

**NOTICE INVITING TENDER FOR PROVIDING COUNSELLING AND EMOTIONAL
WELLNESS SUPPORT SERVICES TO IIM TIRUCHIRAPPALLI**

Tender No. IIMT/2022-23/AO/Counselling/107 dated: 06.03.2023

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Providing Counselling and Emotional Wellness Support Services to IIM Tiruchirappalli”</i>		
Date of issue of Tender Document	06.03.2023	18.00 Hrs. onwards	-
Pre Bid Meeting	15.03.2023	11.00 Hrs.	Dean Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
Last date for Submission of Tenders	28.03.2023	17.00 Hrs.	-
Opening of Technical Bid	29.03.2023	10.00 Hrs.	
Technical Presentation-cum-Evaluation	03.04.2023	11.00 Hrs.	<i>Tentative. Exact date and Time will be communicated later.</i>
Opening of Price Bid	<i>To be informed later</i>		
Tender Document	The tender document can be downloaded from the IIM Tiruchirappalli website https://www.iimtrichy.ac.in/tender-published .		
EMD Amount <i>(Refundable to unsuccessful bidders)</i>	EMD Amount Rs. 30,000/- to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. Bank Account Details Name of the Beneficiary: IIM Tiruchirappalli Bank Name: State Bank of India SB A/c. No: 32170808935 IFSC Code: SBIN0071187		
Copy of payment transaction receipt for EMD has to be attached with the application form, without which the bid won’t be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach necessary document proof should be attached with the tender document.			
SD Amount	3% of Work/Purchase Order value to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within ten days along with the letter of acceptance from the receipt of the Purchase Order, failing which the Purchase order will stand cancelled.		
Address for submission of Tender	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road Chinna Sooriyur Village, Trichy - 620 024.		
Mode of Submission of Tender	Speed Post/Registered Post/Courier or Hand delivery – during office hours (9.30 to 17.00 hrs) only (To be submitted at Dispatch Section of IIM Tiruchirappalli @ Administrative Wing – 2 nd Floor and obtain acknowledgement)		

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NOTICE INVITING TENDER

OVER VIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Government of India. More details about IIM TIRUCHIRAPPALLI are available on our website www.iimtrichy.ac.in.

Objectives

The Institute has been providing counselling services for mental and behavioural health through various outsourced partners and plans to continue the same for the next 3 years, primarily to students and extendable to faculty, staff of IIM Tiruchirappalli and their family members for promoting positive mental health and ensuring holistic development of the IIMT community. Hence the Counselling Centre at IIM Tiruchirappalli will be involved in individual consultation, crisis intervention, group counselling, psychiatrist services and outreach primarily to the students of the Institute as well as to members of faculty and staff and their families for their general wellbeing.

IIM TIRUCHIRAPPALLI invites Tender for ***Providing Counselling Services and Emotional Wellness Support to IIM Tiruchirappalli.***

Service Description	Estimated Tender Value	Interest-free Performance Security Deposit
<i>Tender for Providing Counselling and Emotional Wellness Support Services to IIM Tiruchirappalli</i>	Rs. 10,00,000/-	3 % of Work order Value

Scope of Work

A Company/Organization should quote for both On-Campus and Online Service Offerings.

I. Brief scope of On-Campus/offline services:

The Institute will assign responsibility for the aforesaid emotional wellness and support services to a company/ organization/firm which is professionally competent to provide counselling services in large multi-cultural academic Institutions of repute. The company/ organization/firm will have to provide counselling services to students of the Institute by deputing professional counsellors at IIM Tiruchirappalli campus. These services will also be availed by members of faculty, non-teaching staff, and their family members.

The Institute expects that counselling services will be required for the issues listed below. Please note that the list is indicative and not exhaustive, and the service provider will have to provide counselling and support services for any emotional and mental wellness issues that are reasonably within the purview of a professionally qualified counsellor.

- i. De-addiction, substance as well as behavioral
- ii. Depression

- iii. Anxiety
- iv. Psychological trauma
- v. Relationship related stress
- vi. Career related stress
- vii. Academic pressure
- viii. Anger Management
- ix. Gender sensitization and healthy interactions with the other sex
- x. Abuse and inappropriate usage of social media

Specifics of Service: The company/ organization/firm has to depute professional counsellor(s) at IIM Tiruchirappalli for face-to-face counselling sessions, initially for six hours a week (three hours in a forenoon slot and three hours in an afternoon slot – each slot to be scheduled once a week). This is subject to change accordingly as and when stipulated by the Institute.

Additionally, the company/ organization/firm must also provide ancillary support services on Counselling such as:

- i. Should be able to depute counsellors having MA/MSc in psychology with at least three years of experience who are on the payroll. Documentary evidence needs to be provided as to the professional eligibility of the counselor, and her/his employment status with the counselling firm.
- ii. Conducting one Orientation Program and three Workshops periodically (average four a year) by certified /qualified individuals or teams on areas related to academics, career, relationship, De-addiction, personality, and related issues.
- iii. Barefoot counselling - 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 issues.
- iv. Helping in honing soft skills of students.
- v. Back up services in the form of tele-counselling/video counselling; the service provider must be able to handle fluid situations and adapt their services to unexpected environmental changes.
- vi. Apart from English, counsellors have to be conversant in the local language, primarily Tamil in the case of IIM Tiruchirappalli, for conducting workshops for outsourced workers.
- vii. The counselling firm should provide detailed reports on their services to the Institute, at least every 3 months.
- viii. Any case of counselling which has been flagged in the online system used by the counselling firm should be seamlessly transferable to on campus counselling support for follow-up if there is a need.

Note: This list is indicative only and not exhaustive.

Facilities to be provided by the Institute:

The Institute shall provide the following facilities:

1. Counselling room(s).
2. Wi-Fi internet connectivity.
3. Projector.

Any other requirement should be included and highlighted by the organization/ firm/ company in their Request for Proposal.

Note:

- i. Requirement of the offline counselling sessions may increase or decrease as per demand. Payment will be made on actual basis.
- ii. All the data, information, statistics, and reports generated from the counselling services provided to the Institute shall be deemed to be the property of the Institute. The counselling firm, its employees, or its representatives shall not use such data and information in any project, report, or academic study.
- iii. The Institute is unable to provide accommodation to personnel deployed at its premises for providing counselling services.

II. Brief scope of Online services:

The Institute assigns emotional and mental wellness support and counselling services for its students, faculty members, non-teaching staff, and their family members to a company/organization/firm which is professionally competent to provide online based 24 x 7 counselling services in a large multi-cultural academic institution of repute.

The Institute expects that counselling services will be required for the issues listed below. Please note that the list is indicative and not exhaustive, and the service provider will have to provide counselling and support services for any emotional and mental wellness issues that are reasonably within the purview of a professionally qualified counsellor.

- i. De-addiction, substance as well as Behavioral
- ii. Depression
- iii. Anxiety
- iv. Psychological trauma
- v. Relationship related stress
- vi. Career related stress
- vii. Academic pressure
- viii. Anger Management
- ix. Gender sensitization and healthy interactions with the other sex
- x. Abuse and inappropriate usage of social media

Specifics of Service: The scope of the service will be inclusive of (but not limited to) the following:

- i. Facility for providing full time (24 x 7 x 365) counselling support.
- ii. Tele-counseling service (24x7)

- iii. Should have dedicated platform where student should be able to get counselling services.
- iv. All communication between students and counsellor has to be secure through proper security protocol like SSL.
- v. Introductory/ orientation module suited to the fresh batch joining every year.
- vi. Conduct of periodic workshops and seminars for Students, Faculty and Staff as required, a minimum of three such sessions a year.
- vii. The bidder shall also organize various events on occasions like Mental Health Day, International Happiness Day, No Drugs Day and World Suicide Prevention Day in consultation with authorized personnel of the Institute.
- viii. The organization should have a multi-city network of 100+ experts (who can speak in all the major languages of India).
- ix. Bidder shall confidentially handle issue based counseling support cases of students, faculty and staff and shall report to the Institute authorities if required.
- x. Report aggregate analytics of usage (by end of each month)
- xi. Provide access to discussion forums and articles dealing with relevant issues.
- xii. Provide psychometric assessment (of all students who use the online counselling service)
- xiii. Audio/video sessions should be available for users who would like to avail such escalated support.

Eligibility Conditions for Bidders

The tendering Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid:

- 1. Registration:** The Bidder (s) should be registered with the appropriate registration authority and should exist *for not less than three years as of 28th February 2023*. Copy of Certificate of Incorporation or relevant registration certificate should be attached.
- 2. GST Registration Certificate:** The Bidder (s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the tender document should be the same or linked.
- 3. Extent of Experience:** Bidder(s) should have at least three years' experience in Similar work as on 28th February 2023. The organization/ company/ firm must have experience in providing counselling services to Institute of National Importance / Centrally Funded Technical Institutes (CFTIs)/Central or State Universities in India during the last 03 (three) years as on 28th February 2023. Detailed list of Services provided at Institutional level needs to be submitted with supporting documents.

- 4. Experience:** Copy(ies) of work order(s) showing that the firm has executed the similar work(s) in the **last 3 years** and details of current similar works on hand and other contractual commitments shall be provided by the Bidder as on **28th February 2023** as detailed below
At least one similar work of 80% of the estimated cost [Order copy to be enclosed]
OR
At least two similar works of 60% of the estimated cost each [Order copy to be enclosed]
OR
At least three similar works of 40% of the estimated cost each. [Order copy to be enclosed]
The bidder should attach copies of the work orders / contracts, which should indicate the scope of work for providing counselling services along with Technical Bid.
- 5. Average Annual Turnover:** Average Annual Turnover of the Bidder for the past three years (2019-20 to 2021-22), should be at least 100% of the estimated cost of the tender. The year in which no turnover is shown would also be considered for working out the average. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted for the last three years as above as per [Annexure-I \(Technical Bid\)](#). If audited financial statement are not available, unaudited financials are to be authorized by CEO or CFO should be submitted with the Technical Bid.
- 6. Filing of Income Tax Returns:** Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2019-20, 2020-21 & 2021-22) should be submitted with the Technical Bid. In case the income tax return is yet to be filed for the financial year 2021-22, the copy of the audited/unaudited financial statement authenticated by the CEO or CFO shall be submitted.
- 7.** The bidders should not be blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. An undertaking to this effect in the company letter head duly signed by the owner / partner or both to be enclosed, as per [Annexure-III](#).
- 8.** Enquiry during the course of evaluation not allowed: No enquiry shall be made by the bidder(s) during the course of evaluation of the Bids till final decision is uploaded / published in the e-procurement website. However, the Purchase Committee or its authorized representative (IIM Tiruchirappalli) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration of the offered items, in a short period notice, as such the bidders have to be ready for the same.

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published>. No Tender fee is payable.

2. Earnest Money Deposit:

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 30,000/- (Rupees Thirty Thousand only)** at the bank account mentioned in Page 1. A copy of the payment transaction receipt has to be attached with the Tender application form, without which the bid will not be considered for the bidding process.
- b. The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the Tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Receipt of Security Deposit from an individual account will not be accepted. The Security Deposit must be paid from the company's bank account only.
- e. Micro and Small Enterprises (MSEs) firms as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the Tender to this effect, without which the bid won't be considered for further process.
- f. The bidders who seek exemption from EMD as per clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate:

- a. The Bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the Tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the Tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIM Tiruchirappalli will not pay any damage to the company or firm or the concerned person.
- b. The company or firm or the person will also be debarred for further participation in the concerned unit.
- c. The near relatives for this purpose are defined as follows: -
 - Members of a Hindu undivided family,
 - Spouse,

- The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
- d. The Relationship Certificate ([Annexure-III](#)) needs to be placed in the Technical bid cover.

4. Amendment to Bid Document

- a. At any time prior to the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments on its own.
- b. Such amendments shall be notified on IIM Tiruchirappalli website only and these amendments will be binding on all prospective bidders.
- c. The Institute may at its own discretion extend the last date for the receipt of bids.
- d. IIM Tiruchirappalli reserves the right to cancel the tender without assigning any reason at any stages of evaluation before finalization.
- e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion the following:
 - i. Accept or reject all bids.
 - ii. To obtain further clarification or supporting documents during the technical bid evaluation.
 - iii. To suspend, discontinue, modify and/or terminate the Tendering process at any time.
 - iv. To reject any unreasonable bid.
 - v. To modify/change/delete/add any further terms and conditions prior to opening of Price Bid.

5. Conditional Bids:

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications / requirements of the Bidding documents will not be considered.

6. Technical Bids Criteria:

- i. The technical bid shall contain all the relevant information which forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the Bidder.
- ii. All the information should be organized in logically structured form and attached as a technical bid with an index. Bidders should comply with eligibility criteria and technical requirements. The detailed formats are attached at [Annexure-I](#). The Bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in [Annexure-I](#).

7. Price Bid Details:

- i. The Price Bid should be submitted strictly as per the BoQ attached in ([Annexure-II](#)) format, failing which the offer will be rejected. (renaming or changing the format of BoQ) will not be acceptable.

- ii. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- iii. Bids must be submitted with the rates for all the item(s) of the work involved and any incomplete bid will not be considered.
- iv. ***The Rates quoted by the tenderer should be inclusive of all charges, except GST***, and must hold good till the completion of work and should not be subjected to any escalation. No claim on this account whatsoever shall be entertained at any stage including the extended period, if any.
- v. The bidders can send an email to purchase@iimtrichy.ac.in to seek clarification on the specifications/work covered by this Tender, if required.
- vi. Service provider should quote rates in the Price Bid (**Annexure-II**) in MS Excel (.xls) format only, bids indicating rates anywhere else will be rejected.

8. Validity of Bids and Rates:

- i. All the quoted rates would be valid until the completion of the contract. No escalation of price whatsoever would be allowed during the currency of the contract, including extended period if any.
- ii. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.

Procedure for Submission of Bids

- a) The tender document should be downloaded from the IIM Tiruchirappalli website <https://www.iimtrichy.ac.in/tender-published>.
- b) The Bidder needs to fill, sign and seal the required bid documents as indicated in the tender document.
- c) The Bidder should submit the Bid in two parts viz. ***Technical Bid*** and ***Price Bid***. Technical Bid along with required documents should be attached in Cover-1. ***Price Bid as per Annexure-II*** only should be submitted in Cover- 2.
- d) All the pages of the tender document being submitted must be duly signed as per the procedures and requirements stipulated herein.
- e) The Bidder (s) shall not make any changes or amendments in the tender document as published in the IIM Tiruchirappalli website.
- f) All correspondence and documents relating to the Tender shall be written in English.
- g) No addition or alteration should be made in the tender document.
- h) The tender document should be filled in legible handwriting/printing/typing without ambiguity.
- i) If any correction is necessary in the information provided by the Bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the Bidder with date.
- j) It is construed that the Bidder has read all the terms and conditions before submitting their offer. An undertaking as given in **Annexure-III** to the effect of stating that all the terms and conditions of the Tender have been read and abided by the tenderer shall be furnished.
- k) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- l) The bidders are cautioned that furnishing of incomplete/ambiguous information,

suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.

- m) Bidders should note that they should submit their price bids in the prescribed format given by IIM Tiruchirappalli, and no other format is acceptable.

1. Bid Submission:

Since this tender is based on two bid system, The bids (complete in all respect) must be submitted in **Three Separate Sealed Envelopes** as explained below:

a. Technical Bid – (Envelope A)

The following documents are to be attached by the Bidder (s) along with Technical Bid ([Annexure-I](#)), as per the tender document:

- i. Application form, Undertaking, Near Relative Certificate as per [Annexure - III](#).
- ii. Copy of PAN and GST Registration.
- iii. Copy of constitution or legal status of the service provider /Sole proprietorship/firm Agency etc., like an Attested copy of the deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- iv. EMD Payment Receipt / MSME Certificate for Exemption of EMD.
- v. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (received in the last Three years) with verifiable contacts need to be attached with the Tender document.
- vi. A copy of Income tax returns filed and audited accounts statement for the last five financial years (2019-20 to 2021-2022).
- vii. Signed Tender document and its all annexures and Corrigendum/Addendum if any.
- viii. All other documents mentioned in the tender document, except the Price Bid document.
- ix. The Technical Bid Cover with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: ***“Technical Bid for providing counselling and emotional wellness support services to IIM Tiruchirappalli”***

b. Price Bid - (Cover 2)

- i. Price bid (As per [Annexure-II](#) duly filled and signed)- Price must be quoted as per the format specified for all the items, failing which tender shall be rejected.
- ii. Only duly filled Price Bid as per [Annexure-II](#) should be put in a separate cover and the cover should be in sealed condition. This envelope should be SUPERSCRIBED with the following text: ***“Price Bid for providing counselling and emotional wellness support services to IIM Tiruchirappalli”***

c. EMD payment receipt/MSME Registration Certificate (Envelope C):

- i. Wherever applicable, a copy of the payment transaction receipts amounted to **Rs. 30,000/-** towards EMD, have to be submitted with the tender application form, without which the tender will not be considered for evaluation process.
- ii. The EMD payment receipt as mentioned above, should be put in a separate

envelope marked as “**EMD payment receipt/MSME Registration Certificate**”, if applicable.

All the three sealed envelopes should carry the name and address of the bidder and be placed/kept inside a LARGER Size Master Envelope with the following text SUPERSCRIBED on the master envelope:

“Tender for providing counselling and emotional wellness support services to IIM Tiruchirappalli - IIMT/2022-23/AO/Counselling/107 dated: 06.03.2023”

- i. The master envelope containing the three envelopes should be delivered at the below mentioned address on or before **17.00 hrs, 28/03/2023 (Tuesday)**;

The Chief Administrative Officer (i/c)

Indian Institute of Management Tiruchirappalli

Trichy – Pudukkottai Main Road, Chinna Sooriyur

Tiruchirappalli– 620 024.

- ii. If the three inner envelopes A, B & C and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Tiruchirappalli will assume no responsibility for the misplacement of the envelopes. Any bid received in unsealed condition will be rejected.
- iii. The tender should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Tiruchirappalli in hand on working days during office hours (9.30 hrs. to 17.00 hrs.). IIM Tiruchirappalli will not accept any responsibility or grant any relaxation of time for any Postal delay in submission of tender.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on 15.03.2023 at 11.00 Hrs. to clarify doubts that shall arise before submitting the bids.

If the bidders, who are unable to visit IIM Tiruchirappalli in person to attend the pre-bid meeting, can join the meeting through virtual mode.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 15.30 Hrs., on 14.03.2023 to attend the Pre-bid meeting as per the format enclosed vide [Annexure-IV](#).

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in before the pre-bid meeting, i.e. by 15.30 hrs, 14.03.2023, to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Technical Bid

The Technical bid will be opened by the Tender Opening Committee on **29.03.2023 at 10.00 Hrs.** in the presence of the bidders or their authorized representatives through physical/video conferencing mode. A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before

attending the Opening of Master envelope & Technical bid meeting on the given date (to be informed later) in the opening of Technical Bid as per the format enclosed vide [Annexure -IV](#).

Tender Evaluation Process

- a. Selection of the service provider shall be based on **Quality and Cost Based Selection (QCBS)** under the Rule 192 of the General Financial Rule 2017. The proposals will be evaluated by taking the following factors into consideration:
- b. Final selection of the service provider shall be based on **Quality and Cost Based Selection (QCBS)** with **60% weightage for technical** evaluation and **40% weightage for commercial** evaluation.
- c. The bidder would be selected on the basis of ranking and evaluation of Technical and Price Bids by a Committee formed by the Institute, and the Committee's decision would be final and binding.
- d. **The process of selection of the successful bidder would be determined as under:**

Stage 1: Document verification – Verify the document submitted by the bidder and firms qualified shall be invited to make presentation through virtual mode to the Evaluation Committee of IIM Tiruchirappalli. The Bidder(s) who meets all the basic eligibility conditions mentioned in this tender document, will only be considered to make the presentation to the Evaluation Committee.

Stage 2: Technical Evaluation – Those qualified in Stage-1 shall be invited to make a presentation to the Evaluation Committee on **03/04/2023 from 11.00 Hrs** onwards through virtual/physical mode. The committee will assess the firm as per criteria mentioned in the technical bid.

The bidders are requested to prepare their own technical proposal. The technical bid shall contain all the relevant information which forms part of the technical bid. Bidder is free to add any information that can help in assessing technical quality of the solutions proposed and which touches upon the parameters/attributes for technical assessment.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the bidder. Technical evaluation of the bidder will depend on the information provided herein and the presentation to the committee members. **Technical bid score, out of 100 Marks**, will be arrived based on the following Parameters:

Bidders meeting the Eligibility Criteria will be further evaluated following the undermentioned marking scheme for allotting marks for various technical criteria/attributes on the basis of details furnished:

Sl No	Attributes	Max marks	Marking Scheme
1	Total Years of Experience	20	02 Years experience=10 Marks 03 Years experience =15 Marks 04 years or above > = 20 Marks
2	Average Annual Turnover	20	20 Lakhs-50 Lakh = 10 Marks 51 lakhs -99 Lakh = 15 Marks 01 Crore and above = 20 Marks

3	Extent of Service as defined in the <i>Eligibility Conditions for bidders</i>	10	Minimum experience of 3 years in Institutes of National Importance & Institutes of Eminence, Central, State, Private and Deemed to be Universities, and listed companies.
4	Presentation as per the Scope of Work	50	
Total Marks (Max)		100	

Decision taken by the Evaluation Committee on the Technical Evaluation will be final. The institute reserves the right to restrict the list of pre-qualified contractors to any number deemed suitable by it.

At the end of this stage, each firm will have Technical score (out of 100 Marks) associated with it. Bidders getting less than **65 score** in the Technical bid will not be considered for opening the price bid.

Price bids will be opened for the bidders getting score **65 and above** in technical bid evaluation. Under QCBS selection process, the **technical proposals** will be allotted weightage of **60%** (Sixty per cent) while the **financial proposals** will be allotted weightages of **40%** (forty per cent).

Stage 3: Final score (combined score) Technical bid and price bid together will be used to arrive the highest **techno commercial score (TCS)**. The bidder with the highest **TCS** will be chosen to provide the services covered by this tender.

The TCS of a bidder with technical score T and commercial bid value C is calculated using the following formula.

$$TCS = 0.4*CI/C + 0.6*T/TI$$

where CI is the lowest commercial score and TI is the highest technical score.

The Bidder securing the highest combined score of **TCS** will be invited for negotiations/discussion, if required, and shall be awarded the contract. In the event of two or more bidders have the same TCS score in the final ranking, the bidder with the highest technical score will be declared as successful bidder.

Any inquiry after submission of the quotation will not be entertained. The decision of IIM Tiruchirappalli will be final and binding to all for interpretation of any ambiguity.

During evaluation, the Committee may summon the bidders and seek clarification/information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

Opening of Price Bid

The price bids of all the technically eligible bidders will be opened in the presence of technically eligible bidders or their authorized representatives through Physical/video conferencing mode. The date and time for opening of the Price Bid will be informed later.

Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide [Annexure-IV](#).

The Institute reserves the right to accept or reject all the offer including the lowest without assigning any reason.

General Term & Conditions

- 1. Reports and Time Schedule:** The company/organization/firm will provide detailed monthly report on the counselling service provided. Also, in case of any emergency, the company/organization/firm will immediately report the cases to the Institute's designated official and/or/its Director. Monthly report should be submitted by 3rd of the following month on a regular basis.
- 2. Evaluation of Service during the contract:** A Committee set up by the Institute would evaluate the quality of services provided by the organization/ firm/ company periodically over and above their monthly report due to be submitted by the 3rd day of the following month. Quarterly reports have to be submitted for the same by the service provider.
- 3. Confidentiality of Service:** The organization/ firm/ company will have to sign a Confidentially Agreement with the Institute at the time of the award of Contract which will have the following:
 - i. The identity of the person(s) availing the counselling services will not be disclosed under any circumstances and the details of the counselling services sought will not be divulged in any public / private forum whatsoever.
 - ii. In case of any emergency, the organization/ firm/ company shall breach confidentiality [clause i) above] but shall report only to designated official as specified by the Institute and/ or its Director.
 - iii. Data from services provided/availed **MUST NOT** be used for any other purpose without prior approval from the Competent Authority of the institute.
 - iv. Confidentiality should be maintained, until and unless
 - a. the client is in immediate danger to himself/herself or others
 - b. in the case of abuse (mental or physical)In case of a) or b) above, information should be provided to the institute as per an escalation matrix which will be shared by the institute. When such cases are reported, a detailed report should be provided, which should include:
 - a. Main issue
 - b. Case history
 - c. Mental Status Examination

- d. Psychometric Assessment (Including scoring)
- e. Treatment Approach (In detailed Format)
- f. Current status

4. Payment Terms:

- a. No advance payment will be made in any case.
- b. After completing evaluation of the bids, the institute shall award the Contract to the selected organization. Services should commence immediately within 15 days of issuing the Work Order.
- c. Periodical Reports should be made available without delay.
- d. The successful bidder should have sufficient working capital to run the services.
- e. Payment will be released within 15 working days subject to submission of Invoice/Bill with all relevant documentary proof.
- f. TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from service provider's bills.
- g. The counselling service will be hired initially for a period of one year and is extendible by a maximum of two more years on half-yearly / yearly basis at the same rate if the service is found to be satisfactory.

5. Penalty Clause

Deficiency/delay in work/services will be construed as lapses on the part of the service provider. Such lapses due to service provider will be viewed seriously, and penalties will be imposed on the service provider in case of any delay in attending to the necessary work. IIM Tiruchirappalli reserves the right to impose the penalty, and the quantum of the penalty will be decided in individual cases, and the decision of the competent authority at IIM Tiruchirappalli shall be final and binding.

In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

6. Quality of the work

If it is observed at any stage that the quality of the work is not satisfactory, the contract/ Work Order as a whole shall be terminated. Applicable penalties would be levied. The decision of the competent authority in the matter of penalties, would be final and binding.

7. Warranty of Quality

If it is observed at any stage that the quality of the work is not satisfactory, the contract/ work order as a whole may be terminated and Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the service provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

8. Termination of Agreement

The service provider will be required to give 90 days' notice in writing of their intention to leave or discontinue their service. Such notice shall specify if all the services or part of the

service provided is terminated and the effective date of such termination. Upon receipt of such notice, the service provider shall assist IIM Tiruchirappalli in the maintenance, protection, and disposition of Service in progress, share audit logs/ porting of results, plant, tools, equipment, property, and goods acquired by Contractor or furnished by Contractor under this Contract.

This contract can be terminated, giving 30 days' notice by the Institute.

- a. Upon any such termination for convenience, IIM Tiruchirappalli shall have no liability towards the service provider for any damages, including loss of anticipated profits. As its sole right and remedy, the contractor shall be paid for services already provided and to be provided till the date of the termination.
- b. The termination of the contract shall not relieve the contractor of any obligations and liabilities under the Contract.
- c. IIM Tiruchirappalli may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
 - i. In case of breach of any terms of the agreement or unsatisfactory/inefficient working on the part of the service provider.
 - ii. If at any time it is found that the information provided by the service provider in any form about services and related matters are incorrect.
 - iii. If the service provider fails to perform any other obligation(s) under the tender conditions.
 - iv. If the service provider being declared insolvent by the competent Court of Law without any notice.

9. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- i. Earnest Money is liable to be forfeited and the bid is liable to be rejected, if a bidder
- ii. withdraws or amends or impairs or derogates from the tender in any respect within the period of validity and/or after opening the Tender. Such bidders will also be blacklisted.
- iii. When information/certificate/document furnished is found to be false at any stage.
- iv. When the bid documents have been manipulated or altered after they are downloaded from the website.

10. Performance Security Details:

- i. The successful Bidder will be required to remit an interest-free Performance Security Deposit of 3% of the Work/Purchase Order value through online transfer to IIM Tiruchirappalli Bank Account within ten working days from receipt of the work order. The security deposit will be refunded to the service provider after completing the work covered by this Tender.
- ii. Performance Security will be forfeited if the service provider fails to perform/abide by any of the terms or conditions of the Contract.
- iii. In case, the service provider fails to provide the required services as covered by this Tender within a specified delivery period, the same items will be obtained from the open market, and the difference of cost, if any, will be recovered from the Performance Security or from the pending bill(s) of the defaulting firm or from the service

provider if the recoverable amount exceeds the Performance Security and there are no pending bills due to be paid to the respective service provider.

9. Taxes:

- i. In respect of services rendered to IIM Tiruchirappalli, the service provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.
- ii. While making payment to the service provider, TDS and other statutory deductions will be effected by the Institute.
- iii. The Income Tax (TDS) shall be deducted at prevailing rate from the bills, as amended from time to time in accordance with the provisions of Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.
- iv. In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss / obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the service provider including the termination of the contract.

10. Signing of Contract: The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. one hundred only) within 10 working days from issue of the Work Order along with interest free performance security deposit. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of Bid shall be considered as cancelled.

11. Last Payment: The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending of Institute.

12. Terms of Employees of the Service Provider: The persons to be deputed by the service provider, being their own employees or otherwise, shall be their sole employees and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability.

13. Canvassing: Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Tiruchirappalli shall block his/ her Tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his Tender liable to rejection.

14. Authority of person signing document: A person signing the tender application or any documents forming part of the contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.

15. Subletting of Work: The firm/agency should not assign or sublet the work/job or any part of

it to any other person or party. The Tender is not transferable. Only one Tender shall be submitted by one tenderer.

- 16. Licenses:** The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
- 17. Arbitration:** In case of any unreconciled disputes between the parties IIM Tiruchirappalli and the agency/firm to whom the contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Tiruchirappalli jurisdiction. The decision of the Arbitrator shall be final and binding on the both parties.
- 18. Jurisdiction:** All disputes arising out of this contract shall be subjected to the Courts at Tiruchirappalli.
- 19. Force Majeure:**
- Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form to the other party.
 - Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, lockouts, etc., i.e. beyond the control of either party.

ANNEXURE – I: PROFILE OF THE BIDDER

Sr. No.	Required information	Description
1	Name of the agency / firm /company	
2	Address of the agency / firm /company	
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)	
4	Authorized Signatory Details	Name
		Designation
		Email
		Phone
	Details of Contact other than Authorized Signatory	Name
		Designation
		Email
		Phone
5	Month and Year of commencement business.	
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).
		PAN No. of the Agency
		GST No. of the Agency
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?	
8	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	

9	Brief details of Litigations, if any, connected with related work, current or during the last Three years, the opposite party and the disputed amount.	
10	Give details of Termination of previous contract, if any	
11	Details of bank mandate:	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account	
	IFSC Code No.	
	(copy of the cancelled cheque should be enclosed)	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on Contract basis during the last Three years (from 2019-20 to 2021-22). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2019-2020	2020 – 2021	2021 – 2022
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover of the last Three years	Rs. _____ in Lakhs		

List of present and past clients in the following format. The information provided will facilitate evaluation of Technical Bid **(Please use separate sheet if required without changing the format)**. Please attach client certificate and work orders etc., clearly giving period of contact.

Sr. No.	Name of the organization with complete postal address	Nature or type of work undertaken	Period for which the contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					

ANNEXURE-II: PRICE BID - BOQ

S. No	Description of Works	Amount
1	<p>Providing counselling services for mental and behavioral health through various outsourced partners and plans to continue the same for the next 3 years, to students, faculty, staff and their family members of IIM Tiruchirappalli for promoting positive mental health and ensuring holistic development of the IIMT community.</p> <p>The Counselling Services will involve in individual consultation, crisis intervention, group counselling, psychiatrist services and outreach primarily to the students of the Institute as well as to members of faculty and staff and their families for their general wellbeing.</p> <p>The company/ organization/firm will have to provide counselling services to students of the Institute by deputing Professional Counsellors at IIM Tiruchirappalli Campus by way of campus visits and offline counselling.</p> <p>Providing Mental and Behavioural Health Services relating primarily to students (and extendable to faculty, staff and their families of IIM Tiruchirappalli.</p> <p>Competent to provide online counselling services in large multi-cultural academic Institutions of repute.</p> <p>Depute counsellors having MA/MSc in psychology with at least three years of experience who are on the payroll. Documentary evidence needs to be provided in terms eligibility, appointment etc.</p> <p>Conducting Orientation Programs and awareness workshops periodically by certified /qualified individuals or teams on areas related to academics, career, relationship, De-addiction, personality etc.</p> <p>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 issues.</p>	
Total amount including all charges (Excluding GST)		
GST @ _____ %		
Total amount including GST		

ANNEXURE – III: SUBMISSION OF TENDER DOCUMENT

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Chinna Sooriyur Village,
Tiruchirappalli 620 024.

Date:

Subject: “Tender for Providing Counselling Services and Emotional Wellness Support to IIM Tiruchirappalli”.

Reference: Tender Notice published in IIM Tiruchirappalli website. - ***Tender No: IIMT/2022-23/AO/Counselling/107 dated 06.03.2023.***

Dear Sir,

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our Tender in a required format. I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

It is certified that I, _____ (name of the person)

S/o Shri _____

r/o _____

a) am authorized to sign this document on behalf of M/s.

(the name of the firm / company which is bidding in this tender) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

b) hereby certify that none of my relative (s) as defined in the tender document is / are employed in IIM Tiruchirappalli as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

c) further declare that:

1. All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given

in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.

2. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
3. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
4. I understand that the IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever

Place: _____

Signature_____

Name _____

Date: _____

Designation: _____

Seal of agency / Firm / Company

ANNEXURE – IV: LETTER OF AUTHORISATION

**LETTER OF AUTHORISATION FOR ATTENDING PRE-BID/PRICE
BID OPENING MEETING**

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Pre Bid/Technical/Technical Evaluation cum Presentation/
Price Bid Opening Meeting on.....(date) in the *Tender for Providing
Counselling Services and Emotional Wellness Support to IIM Tiruchirappalli.*

Following persons are hereby authorized to attend the Pre Bid for the Tender mentioned above
on behalf of.(Bidder) in order of preference given
below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

Officer authorized to
sign the bid Documents
on behalf of the Bidder.

Notes:

1. Maximum of **two representatives** will be permitted to attend Pre Bid Meeting / bid opening.
In cases where it is restricted to one, first preference will be allowed. Alternate
representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization
as prescribed above is not recovered.

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (✓)
1	(Cover 1)	All the documents and Annexures, except Price Bid document.		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS excel format(.xls)		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether duly filled in Technical Bid documents (i.e., Annexure-I to the tender document) along with all the related enclosures have been enclosed with the Tender: <ul style="list-style-type: none"> i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Authorization / Power of attorney for signing the tender document iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., 2019-20 to 2021-22. v. Details of completed contracts in the prescribed format during the last three years along with proof with verifiable contacts. vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts. vii. All other information/ details/ supporting documents/proof desired in the Tender document. 		
6		Whether Technical Bid documents as per Annexure-I of the tender document is submitted.		
7		Whether Undertaking, Near Relative and Declaration Certificate as per Annexure-III to the effect that the Bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.		
8		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been signed and endorsed with seal?		
9		Whether an Index or Table of Content of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?		
10		Whether Tender documents have been signed with seal in all the pages by the Bidder.		