023-24/COUNSELING/05

Notice Inviting Tender (NIT)

1.	Date of Tender Publishing	21.12.2023
2.	Tender submission start date	21.12.2023
3.	Last Date and Time for Submission of Tender	11.01.2024 upto 1100 hrs
4.	Opening of Technical Bid	12.01.2024 at 1130 hrs.
5.	Duration of Contract	Please pay attention to the contract duration clause at General Instructions to bidders.
6.	EMD	22,500 /- (Bidders having valid NSIC / MSME certificate may be exempted)
7.	Schedule of Opening Commercial Bids	Schedule for opening of Commercial Bid will be notified on CPPP.

The Tender Document can be downloaded from **Central Public Procurement (CPP) Portal** <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

The right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason thereto vests with IIT Dharwad without any obligation or liability whatsoever.

1. GENERAL INSTRUCTIONS TO TENDERERS/BIDDERS

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and should be submitted ONLY through the same website. The bid will remain valid for 180 days from the date of opening of the financial bid as prescribed by IIT Dharwad. A bid valid for a shorter period shall be rejected, being non-responsive.

1.1 INSTRUCTION TO THE BIDDERS

- i. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment" on the CPP Portal. The registration is completely free of charge.
- ii. Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognised by CCA India (e.g. Sify/TCS/nCode/eMudhra, etc.).
- iii. Bidders are required to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- iv. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others which may lead to misuse.
- v. The Bidders are required to login to the site through the secured login portal by entering their respective user ID/password and the password of the DSC.
- vi. The CPP portal also has user manuals with detailed guidelines on enrolment and participation in the online bidding process. The user manuals can be downloaded for reference.
- vii. Any queries related to the process of online bid submission or queries related to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk.

1.2 ONLINE BID SUBMISSION PROCEDURE

SET-1: This set of documents should comprise the following files that are necessary for the technical evaluation of the bidding Agency:

- i. **FILE-1:** Scanned copy of Annexure-A (Statutory Documents) along with all the supporting documents as a single PDF file (name this file as **Annexure1.pdf**).

SET-2: This set should comprise the following files that are necessary for the financial evaluation of the bidding Agency:

1. **FILE-2:** Scanned copy of the Financial Bid as per **Annexure-B** filled with all relevant information as a single PDF file (name this file as **AnnexureF.pdf**).

1.3 BID OPENING

- i. Technical Bids will be opened on the said date and time.
- ii. Financial Bids of the eligible bidders will be opened on a later date. The date and time for the opening of Financial Bids will be announced later through CPPP.
- iii. Bids will be summarily rejected if the tenders are submitted other than through online mode within the stipulated date/time.

2. BID EVALUATION PROCESS

Institute will evaluate the responses of the Bidders. The Institute shall evaluate the responses to the tender document and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection. Incomplete/wrong supporting document/documentary evidence shall be treated as non-responsive and shall be rejected.

The decision of the Institute in the evaluation of responses to the tender document shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee. The Institute may ask for meetings with the Bidders to seek clarifications on their bids. The Institute reserves the right to reject any or all bids on the basis of any deviations. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender document.

<u>Sl. No.</u>	<u>Criterion</u>	<u>Documents to be provided</u>
a)	The bidder shall be a company or partnership registered under the respective Indian acts i.e. Companies Act -1956, the partnership Act - 1932 or a Proprietor, having their registered office in India. (cartels / consortiums do not qualify for this tender)	Copy of Certificate of incorporation for company, Partnership deed for partnership bidder and registered office document for the proprietor. All entities are to submit their bank details.
b)	Bidder should be registered with Income Tax and Goods & Service Tax departments.	(a) Attested copy of PAN/GIR Card (b) Attested copy of Goods & Service Tax registration certificate
c)	The bidder or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department.	Self-Declaration in the format as per Appendix "C"
d)	The bidder should be in business for providing the online wellness and mental health counselling support for not less than five (5) years before 31-03-2023 out of which 03 years must be of Centrally Funded Technical Institute(CFTI).	Work orders / copy of contract/certificate from the institution / s showing that the bidder is in the said service for at least last three years, as on the date of technical bid opening.
e)	Bidder should have a minimum average annual turnover of 50 Lakhs in last three years <u>exclusively from providing</u> the online wellness and mental health counselling support (FY 2019-20, 2020-21, 2021-22). For this purpose, last financial year would be considered as the one ended on 31.03.2022 and not any later period.	To be certified & validated by Chartered Accountant (CA) of the bidder's organization with name of CA, registration number, signature and stamp. In case of failure to submit aforesaid document, bids will not be considered.
f)	Bidder should have provided at least three (03) satisfactorily completed app-based wellness and mental health counselling support at institutions of higher education of national importance. The service should have been provided satisfactorily to	Work orders / copy of contract/certificate from the institution / s showing that the bidder has provided three completed instances of the service. The bidders are required to furnish

	the user.	certificate from management of these institutes of the effect that the service provided were satisfactory by the last date and time of tender submission as per the NIT.
g)	Bidder should have a multicity network of more than 50 experts, who collectively should be proficient in all major languages in India.	Relevant documents to verify the criteria along-with an attested certificate of this effect from the bidder, clearly certifying the capacity of more than 50 empaneled experts proficient in all major languages in India.

3. Evaluation Criteria.

- a) Technical bids will be opened first and evaluated based on the documentary validation and evaluation criteria stipulated in the tender document. Bidders are to index their documents as per **Appendix 'A'** for clarity. Commercial bids of only technically suitable/ qualified bidders will be opened.
- b) The L1 bidder shall be decided on the basis of the lowest grand total rate offered (exclusive of GST, which shall be paid on actual as applicable).
- c) The bidders must quote without any ambiguity and as per the price bid format provided at **Appendix 'B'**. No line items in the table are to be left blank. User can request for additional services as per the rates quoted in the breakup table. **Conditional offers or proposals not furnished in the format attached at Appendix 'B' shall be considered non-responsive and are liable to be rejected.**

1. **Purchase Preference:**

Micro and Small Enterprises (MSEs):

Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) *for goods produced and services rendered*, may be provided purchase preference vide Public Procurement Policy for MSEs Order 2012 dated 23.03.2012, as amended from time to time.

2. **Notification Of Award**

The successful Bidder will be notified that its bid has been accepted. In case the bidding process / public procurement process has not been completed within the stipulated period, the Institute, may request the Bidders to extend the validity period of their bid.

5.1 Performance Guarantee

The successful bidder will have to submit/deposit Ten percent (10%) of the Work Order Value towards the performance security in the form of DD/TDR/FDR/Bank Guarantee valid for contract period plus three months (90 days) at the earliest. No interest will be paid by Institute on the deposit.

5.2 Signing Of Contract

Subsequent to receipt of valid Performance Security from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications, and the bid of the Bidder, between the Institute and the successful Bidder.

3. SCOPE OF WORK

- 3.1 IIT Dharwad invites Tender for **hiring online wellness and mental health counselling support to the students at IIT Dharwad**. IIT DHARWAD currently operates from both about 135 acres Transit Campus and permanent campus 470 acres. There are approximately 1200 students residing inside the campuses.
- 3.2 There is a requirement to engage wellness & mental health counseling service to help students come up with stress and anxiety related to the issues mentioned below: -
- (a) Challenges surrounding transition and change
 - (b) Home sickness
 - (c) Uncertainty about values and goals
 - (d) Academic pressure
 - (e) Dealing with new academic patterns
 - (f) Personal relationships with a special one and with friends
 - (g) Family concerns
 - (h) Issues of grief and loss
 - (i) Stress, depression and anxiety
 - (j) Lack of motivation; concentration difficulties
 - (k) Aggression
 - (l) Suicide Ideations
 - (m) Social Isolation
 - (n) Sexual Orientation
 - (o) Sexual disorders
 - (p) Addiction
 - (q) Personality Development
 - (r) Lack of Motivation
 - (s) Sleep Issues
 - (t) Obsessive thoughts and compulsive behavior.
- 3.3 The scope of the service will be inclusive of (but not limited to) the following: -
- a) Full time (24 x 7 x 365) counselling support for all students for one year in accordance with terms & conditions of this tender document.
 - b) Introductory/ orientation and psycho-educational workshops designed to help build personal awareness, develop coping skills, promote self-care and create awareness about the service for all students.
 - c) Psychological and stress assessment test for all students and sharing the outcome with the Institute authorities.
 - d) Service provider is required to deploy one expert/consular at IIT Dharwad once in fortnight for two consecutive working days and as requested by the Institute.
 - e) The service shall provide online wellness and mental health counseling using different modes of communication like text messaging, audio call, or video call modes, as desired by the counselee. The authentication of the counselee's identity shall be based on his/her IITDh email address.
 - f) The service provider shall conduct screening and training session modules for student mentors as and when required.
 - g) The bidder shall also organize events on Mental Health Day, International Happiness Day, No Drugs Day and World Suicide Prevention Day.
 - h) Institute can request for additional service as required on payment basis.
 - i) Bidder shall confidentially handle counseling cases of students. However, if required,

relevant information should be provided to the Institute authorities.

- j) Aggregate analytics of usage (by end of each month)
- k) The organization should have a multi-city network of 50+ experts (who can speak in all major languages of India).
- l) No accommodation will be provided by the institute to the personnel deployed by the bidder at the institute for rendering service support.
- m) All travel and accommodation expenses in providing the service shall be borne by the bidder.

4. GENERAL TERMS AND CONDITIONS

- 4.1 The bidders are advised to study the various clauses contained in the General Terms and Conditions carefully before submitting their bids. Bidders willing to participate in the tender may also visit IIT Dharwad, Dharwad and acquaint themselves with the nature and quantum of work involved before submitting the bids.
- 4.2 TDS @ 1% or 2% shall be made from the amount payable to the Service Provider. The TDS certificate will be issued by IIT Dharwad. Payment of income tax on profits of the bidder is the sole responsibility of the Service Provider

4.3 Contract Implementation.

- a) Sub-contracting of the work will not be allowed.
- b) The bidder will be accountable for any accident, injury and loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law.
- c) **Institute reserves the right to terminate the contract at any time without assigning any reason.** However, wherever feasible the institute may consider notification of the annulment in advance to the Service Provider.
- d) The successful agency / bidder / company will have to deposit a refundable interest free security deposit in form of DD / Performance Bank Guarantee (PBG) in favour of **Registrar, IIT Dharwad** of Rs. (**approx. 10% of the contracted value of service**) at the time of award of work from a scheduled/ nationalized bank payable at Hubbali / Dharwad. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. Deductions shall also be made from Service Provider's PBG during implementation of the contract that may become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes. The format of PBG is given at an **Appendix "D"** to this document.

4.4 Security

- a) The Bidder shall be bound by all security procedures followed at IIT Dharwad and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the bidder's employee shall be bidder's responsibility.
- b) In the event of any damage to the property of the institute or life of its employees and/or their dependents the Bidder shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be as assessed by authorized representative(s) of the institute and shall be recoverable from the Bidder at market value.

4.5 General

- a. The staff employed by the bidder, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Bidder for the subject job by the

representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.

- b. If any employee of the Bidder is found to have committed misconduct or misbehavior, penalty will be levied as per tender document.
- 4.6 **Indemnity and agreement clause.** The successful bidder will be required to enter into an agreement with IIT Dharwad as per the prescribed format and execute a notarized indemnity bond on non-judicial stamp paper of appropriate value at his own cost to indemnify IIT Dharwad against possible or unforeseen eventualities arising out of or flowing from the contract awarded. Terms and conditions in this Tender Document will form the Contract agreement.
- 4.7 **Provision of periodic inspection.** This document makes provision for joint monitoring of contract deliverables wherein the bidder / a suitable representative (Authorized by the bidder with power of attorney) shall meet IIT Dharwad authorities on a monthly basis to manage the contract.

4.8 Provision of Payment to the service providers.

- a) No advance payment will be made to the bidder.
 - b) Payment for the work completed will be done on a monthly basis and after verification of bills. The bill must contain the GST details and bank details of the bidder.
 - c) Payment will be made after deducting the cost of damages, penalties (if any) and taxes and dues as applicable.
 - d) Duly completed bills will be settled at the earliest. In case there are any observations / discrepancies in the bill, then the bill be returned for corrections and processed upon re-submission.
 - e) Monthly comprehensive service report is to be submitted with monthly Bill before payment for verification of bill.
- 4.9 **Arbitration Clause.** Any dispute, difference or disagreement between IIT Dharwad and the bidder concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the sole Arbitrator, to be nominated by the Competent Authority of IIT Dharwad. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be Dharwad. The arbitration award shall be final and binding on both the Parties.

STATUTORY DOCUMENTS
(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)

Name of the Bidder		
Date of Incorporation / Establishment		
PAN Number		
Sales / Service Tax Registration Number		
Registered Office Address		
Documents as per Section 2 criteria , point no. c		
Documents as per Section 2 criteria, point no. d		
Documents as per Section 2 criteria, point no. e		
Documents as per Section 2 criteria, point no. f		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	
Remarks: Valid supporting documents are to be attached along with this Annexure.		

Signature with Seal of the Bidder:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

PRICE BID / SCHEDULE FOR PROVIDING APP-BASED COUNSELLING SUPPORT TO STUDENTS OF IIT DHARWAD

<u>Sl.No.</u>	<u>Specification</u>	<u>Unit</u>	<u>Rate (INR)</u>	<u>QTY</u>	<u>Total amount (in INR)</u>
a)	Full time (24 x 7 x 365) counselling support in accordance with terms & conditions of this tender document.	One number such support for all students for one year		01	
b)	Introductory / orientation and psycho-educational workshops.	one number workshop for all students		01	
c)	Psychological and stress assessment test for all students and sharing the outcome with the Institute authorities.	one number such test		01	
d)	The bidder shall also organize various events on Mental Health Day, International Happiness Day, No Drugs Day and World Suicide Prevention Day.	one number of organizing the four occasion with various events.		01	
e)	Screening and training session module for student mentors.	One number		01	
f)	In-person counseling charges	One number		01	
Grand Total					

1. Rate quoted should be inclusive of all charges. GST/Taxes as applicable will be paid on actual.
2. The price must be quoted in the above format and in Indian Rupees only. The bidders are to acquaint themselves of the scope of work, terms & conditions etc. of the tender document before quoting the rates.
3. The number of students at IIT Dharwad may be taken as about 1200 for the purpose of quote.

Declaration

I/We certify that all the particulars furnished above are true and correct. I have read and understood the tender document. I undertake to accept and abide by the scope and all other terms and conditions of the tender document. I/we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my/our company is liable to be blacklisted/debarred by IIT Dharwad for at least 3 years.

Date and place with seal

Name, signature of the authorised representative of the bidder

SELF-DECLARATION - NO BLACKLISTING

Reference No.

(Date)

The Assistant Registrar (C&S) IIT Dharwad

Dear Sir,

Ref: Tender for providing online wellness and mental health counselling support to students of IIT Dharwad.

In response to the Tender Document for providing online wellness and mental health counselling support to students of IIT Dharwad, I/ We hereby declare that (name and address of the bidder) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/ Autonomous Body.

We further declare that presently (name and address of the bidder) is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future at IIT Dharwad.

Date and place with seal

Name, signature of the authorised representative of the bidder

FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on **Non-judicial stamp paper** of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT HUBALI / DHARWAD OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT HUBALI / DHARWAD OR ANY SCHEDULED BANK SITUATED AT HUBALI / DHARWAD. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.

To,
The Registrar,
Indian Institute of Technology
Dharwad, Karnataka- 580011.

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology, Dharwad (Buyer) has invited Tenders vide Tender No _____ Dt. _____ **for providing online wellness and mental health counselling support to students of IIT Dharwad** AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the service in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of **“Registrar, Indian Institute of Technology, Dharwad”** in the form of Bank Guarantee for Rs_Only)(10% (ten percent) of the contract value) and valid till **as per para under General Terms and Conditions** from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the service this Bank shall pay to Indian Institute of Technology, Dharwad on demand and without protest or demur Rs

_____ **(Amount of PBG)**

This Bank further agrees that the decision of Indian Institute of Technology, Dharwad (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We,.....(name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology, Dharwad (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs_.
2. This Bank Guarantee shall be valid up to (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Dharwad serves upon us a written claim or demand on or before(date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at(Address of local branch).

Yours truly,

Signature and seal of the guarantor:
Name of Bank:
Address:
Date: