

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

निविदा सं.E-Tender No. 26SP003T dated: 21.04.2026

विवरण/Details	दिनांक/Date	समय/Time	Venue
कार्य/सेवा का नाम/ Name of Work/Service	<i>Providing Counselling and Emotional Wellness Support Services to IIM Tiruchirappalli.</i>		
निविदा कागजात जारी करने की तारीख/Date of issue of Tender Document	21.04.2026	18.00 Hrs. onwards	-
पूर्व-निविदा बैठक/Pre-Bid Meeting	28.04.2026	15.30 Hrs.	Dean's Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
निविदा कागजात जमा करने की अंतिम तारीख/Last date for Submission of Tenders	11.05.2026	17.00 Hrs.	-
तकनीकी बोली का खुलना /Opening of Technical Bid (<i>Tentative</i>)	13.05.2026	11.30 Hrs.	
Opening of Price Bid	<i>To be informed later</i>		
Validity of Tender	90 days from the date of opening of the price bid.		
Tender Document	From 21.04.2026 to 11.05.2026 (up to 17:00 Hrs.) on the e-tendering website https://eprocure.gov.in/eprocure/app The tender document can only be obtained after registration of the tenderer on the website https://eprocure.gov.in/eprocure/app .		
EMD Amount	EMD Amount Rs. 36,000/- 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		
Copies of the payment transaction receipt for EMD have to be attached to 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 the required documentation to the tender document.			
SD Amount	5% of the work order value to be remitted by the successful Bidder to IIM Tiruchirappalli as Security Deposit. The SD amount will have to be remitted to IIM Tiruchirappalli, within five days, along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Work Order will stand cancelled.		
Mode of Submission of Tender	The process will be conducted only through the Central Public Procurement (CPP) Portal online.		

Contents

OVERVIEW.....	4
SCOPE OF WORK	4
Eligibility Conditions for Bidders	8
Instructions to Bidders	9
1. Downloading of Tender Document.....	9
2. Earnest Money Deposit.....	9
3. Relationship Certificate.....	10
4. Amendment to Bid Document.....	10
5. Conditional Bids	10
6. Technical Bids Criteria.....	11
7. Price Bid Details.....	11
8. Validity of Bids and Rates	11
Pre-Bid Meeting	12
Tender Evaluation Process.....	12
Opening of Price Bid.....	15
Procedure for Submission of Bids	15
General Terms & Conditions	18
1) Reports and Time Schedule.....	18
2) Period of Contract	18
3) Evaluation of Service during the contract	18
4) Confidentiality of Service	18
5) Payment Terms.....	19
6) Penalty Clause	19
7) Quality of the work.....	19
8) Warranty of Quality.....	19
9) Termination of Agreement.....	20
10) Forfeiture of Earnest Money:.....	20
11) Performance Security Details.....	21
12) Signing of Contract.....	21
13) Last Payment.....	21
14) Terms of Employees of the Service Provider	21
ANNEXURE – I: PROFILE OF THE BIDDER.....	23



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu

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ANNEXURE-II: (PRICE BID - BOQ)	25
ANNEXURE- III: SUBMISSION OF TENDER DOCUMENT.....	26
ANNEXURE – IV: LETTER OF AUTHORISATION	28
ANNEXURE – V: LIST OF PRESENT AND PAST CLIENTS DETAILS.....	29
ANNEXURE – VI: CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER	30

निविदा आमंत्रण सूचना
विवरण

भारतीय प्रबंधन संस्थान तिरुचिरापल्ली (आईआईएम तिरुचिरापल्ली) भारत सरकार के शिक्षा मंत्रालय के अंतर्गत एक राष्ट्रीय महत्व का संस्थान है। आईआईएम तिरुचिरापल्ली के बारे में अधिक जानकारी के लिए, कृपया हमारी वेबसाइट www.iimtrichy.ac.in पर जाएँ।

NOTICE INVITING TENDER

OVERVIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance under the Ministry of Education, Government of India. For more details about IIM Tiruchirappalli, please visit our website at www.iimtrichy.ac.in.

IIM Tiruchirappalli invites e-tenders from the service providers for ***Providing Counselling and Emotional Wellness Support Services to IIM Tiruchirappalli.***

Service Description	Estimated Tender Value (Excluding GST)	Interest-free Performance Security Deposit	Work Location
<i>Providing Counselling and Emotional Wellness Support Services to IIM Tiruchirappalli</i>	Rs. 12,00,000/-	5% of Work Order Value	IIM Tiruchirappalli Trichy – Pudukkottai Highway Trichy - 620024

SCOPE OF WORK

A Service Provider 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 service provider that is professionally competent to provide counselling services in large multi-cultural academic Institutions of repute. The service provider will have to provide counselling services to students of the Institute by deputing professional counsellors at the IIM Tiruchirappalli campus. These services will also be available to faculty members, 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.

- a. De-addiction, substance as well as behavioural

- b. Depression
- c. Anxiety
- d. Psychological trauma
- e. Relationship-related stress
- f. Career-related stress
- g. Academic pressure
- h. Anger Management
- i. Gender sensitization and healthy interactions with the other sex
- j. Abuse and inappropriate usage of social media

Specifics of Service: The service provider 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 service provider must also provide ancillary support services on counselling, such as:

- a. Should be able to depute counsellors having an MA/MSc in psychology with at least three years of experience who are on the payroll. Documentary evidence needs to be provided regarding the counsellor's professional eligibility and her/his employment status with the counselling firm.
- b. **Conducting one Orientation Program and three Workshops periodically** (an average of four a year) by certified /qualified individuals or teams on areas related to academics, career, relationship, De-addiction, personality, and related issues.
- c. **Barefoot counselling** - Training session for the selected students, faculty, and staff members to sensitise them about common psychological issues/disorders and equip them with basic skills to respond to those issues.
- d. Helping in honing the soft skills of students.
- e. 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.
- f. 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.
- g. **The counselling firm should provide detailed reports on its services to the Institute, at least every 3 months.**
- h. 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.
 4. Vehicle for local pick up and drop off at Tiruchirappalli.
- Any other requirements should be included and highlighted by the Bidder in their Request for Proposal.

Note:

- a. Requirement of the offline counselling sessions may increase or decrease as per demand. Payment will be made on an actual basis.
- b. 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 Service Provider, its employees, or its representatives shall not use such data and information in any project, report, or academic study.
- c. 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 service provider that is professionally competent to provide online 24 x 7 counselling services in a large, multicultural 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.

- a. De-addiction, substance, as well as Behavioral
- b. Depression
- c. Anxiety
- d. Psychological trauma
- e. Relationship-related stress
- f. Career-related stress
- g. Academic pressure
- h. Anger Management
- i. Gender sensitisation and healthy interactions with the other sex
- j. 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:

- a. Facility for providing full time (24 x 7 x 365) counselling support.
- b. One to one chat, Tele-counselling service (24x7) for instant help
- c. **Counselling through audio/video call (on prior appointment) - unlimited**
- d. **Face-to-face counselling at campus (weekly once (whole day))**
- e. Should have a dedicated platform where students should be able to get counselling services.
- f. All communication between students and counsellors has to be secure through proper security protocols like SSL.
- g. Introductory/ orientation module suited to the fresh batch joining every year.
- h. Conduct of periodic workshops and seminars for Students, Faculty and Staff as required, a minimum of three such sessions a year.
- i. The successful 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 officials of the Institute.
- j. The service provider should have a multi-city network of 100+ experts (who can speak in all the major languages of India).
- k. The service provider shall confidentially handle issue-based counseling support cases of students, faculty and staff and shall report to the Institute authorities if required.
- l. Report aggregate analytics of usage (by end of each month)
- m. Provide access to discussion forums and articles dealing with relevant issues.
- n. Provide psychometric assessment (of all students who use the online counselling service)
- o. 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 paragraphs in order to be eligible for technical evaluation of the bid:

- a. The bidder(s) should be registered with the Goods and Services Tax Council for the purpose of Goods & Services 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 tender documents should be the same or linked.
- b. The bidder(s) should be registered with the appropriate registration authority and should be in existence for not less than three years as of March 31, 2026. **A copy of the Certificate of Incorporation or relevant registration certificate should be attached.**
- c. Bidder(s) should have at least three years' experience in Similar work as on 31st March 2026. The service provider shall have experience in providing counselling services to the Institute of National Importance/Centrally Funded Technical Institutes (CFTIs)/Central or State Universities/Institutions of Eminence (IoEs)/Deemed to be University/Private University/Listed Companies in India during the last 03 (three) years as on 31st March 2026. A detailed list of Services provided at the Institutional level, along with supporting documents, needs to be submitted.
- d. Copy(ies) of work order(s) showing that the firm has executed similar work(s) in the last three years as of 31st March 2026, 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, each costing 40% of the estimated cost. [Order copy to be enclosed]

The bidder should attach copies of the work orders/contracts that specify the scope of work for counselling services, along with the Technical Bid.

- e. **Average Annual Turnover** of the bidder should be at least 100% of the estimated cost of the tender during the previous three financial years from 2022-23, 2023-24, and 2024-25. **Copies of duly audited Balance Sheets with Profit & Loss accounts are to be submitted** as per [Annexure-I](#) (Technical Bid). The year with no turnover would also be included in the average calculation.
- f. Bidders should be regular in filing Income-Tax returns. Copies of the Income Tax returns filed and the audited accounts statements for the last three financial years (2022-23, 2023-24, and 2024-25) should be submitted with the Technical Bid.

- g. The bidders should not be blacklisted or terminated due to poor performance by any department of the Government of India, any State Government, or any private organisation in the past. There should be no criminal case registered against the bidding firm or its owners/partners anywhere in India, and the Bidder should provide a self-declaration certificate confirming acceptance of all terms & conditions of the tender documents. An undertaking to this effect in the Company letterhead, duly signed by the owner/partner or both, to be enclosed, as per [Annexure-III](#).
- h. **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 the final decision is uploaded/published in the eProcurement website. However, the Purchase Committee or its authorised representative (IIM Tiruchirappalli) can make any enquiries or seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange a demonstration of the offered items on short notice; as such, the bidders have to be ready for the same.

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents can be taken from the CPP Portal <https://eprocure.gov.in/eprocure/app>. No Tender fee is payable.

2. Earnest Money Deposit

- The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 36,000/- (Rupees Thirty-Six Thousand only)** at the bank account mentioned on **Page 1**. A copy of the payment transaction receipt has to be attached to the Tender application form, without which the bid will not be considered for the bidding process.
- The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- 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).
- 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 Start-ups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these items only, are exempted from EMD. However, they must enclose a valid, self-attested registration certificate(s) along with the Tender to this effect; without which the bid won't be considered for further processing.
- The bidders who seeks 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 relatives is working in the units as defined below, where he is going to apply for the Tender. In the case of a proprietorship firm, a certificate will be given by the proprietor. For a partnership firm, the certificate will be given by all the partners, and in the case of a 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 the CPPP and 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 stage 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 the opening of the Price Bid.

5. Conditional Bids

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

6. Technical Bids Criteria

- a. 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 the solution being proposed by the Bidder.
- b. All the information should be organized in a logically structured form and uploaded in PDF Format as a technical bid with an index. Bidders should comply with the eligibility criteria and technical requirements. The detailed formats are attached at [Annexure I](#). The Bidder is to complete the same in all respects and submit accordingly. No deviations are acceptable in [Annexure I](#).

7. Price Bid Details

- a. Price Bid, i.e., BoQ given with the Tender to be uploaded after filling all relevant information, and it should be uploaded in MS Excel (.xls) format as per the format available with the tender; failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- b. The Bidder who quotes the lowest rate for all the items shall be declared as the successful Bidder (L1).
- c. The quantities mentioned in the Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- d. Bids must be submitted with the rates for all the items of the work involved, and any incomplete bid will not be considered.
- e. The Rates quoted by the Bidder 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.
- f. If any clarification is required on the specifications/work covered by this Tender, the Bidder(s) can send an email to purchase@iimtrichy.ac.in to seek such clarifications.

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 an 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 the price bid.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at the Deans' Office Meeting Room, Administrative Block, IIM Tiruchirappalli, on **28.04.2026 at 15.30 Hrs.** to clarify doubts that shall arise before submitting the bids.

The bidders need to send the scanned copy of the letter of authorisation from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before **11.00 Hrs., on 27.04.2026**, for attending 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, prior to the pre-bid meeting, i.e., by **11.00 Hrs., 27.04.2026**, to enable us to clarify the doubts in the pre-bid meeting itself.

Tender Evaluation Process

- Selection of the vendor shall be based on **Quality and Cost Based Selection (QCBS)** method under Rule 192 of the General Financial Rule 2017. The proposals will be evaluated based on the following factors.
- The final selection of the vendor shall be based on Quality and Cost Based Selection (QCBS) method with **70% weightage for technical** evaluation and **30% weightage for commercial** evaluation.
- The Bidder would be selected based on ranking and evaluation of Technical and Price Bids by the Evaluation Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful Bidder would be determined as under: -

Stage 1:

Document verification – To verify the document submitted by the bidders. The qualified bidders in **Stage 1** shall be invited to make a presentation in person to the Evaluation Committee of IIM Tiruchirappalli. Bidders who meet all the basic eligibility conditions mentioned in this tender document will be considered for presentation to the Evaluation Committee.

Stage 2: Technical Evaluation

Bidders who qualify in Stage 1 (Preliminary Evaluation) shall be shortlisted for Technical Evaluation and invited to make a presentation before the duly constituted Evaluation Committee of the Institute. The presentation shall be conducted either in physical or virtual mode, as decided by the Institute, and the Institute's decision in this regard shall be final and binding.

The bidders shall prepare and submit a comprehensive Technical Proposal that includes all relevant information required for evaluation, in accordance with the Technical Bid requirements. The bidders may also furnish any additional information, documents, or supporting materials that demonstrate the technical capability, methodology, and robustness of the proposed solution, in alignment with the Scope of Work and evaluation parameters.

Participation in the presentation shall be permitted only to authorised representatives of the bidder. Such representatives shall submit a scanned copy of the Letter of Authorisation, duly signed and stamped by the competent authority of the firm, to purchase@iimtrichy.ac.in in the prescribed format provided in [Annexure-IV](#), prior to the presentation.

The details regarding the presentation, including the schedule, mode, and other relevant instructions, shall be communicated by the Institute to the bidders who qualify in Stage 1 (Preliminary Evaluation).

The Technical Evaluation shall be carried out based on:

- The information furnished in the Technical Bid,
- Supporting documents submitted by the bidder, and
- The demonstration-cum-presentation is to be made before the Evaluation Committee.

The Technical Score (TS) shall be computed out of a maximum of 100 marks, based on the following criteria:

Sl. No	Items	Maximum Marks
1	Total Years of Experience: i. 03 Years' experience =10 Marks ii. 04 Years' experience =15 Marks iii. 05 years or above > = 20 Marks	20
2	Average Annual Turnover: i. 20 Lakhs-50 Lakh = 10 ii. 51 lakhs -99 Lakh = 15 Marks iii. 01 Crore and above = 20 Marks	20
3	Extent of Service (as per Eligibility Conditions): Minimum 03 years' experience in Institutes of National Importance / Institutes of Eminence / Universities (Central, State, Private, Deemed) and/or Listed Companies.	10
4	Presentation: Evaluation based on understanding of scope, methodology, technical approach, innovation, and clarity of presentation: a. <u>Understanding of Scope of Work:</u> Clarity in understanding the objectives, requirements, and deliverables as outlined in the tender - 5 marks. b. <u>Methodology & Work Plan:</u> Appropriateness, feasibility, and completeness of the proposed methodology, timelines, and execution strategy – 15 marks. c. <u>Technical Approach & Solution Design:</u> Soundness, scalability, and technical robustness of the proposed solution - 5 marks.	50

	<p>d. <u>Innovation & Value Addition:</u> Inclusion of innovative ideas, best practices, and any additional value beyond the stated requirements - 5 marks.</p> <p>e. <u>Clarity & Effectiveness of Presentation:</u> Communication skills, structure, responsiveness to queries, and overall presentation quality 10 marks.</p> <p>User Interface/Website Interface (The Committee will verify the user interface and services accessibility of the firm and award the marks) – 10 marks</p>	
Total Marks (Technical Score)		100

The following points have to be taken into account for presentation by the bidders while presenting their PPT.

- a) The bidder must showcase their web and app platforms, the user experience, and ease of use.
- b) The bidder must showcase the capabilities of their counsellors in terms of qualification, number of counsellors, certifications, any specialized training, etc. Relevance to academic institutions like IIM Trichy will be preferred.
- c) The bidder must showcase user feedback and testimonials and highlight any cases of positive impact.
- d) The bidder must clearly indicate the workflow that is followed as part of a counselee seeking support, both from the counselee's perspective and from the service provider's perspective, in terms of transference of cases, escalations of severity, etc.
- e) The bidder must clearly indicate the protocol that will be followed by the vendor in the event of high-risk (red flag) scenarios, like the possibility of self-harm or harm to others.
- f) The bidder must clearly indicate the steps taken to ensure confidentiality, privacy, and security.

A minimum of **70 out of 100 marks in the technical bid evaluation is required to be eligible to participate** in the price bid.

Decisions taken by the Evaluation Committee on the Technical Evaluation will be final and binding.

At the end of this stage, each Bidder will have a Technical score (out of 100) associated with it. Bidders with a Technical bid score of less than 60 will not be considered for opening the price bid.

Any misrepresentation, suppression of facts, or submission of false information may result in the bidder's disqualification at any stage of the tender process.

Stage 3:

Price bids will be opened for bidders who receive a score of 70 or higher in the technical bid evaluation. Under the QCBS selection method, the technical proposals will be assigned a weight of 70% (seventy per cent), while the financial proposals will be assigned a weight of 30% (thirty per cent).

The Final score (combined score) of the Technical bid and the price bid will be used to determine the highest techno-commercial score (TCS). The Bidder with the **highest TCS** will be chosen to award the work order for providing the counselling service covered by this tender at IIM Tiruchirappalli.

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

$$TCS = 0.3 * C1/C + 0.7 * T/T1$$

where C1 is the lowest commercial score, and T1 is the highest technical score.

The technical score will be revealed to bidders only just before the opening of the commercial bid.

The work order will be awarded to the Bidder securing the highest combined TCS score. In the event that two or more bidders have the same TCS score in the final ranking, the Bidder with the highest technical score will be declared as a successful Bidder.

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

Opening of Price Bid

The price bids of all technically eligible bidders, including the demonstration cum presentations mentioned above, will be opened after the technical bid evaluation in stage 2. The date and time for the opening of the Price Bid will be announced later.

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

Procedure for Submission of Bids

1. General

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

2. Registration

- a) 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, which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- c) Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) 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.
- f) Bidder shall then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

3. Searching for Tender Documents

- a) 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 published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

4. Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) 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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should keep the bid documents ready to be uploaded as indicated in the tender document/schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 200 dpi with colour/black and white option which helps in reducing size of the scanned document.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificates, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process

5. Submission of Bids

- a. The Bidder should submit the bid online in two parts viz. Technical Bid and Price Bid. The technical bid, along with the required documents, should be in PDF format and uploaded online in Cover-1. Price Bid in MS Excel “.xls” format only should be uploaded online in Cover- 2.
- b. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. The bidder will be responsible for any delays caused by other issues.
- c. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified on page no.1 in the tender document.
- e. Bidders are requested to note that they should necessarily submit their financial bids in the format provided, and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referring to the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow these timelines during bid submission.
- g. All the documents being uploaded by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Sockets Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. Upon the successful and timely submission of bids (i.e. after clicking “Freeze Bid Submission” in the portal), 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.
- j. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings. The off-line Tender will not be accepted, and no request in this regard will be entertained whatsoever.

General Terms & Conditions

1) Reports and Time Schedule

The Service Provider will provide a detailed monthly report on the counselling service provided. Also, in case of any emergency, the Service Provider will immediately report the cases to the Institute's designated official and/or/its Director. The monthly report should be submitted by the **5th of the following month**.

2) Period of Contract

The contract period is initially for a period of one (01) year. However, the contract shall be extended for a further period of up to two more years on a yearly basis if the services provided by the Agency are found to be satisfactory, on the same rate & terms and conditions, and at the sole discretion of the Institute.

3) Evaluation of Service during the contract

The Students' Affairs Office would periodically evaluate the quality of services provided by the Service Provider, in addition to their ***monthly report, due to be submitted by the 5th day of the following month. Quarterly reports have to be submitted by the service provider for the same.***

4) Confidentiality of Service

The service provider will have to sign a Confidentiality 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 service provider shall breach confidentiality [clause (i) above] but shall report only to the 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

5) Payment Terms

- a. No advance payment will be made in any case.
- b. After completing the 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 25 days, subject to submission of the Original Invoice 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 the service provider's bills.

6) Penalty Clause

Deficiency/delay in work/services will be construed as lapses on the part of the service provider. Such lapses due to the 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 engage any other agency at the cost and risk of the service provider.

7) Quality of the work

If it is observed at any stage that the quality of the service is not satisfactory, the Contract/ Work order as a whole shall be terminated. Applicable penalties would be levied. The decision of the competent authority on penalties would be final and binding.

8) 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 the 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.

9) Termination of Agreement

The service provider will be required to give 90 days' written notice of their intention to leave or discontinue their service. Such notice shall specify whether all services or part of the services provided are 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 and counselling reports acquired by Contractor or furnished by Contractor under this Contract.

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

- 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 those to be provided until the date of 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 part 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 is incorrect.
 - iii. If the service provider fails to perform any other obligation(s) under the tender conditions.
 - iv. If the service provider is declared insolvent by the competent Court of Law without any notice.

10) Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- a. Earnest Money is liable to be forfeited, and the bid is liable to be rejected if a bidder withdraws, amends, 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.
- b. When the information/certificate/document furnished is found to be false at any stage.
- c. When the bid documents have been manipulated or altered after they are downloaded from the website.

11) Performance Security Details

- i. The successful Bidder will be required to remit an interest-free Performance Security Deposit of **5% of the Work Order value** through online transfer to the IIM Tiruchirappalli Bank Account within five working days from receipt of the provisional work order. On receipt of the Performance Security, a confirmatory Work Order will be issued to the successful bidder. **The security deposit will be refunded to the vendor after completion of the service period, along with final payment, after adjusting applicable deductions, if any.**
- ii. Performance Security will be forfeited if the vendor fails to perform/abide by any of the terms or conditions of the Contract.
- iii. In case, the Vendor fails to provide the required services as covered by this tender within a specified delivery period, the same services/items will be obtained from the open market, and the difference in cost, if any, will be recovered from the Performance Security or from the pending bill(s) of the defaulting firm or from the vendor if the recoverable amount exceeds the Performance Security and there are no pending bills due to be paid to the respective vendor.

12) 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. 200/-** (Rupees Two Hundred) within **seven working days** from the issue of the Provisional Work Order, along with an 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 the Bid shall be considered as cancelled.

13) Last Payment

The last payment to the service provider will be cleared only after obtaining clearance for any liabilities pending with the Institute.

14) 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.

15. 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.

16. **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.
17. 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.
18. While making payment to the Service Provider, TDS and other statutory deductions will be deducted by the Institute.
19. The Income Tax (TDS) shall be deducted at the prevailing rate from the bills, as amended from time to time in accordance with the provisions of the Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the agency.
20. **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.
21. The Bidder should have the requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
22. **Jurisdiction:** All disputes arising out of this contract shall be subject to the Courts at Tiruchirappalli.
23. **Force Majeure:**
 - a. Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party, within 15 days of its occurrence, informs the other party in writing.
 - b. Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restrictions, strikes, and lockouts, i.e., beyond the control of either party.

ANNEXURE – I: PROFILE OF THE BIDDER

EMD Transaction/Exemption Eligibility Details		Transaction Ref No: _____ dated: _____ If exempted, provide a Valid Certificate Number: _____	
S. 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 of 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 the 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 the Termination of the previous Contract, if any	
11	Details of bank mandate	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on a contract basis during the last 3 years (from 2022-23, 2023-24, and 2024-25). Please submit documentary evidence, i.e., an extract of the Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2022-23	2023-24	2024-25
Details of Gross Annual Turnover - (Rs. in Lakhs)			
Average Turnover in the last three years	INR _____ in Lakhs		

ANNEXURE-II: (PRICE BID - BOQ)

S. No	Description of items	Qty.	Remarks
1	Providing offline (in-person) counselling services for one day a week, for six hours. It will preferably be scheduled on Saturday or Sunday, in accordance with the terms and conditions of this tender document.	12 Months	The bidder should quote the rate only in the BoQ 1 on the CPP Portal, not on this page. The provided details are intended solely for the bidder's understanding. Otherwise, the bid will not be considered for evaluation.
2	Providing offline (in-person) counselling services for two days a week, for six hours per day. The counselling services for two days can be scheduled any days in a week, including Saturday & Sunday, in accordance with the terms and conditions of this tender document.	12 Months	
3	Providing Full-time (24 x 7 x 365) online counselling services in accordance with the terms and conditions of this tender document.	12 Months	
4	Barefoot counselling on a need basis: Training session for the selected students, faculty, and staff members to sensitise them about common psychological issues/disorders and equip them with basic skills to respond to those issues.	1 Job	
5	Additional Workshops, if required by the Institute.	1 Job	
The total amount, excluding GST and including all other charges			

Note:

- Local travel in Tiruchirappalli for the conveyance of the Counsellor from the Railway Station/Bus Stand/Residence to IIM Tiruchirappalli and back will be provided by the Institute. Hence, the Bidders are required to take this into consideration while quoting the Price.
- The selected service provider is required to conduct the orientation session for the newly admitted students without any charges. However, travel and accommodation in the Institute Guest House will be arranged by the institute.

ANNEXURE- III: SUBMISSION OF TENDER DOCUMENT

Application Form for Submission of Tender Document

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Tiruchirappalli 6200 24.

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

Reference: Tender Notice published in the CPP Portal and the IIM Tiruchirappalli website. - **Tender No: 26SP003T dated: 21.04.2026**

Dear Sir,

With reference to the tender notice published on the above-mentioned website, I / We hereby submit my/ our Tender in the 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 has never been blacklisted or terminated due to poor performance by any of the Government Organizations/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 the details given in the 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:

- i. 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.
- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu

Phone: 0431-250 5022/5121/22 | E-Mail: purchase@iimtrichy.ac.in

I understand that 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



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu

Phone: 0431-250 5022/5121/22 | E-Mail: purchase@iimtrichy.ac.in

ANNEXURE – IV: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID MEETING

To

The CAO (i/c)
IIM Tiruchirappalli
Pudukkottai Main Road
Tiruchirappalli - 620 024.

Subject: Authorization for attending **PRE-BID MEETING** on.....(date) in the **Tender for Providing Counselling Services and Emotional Wellness Support to IIM Tiruchirappalli.**

The 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

The officer authorized to sign the
Bid documents on behalf of the
Bidder.

Notes:

1. A maximum of two representatives will be permitted to attend the Pre-Bid Meeting/bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representatives 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.

ANNEXURE – V: LIST OF PRESENT AND PAST CLIENTS DETAILS

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

Sr. No.	Name of the organisation with Complete postal address	Nature or type of work undertaken	Period for which the 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 – VI: CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, except the Price Bid document.		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS Excel format(.xls)		
3		Whether the GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether the cancelled cheque leaf is enclosed.		
6		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: i. Registration/ Incorporation details of the bidding firm/Agency/ Company. ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of a partnership firm or a Private Limited Company. iii. Authorization / Power of attorney for signing the tender document. iv. Audited Annual Accounts, Income Tax Returns, and assessment orders for the last three consecutive financial years, i.e., 2022-23, 2023-24, and 2024-25. v. Details of completed contracts in the prescribed format during the last three years, along with proof of verifiable contact details. vi. Details of ongoing contracts in the prescribed format, along with proof of verifiable contact details. vii. All other information/ details/ supporting documents/proof are desired in the Tender document.		
7		Whether the Technical Bid documents as per Annexure-I of the tender document are submitted.		
8		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 Organizations/Agencies is submitted.		
9		Whether the Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical bid have been duly signed and endorsed with a seal?		
10		Whether an Index or Table of Contents of all enclosures to the Technical bid has been prepared and attached to the Technical bid, to facilitate quick reference?		
11		Whether the Tender documents have been signed with a seal on all pages by the bidder.		