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| <br><b>INDIAN INSTITUTE<br/>OF TECHNOLOGY<br/>PALAKKAD</b> | <b>Indian Institute of Technology Palakkad</b><br>भारतीय प्रौद्योगिकी संस्थान पालक्काड 678 557<br><b>STORES &amp; PURCHASE SECTION</b><br><b>Email: purchase@iitpkd.ac.in</b><br>Telephone: 04923-226586/87<br>GSTIN: 32AAAAI9910J1ZR |
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GeM Availability Report (GeMAR&PTS) ID : GEM/GARPTS/27012021/MEFEMOYXF91Z dated 27-01-2021

**Tender No. IITPKD/ADMN/STUDENTS/066/2020-21**

**Date of Publication: 01-02-2021**

**Date/Time of Closing: 22-02-2021, 1500 hrs**

Indian Institute of Technology Palakkad Invites Tender under Two-bid system for the:

**PROVIDING ONLINE SERVICES FOR COUNSELLING AND EMOTIONAL WELLBEING AT IIT PALAKKAD**

Conforming to the specifications as in **Annexure-I**.

Tender Documents may be downloaded from the e-Wizard Portal <https://mhrd.euniwizarde.com/>. Aspiring Bidders who have not enrolled / registered in e-Wizard should enroll / register before participating through the website <https://mhrd.euniwizarde.com/>. Bidders are advised to go through instructions provided at “**Procedure for Submission of E-tender**”. [Special Instructions to the Contractors/Bidders for the e-submission of the bids online through this e-Wizard Portal”].

Bidders can access tender documents on the website. For searching in the site, kindly go to Live Tenders option, Click “Advance Search” and select Department as ‘IIT Palakkad’. Thereafter, Click on “Search” button to view all IIT Palakkad tenders. Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <https://mhrd.euniwizarde.com/> as per the timeline below.

**No manual bids will be accepted. All tender documents including Pre-qualification, Techno-Commercial, Technical and Financial bids should be submitted in the e-Wizard portal.**

| S. No. | Events   | Date and Time                 |
|--------|--|-------------------------------|
| 1      | Publication of the Tender Document                             | <b>01-02-2021</b>             |
| 2      | Last Date/Time for submission of ONLINE Bids                   | <b>22-02-2021, 1500 hours</b> |
| 3      | Opening of Technical Bids                                      | <b>22-02-2021, 1515 hours</b> |
| 4      | Presentation by bidders who qualify techno-commercial Criteria | <b>02-03-2021 (Tentative)</b> |

**TERMS AND CONDITIONS**

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| <p align="center"><b>1</b></p> | <p align="center"><b>GENERAL</b></p>                            | <p>(a) The responsibility of submission of the bids on or before the last date shall rest with the tenderer. The institute will hold no responsibility for the non-receipt of the bids or the bids received after the date/time specified. Any bid received by IITPKD after the bid submission deadline prescribed by IITPKD, shall be rejected and returned unopened to the Bidder.</p> <p>(b) Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid is an offence under the Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.</p> <p>(c) Each bidder shall submit only one bid, either by himself or as a partner in a joint venture or as a member of the consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids (of both the individual and the partnership/consortium/joint venture) are liable to be rejected.</p> <p>(d) The bidder shall bear all costs associated with the preparation and submission of his bid and IITPKD shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.</p> <p>(e) <b>IITPKD will respond to any request for clarification or modification of the Tender Document that are received up to TWO DAYS prior to the deadline for submission of bids prescribed by IITPKD. For this purpose, the prospective bidder(s) requiring clarification in the Tender Document shall notify IITPKD through the ONLINE Portal ONLY. Any such clarification, together with all the details on which the clarification had been sought, will be published in the ONLINE Portal ONLY. Deviations, if any, observed by the Institute in the submitted bids, from the Terms and Conditions of the Tender Document will not be accepted by the Institute.</b></p> <p>(f) Except for any such clarification by the Institute, which is expressly stated to be an addendum to the tender document issued by the Registrar, IIT Palakkad, no written or oral communication, presentation or explanation by any other employee of any of the Sections/Departments of the Institute, shall be taken to bind or fetter the Institute.</p> |
| <p align="center"><b>2</b></p> | <p align="center"><b>AMENDMENTS IN THE TENDER DOCUMENT</b></p>  | <p>(a) At any time prior to the deadline for submission of bids, IITPKD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by way of amendment(s).</p> <p>(b) Amendments will be intimated through the e-Wizard Portal and the bidders shall ensure that the amendments are carried out in the bid before submission. The amendments will not be published in newspapers. Bidders should regularly visit e-Wizard Portal to keep themselves updated.</p> <p>(c) No extension in the bid due date/ time shall be considered on account of delay in receipt of any document by mail. Further, it will be assumed that the Bidder has taken into account, such amendments, while submitting the bid.</p>  |
| <p align="center"><b>3</b></p> | <p align="center"><b>COMPOSITION OF THE TENDER DOCUMENT</b></p> | <p>(a) The Tender Document comprises of:<br/> Instruction to the bidders including terms and conditions<br/> 1) Scope of Services (Annexure-I)<br/> 2) Bid Security Declaration Form (Annexure-II)<br/> 3) Declaration Form (Annexure-III)<br/> 4) Procedure for Submission of E-Tender (Annexure-IV)</p> <p>(b) The bidder is expected to examine all instructions, forms, terms and conditions in the Tender Document. In the event of discovery of any missing pages, the bidder shall inform the same to the Section/ Department</p>   |

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|   |   | <p>concerned. Failure to furnish the information required by the Tender Document or submission of a tender not substantially responsive to the Tender Document in every respect will be at the bidder's risk and may result in rejection of the bid.</p> <p>(c) The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the Tender Document.</p>   |
| 4 | <b>LANGUAGE/FORMAT/SIGNING OF THE BID</b> | <p>(a) The bid prepared by the Bidder and all correspondence and documents related to the tender exchanged by the Bidder and IITPKD shall be in English and the Contract shall be construed and interpreted in accordance with that language.</p> <p>(b) The documents comprising the bid shall be typed or written in indelible ink and all the pages shall be signed by the bidder or a person or persons authorized by the bidder. All the pages of the bid shall be numbered and except for unamendable printed, shall be signed by the person or persons authorized.</p> <p>(c) The bid shall not contain any internalization, erasures, overwriting, except to correct errors made by the bidder, in which case the person or persons signing the bid shall initial such corrections with date.</p>   |
| 5 | <b>DOCUMENTS COMPRISING THE BID</b>       | <p>(a) <b>The Pre Qualification, Techno Commercial, Technical and Commercial Bids shall be submitted ONLINE</b> through the e-Wizard portal mentioned as Cover One and Cover Two.</p> <p>(b) Bids submitted in any mode other than ONLINE will be rejected outright.</p> <p>(c) Documents establishing the conformity of the terms and conditions of the Tender Document shall be provided along with the bid. A list of customers in India with details must accompany the quotations.</p> <p>(d) No prices should ever be included in the Technical bid.</p> <p>(e) Information related to the agency/bidder such as photocopies of the Registration/PAN/GST/TIN shall be furnished.</p> <p>(f) The technical bid should consist of all technical details along with commercial terms and conditions. No prices should be included in the technical bid.</p> <p>(g) Bidders who are bidding for this tender shall,</p> <ol style="list-style-type: none"> <li>1) The bidder should have an overall experience of minimum three years in the field of providing <b>ONLINE COUNSELING SERVICES</b> to Centrally funded government educational institutions. Necessary documentary evidence such as copies of the Work Order/Contract/Feedback/Performance Certificate from the client shall be enclosed with the bids.</li> <li>2) Have an Average Annual Turnover of <b>Rs 20,00,000 (RUPEES TWENTY LAKH ONLY)</b> during each of the last <b>THREE</b> financial years (2017-18, 2018-19, 2019-20). The bidder shall enclose the audited statements of the indicated financial years, which should have been certified by a Chartered Accountant or a Competent Authority.</li> </ol> <p>(h) Digitally signed Tender Document should be submitted in Cover One.</p> |
| 6 | <b>BID SECURITY DECLARATION FORM</b>      | <p>(a) The bidder shall furnish, as part of the technical bid, <b>Bid Security Declaration Formats</b> per the <b>Annexure-II</b>.</p> <p>(a) <b>Bids not accompanied by Bid Security Declaration Form shall be DISQUALIFIED.</b></p>   |
| 7 | <b>CONFORMITY OF THE TENDER DOCUMENT</b>  | <p>(a) The Bidder shall furnish, as part of its bid, documents establishing the conformity of the services that the Bidder proposes to supply under the Contract to the requirements of IITPKD, as given in the Tender Document</p>   |
| 8 | <b>PERIOD OF VALIDITY OF BIDS</b>         | <p>(a) Bids shall remain valid for a period of <b>180 DAYS</b> after the date of the deadline for submission of bids prescribed by IITPKD.</p> <p>(b) If the deadline is extended due to unforeseen circumstances, the bid validity shall be deemed to have extended accordingly.</p>   |

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| 9  | <b>MODIFICATION AND WITHDRAWAL OF BIDS<br/>PURCHASER'S RIGHT TO ACCEPT/REJECT BIDS</b> | <ul style="list-style-type: none"> <li>(a) The Bidder may modify or withdraw the bid after submission only through ONLINE mode, within the period of deadline for submission of bids.</li> <li>(b) No bids can be modified subsequent to the deadline for submission of Bids.</li> <li>(c) No bids can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.</li> <li>(d) IITPKD reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.</li> <li>(e) IITPKD reserves the right to negotiate with the Bidder whose bid has been evaluated as the lowest quote.</li> </ul>  |
| 10 | <b>OPENING, EXAMINATION, CLARIFICATION AND EVALUATION OF BIDS</b>                      | <ul style="list-style-type: none"> <li>(a) The Technical bids will be opened on the prescribed date and time as mentioned in the Bid document in ONLINE mode.</li> <li>(b) IITPKD will evaluate the technical bids. Those bids, whose technical bids fulfill the technical requirements and responsive to the tender requirements will be considered. Those bids which found to be either non-responsive, not satisfying the technical requirements or both will not be considered and will be rejected.</li> <li>(c) The Price bids of the successful bidders on the basis of evaluation as mentioned in will be considered for the next stage for opening.</li> <li>(d) IITPKD will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required security has been furnished, whether the documents have been properly signed and whether the bids are generally in order.</li> <li>(e) IITPKD may waive any minor non-conformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.</li> <li>(f) Prior to the detailed evaluation, IITPKD will determine whether each bid is complete and is substantially responsive to the Tender Document. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Tender Document without deviations, exceptions, objections, conditionality or reservations. A deviation, exception, objection, conditionality, or reservation is: <ul style="list-style-type: none"> <li>i. One that limits in any substantial way the scope, quality, or performance of the service; OR</li> <li>ii. One that limits, in any substantial way that is inconsistent with the Tender Document, IITPKD's rights or the successful Bidder's obligations under the Contract: and</li> <li>iii. One that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.</li> </ul> </li> <li>(g) If a bid is not substantially responsive, it shall be rejected by IITPKD and may not subsequently be made responsive by the Bidder by correction of the non-conformity. IITPKD's determination of bid responsiveness will be based on the contents of the bid itself and any written clarifications submitted by the Bidder.</li> <li>(h) During the bid evaluation, the IITPKD may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be through ONLINE mode ONLY and no change in the price or substance of the bid shall be sought, offered or permitted.</li> <li>(i) IITPKD will evaluate the bids that have been determined to be substantially responsive.</li> <li>(j) From the time of bid opening to the time of Contract award, if any Bidder</li> </ul> |

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|    |  | <p>wishes to contact IITPKD on any matter related to the bid, it shall do so through ONLINE mode ONLY.</p> <p>(k) If a Bidder tries to directly influence IITPKD or otherwise interfere in the bid evaluation process and the Contract award decision, his bid shall be rejected.</p>   |
| 11 | <b>TERMS OF PAYMENT / TAX AND DUTIES</b> | <p>(a) The services are sought on a subscription basis</p> <p>(b) No advance payment will be made during the Contract Period.</p> <p>(c) Monthly bills shall be submitted in duplicate to the Institute</p> <p>(d) Payment will be made once a month through RTGS/NEFT. Bill should be accompanied by the log sheets/duty charts duly endorsed and forwarded by the Nodal Officer, while claiming payment. The Contractor shall furnish the details such as Account No, Account Name, IFSC Code, Bank address etc along with the bid. At the time of payment of bills, the taxes shall be deducted as per the extant Government rules and guidelines. Any Government Orders released during the Contract period, with regard to the taxes shall be automatically applicable to the Contractor either retrospectively or prospectively, as the case maybe.</p>   |
| 12 | <b>TERMINATION OF THE CONTRACT</b>       | <p>(a) The Institute, without prejudice to any other remedy, terminate the Contract in whole or in parts in the event of the following:</p> <p>(b) If the Contractor fails to provide the service specified in the Contract or any extension thereof granted by the Institute.</p> <p>(c) If the Contractor fails to perform any other obligation(s) under the contract.</p> <p>(d) The Contract can be terminated by giving <b>THIRTY DAYS</b> notice in advance, in writing, by the either side.</p> <p>(e) IITPKD reserves the right to terminate the contract if the Contractor defaults on any of the time limits specified.</p> <p>(f) Monthly charges will be payable only for the months completed before termination of the contract</p>   |
| 13 | <b>INDEMNITY</b>                         | <p>a) The Contract shall be governed by and interpreted in accordance with the prevailing laws of India. The laws will include all national, provincial, municipal, state or other laws that affect the performance of the Contract and are binding upon the Contractor.</p> <p>b) The Contractor shall indemnify and hold harmless the Institute from and against any and/or all losses, liabilities and costs (including losses, liabilities and costs incurred in defending a claim alleging such a liability.</p>   |
| 14 | <b>EFFECT OF FORCE MAJEURE</b>           | <p>(a) If the Supplier is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the IITPKD in writing of the occurrence of such event and the circumstances of the event of Force Majeure within <b>FIFTEEN DAYS</b> after the occurrence of such event.</p> <p>(b) The Supplier, when affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its performance of the Contract and to fulfill its obligations under the Contract, but without prejudice to IITPKD's right to terminate the Contract.</p> <p>(c) No delay or non-performance by the Supplier caused by the occurrence of any event of Force Majeure shall:</p> <ol style="list-style-type: none"> <li>i. Constitute a default or breach of the Contract;</li> <li>ii. Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance.</li> </ol> <p>(d) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than <b>THIRTY DAYS</b> or an aggregate period of more than <b>SIXTY DAYS</b> on account of one or more events of Force Majeure, the IITPKD shall have the right to terminate the Contract by giving a notice to the Supplier.</p> |
| 15 | <b>ASSIGNMENT</b>                        | <p>The Supplier shall not, without the prior written consent of the IITPKD, assign to any third party, the Contract or any part thereof.</p>  |

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| <b>16</b> | <b>GOVERNING LAW<br/>AND<br/>SETTLEMENT<br/>OF DISPUTES</b> | <ul style="list-style-type: none"><li>(a) The Contract shall be governed by and interpreted in accordance with the laws of India.</li><li>(b) Any dispute or claim arising out of/relating to this Contract of the breach, termination or the invalidity thereof, shall be settled by the Hon'ble Courts of Justice at Palakkad.</li><li>(c) The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document) and the declaration for the same shall be submitted by the bidder as in Annexure-VIII.</li><li>(d) IITPKD reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at its sole discretion without assigning any reason whatsoever. No further correspondence in this regard will be entertained.</li></ul> |
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**AWARD OF CONTRACT**

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| <b>1</b> | <b>AWARD CRITERIA</b>                             | <b>1.</b> IITPKD will award the Contract to the Bidder whose bid has been determined to be substantially responsive.  |
| <b>2</b> | <b>AWARD OF PURCHASE ORDER</b>                    | <ol style="list-style-type: none"><li>1. Prior to the expiration of the period of bid validity, the IITPKD will issue the Letter of Intent/Work Order to the successful Bidder in writing.</li><li>2. Any amendment(s) in the Work Order will be permitted within SEVEN DAYS of its issuance. No amendments will be permitted beyond this period.</li><li>3. The Work Order will constitute the foundation of the Contract.</li><li>4. The selection of the successful bidder will be based on a consolidated score with 70% marks for Technical bid and 30% for Commercial bid.</li><li>5. IITPKD reserves right to reject any or all bids or to split up or to distribute work in any manner among two or more contractors without assigning any reason. The Contractors will have no option to refuse such splitting up.</li></ol> |
| <b>3</b> | <b>CONTRACT AGREEMENT</b>                         | <ol style="list-style-type: none"><li>1. Within <b>SEVEN DAYS</b> of receipt of the Purchase Order, the successful Bidder shall sign and date its copy on each page and return it to the Purchaser.</li><li>2. Copy of Purchase Order duly signed and dated by the successful Bidder on each page shall constitute the Contract Agreement.</li><li>3. A Contract agreement shall be signed on Rs. 100 /- stamp paper within 30 days of issuance of the Work Order.</li></ol>  |
| <b>4</b> | <b>CONTRACT DOCUMENTS / AMENDMENT TO CONTRACT</b> | <ol style="list-style-type: none"><li>1. All documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary and mutually explanatory. The Contract shall be read as a whole.</li><li>2. The order of precedence of the Contract documents shall be as follows:<ol style="list-style-type: none"><li>(i) Contract Agreement/Purchase Order</li><li>(ii) All Forms/Annexures</li><li>(iii) Supplier's Bid</li><li>(iv) Tender Document</li></ol></li><li>3. No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract and is signed by a duly authorized representative of each party to the Contract.</li></ol>  |

**DEAN (STUDENTS)  
IIT PALAKKAD**

### Scope of Services

**IIT Palakkad has approximately 1000 students and we are looking for registered firms and companies with expertise in providing online Guidance and Counseling.**

**Basic:** (exclusively for IIT Palakkad)

- a. Orientation session for freshers
- b. Online counseling
- c. Tele counseling (24x7)
- d. Career guidance sessions
- e. Barefoot counseling – a minimum of 2 online training sessions in a year for selected students, according to the demands of institute clinical psychologists
- f. a minimum of 2 workshops (in person / online) on various psychological issues such as Stigma, Career and educational guidance, Management of stress and behavioral issues, in each semester. The topic will be decided in consultation with the institute.
- g. Awareness campaigns and seminars according to the demand of institute (minimum of 1 campaign and 1 seminar in a year)
- h. Psychometric assessment (of all students who use the online counselling service)

All information, data and statistics will be considered proprietary in nature of IIT Palakkad and cannot be used anywhere, including for research and study. 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:

1. Main issue
2. Case history
3. Mental Status Examination
4. Psychometric Assessment (Including scoring)
5. Treatment Approach (In detailed Format)
6. Current status

### **The Consultant shall design an Interactive Mobile Self-Help App**

The objective of the mobile-based Self-Help App is to improve problem-solving skills in users with mental health problems, thereby reducing the severity of mental health symptoms. This App is intended for users, primarily speaking English or Hindi, and will be designed in a way that the referred student can self-administer the app or use it with minimal guidance. The Self-Help App will be made available to a student after an initial psychological screening and assessment with a trained counselor. The App must provide an interactive and engaging learning experience to the student to improve his/her problem-solving skills.

#### **Student Access to the Self-Help App**

##### **Assessment and App Referral**

1. Users will be assessed by a counselor at the beginning of this program.



2. The counselor will assess the user using a battery of tests/assessments and this information will be recorded and details will be shared with IIT PKD
3. Users who meet pre-defined criteria will be offered the Self-Help App.
4. Any severely ill users will be provided with professional help and will not receive the Self-Help App.

**Mobile/Tablet-based:** The mobile/tablet-based App should be designed and built to run on Android OS and iOS. The ability to upgrade compatibility with updated OS versions will be considered an advantage.

- a) **Interactive and engaging design:** The interface should be visual and interactive, not heavily relying on language or text. It may be designed using gamification methods, videos, animations, etc., wherever possible so as to be approachable to students/adults and easy to understand. Minimal guidance by the counselor should be required in understanding how to use the app.
- b) **Communication with the Counselor:** The App must allow for communication via SMS/email/other relevant channels between the student and the counselor in case of any troubleshooting or clarification.
- c) **Language:** The app must be made available in Hindi & English. Availability in other languages is desirable.
- d) **Offline mode:** The App must be available offline with built in options for connecting to the internet to upload the data.

#### **Additional Features:**

- a) **Based on an established theory:** The Self-Help App will be based on the well-established theory of problem solving as a psychological technique for those with mental health problems.
- b) **Developmentally appropriate:** The App must be developmentally appropriate to users. Developers should consider the possibility of content within the App that accounts for different ages, and varied levels of challenging content for young and old users.
- c) **Plug-able content:** The Self-Help App should allow for interactive plug-able content such as gamified features, animations, videos, etc.
- d) **In-built user feedback mechanisms:** The App must have in-built Idiographic measures for feedback to students. Since there may be multiple logins in a day or in an hour, these feedback tools need to be timed appropriately (for example, every login which is at least 24 hours apart, etc.)
- e) **Regular feedback reports to Counselor/Administrator:** The design of the system should be such that it will allow the mobile/tablet to send periodic update reports containing app user information, insights and analytics to IITPKD. The information should be anonymized except in cases needing attention from the resident counsellors or institute authorities.
- f) **SOS feature:** The App must include the option to report an SOS or crisis situation requiring an immediate response from a counsellor in case of an emergency/red flag such as reporting of suicidal ideation, sexual abuse, etc.
- g) **The Consultant shall design an Interactive Website** with the following features and it should be replicated on the self- help mobile app discussed above to facilitate easy accessibility and maximum outreach.

#### Common to all logins

- a) Registration for users
- b) Login
- c) Reset Password
- d) Profile update
- e) Virtual Sessions – option of video or audio call
- f) Message feature
- g) Email feature

Panel (accessible to IITPKD)

a) the consultant should create a panel where IITPKD can at any time login in and extract the following data:

**Registration**

- a. Total number of registrations
- b. Access to grandaunts data which is marked but active

**Activity**

- a. Appointments scheduled
- b. Appointments completed with status/ feedback update
- c. Appointments rescheduled

Monthly reports should be available to IITPKD in a downloadable form with data-analysis on usage and access by.

- a. Student ID (in cases which are escalated to IITPKD)
- b. Department
- c. Gender
- d. Hostel
- e. Batch
- f. consultant
- g. issue
- h. date
- i. user-feedback rating
- j. session
- k. surveys

Daily appointment view

- a. Number of appointments on a daily basis
  - b. Appointments allotted to a consultant
- Activate/ deactivate ID
  - A monthly briefing meeting (online) should be scheduled by the service provider with IITPKD)

**Student** Students should be able to:

- a. Request session
- b. Mark level of priority
- c. Request reschedule
- d. Request change in consultant
- e. Share feedback on consultant

**Consultant**

The online consultant should be able to:

- a. Accept session
- b. Request reschedule
- c. Share a feedback on student
- d. Update session notes
- e. Red flag a case
- f. Send email on a particular case to IITPKD

- An Appointment Register shall be maintained by the Consultant. This would be in addition to the consultant and student login in the app/website created by the consultant.
- Consultant shall provide the Institute, with monthly reports/presentations on trends of the program and usage to enable the Institute to determine the program effectiveness and also a detailed report on the analysis of issues faced by students, and solutions/ services offered to them.
- **Surveys:** A “know your mental health” survey should be done every semester for all students and reports should be mailed to IITPKD
- **Orientation session:** Orientation programs should be conducted for both students and parents, at the time of admissions. During the orientation/induction program, the counselors shall brief about the mental health services and other services offered to the students and parents, through a department wise or hostel wise orientation in addition to the Institute orientation that happens on a larger scale. Service Provider shall also share the activities that are planned for the academic year with the students.
- Duration of contract: Post evaluation process, the Selected Organization would be initially appointed by the Institute for a period of 12 months which may be extended at the sole discretion of the Institute, and as deemed necessary, subject to satisfactory performance. Institute reserves the right to reduce or extend a stipulated time frame without assigning any reasons whatsoever.

**Project Team:**

1. Institute envisages continuous involvement of Service Provider throughout the assignment.
2. A dedicated project team has to work in close consultation with the Institute’s team.
3. Subject Matter Experts should be brought on-board to provide the necessary support to the dedicated project team when the need arises.
4. Selected bidder should ensure knowledge sharing and transfer all through the assignment. Considering the nature of the assignment, the selected bidder shall deploy an appropriate number of quality resources for rendering service to all the users inside the campus seamlessly.
5. The strength and quality of the team will be specially evaluated during the technical evaluation. For technical evaluation, the bidder shall provide details of professionals whose services shall be available for an in person meeting as well as experts who shall be rendering telephone services for workplace counseling along with their background, qualification and experience.
6. Institute reserves the right to insist the bidder to replace any professional with another (with the qualifications and expertise as required by the Institute) during the course of the assignment. Bidder will have to undertake that no such substitution would hamper the flow of service.
7. During the course of the project, there might be related areas which the Institute would like the Selected Organization to undertake, which may not have been envisaged earlier.
8. Institute and the Selected Organization should mutually agree on additional resources required and associated financials for the same. Institute reserves right to pause the work at any point of time and use services for partial delivery of select modules of the assignment.
9. Bidder shall not sub-contract the work service or other performance required of the bidder under the contract without the prior explicit written consent of the Institute.
10. Selected bidder, however, may enroll professional with the required skill sets as detailed above for rendering counseling.
11. The team should comprise of both male & female counselors and they should be capable of conversing in more than one language. Counselors able to converse in Hindi, Malayalam, Kannada, Tamil & Telugu would be an added advantage.

**BID SECURITY DECLARATION FORM**

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

To (insert complete name and address of the purchase)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: \_\_\_\_\_ (insert signature of person whose name and capacity are shown)  
in the capacity of \_\_\_\_\_ (insert legal capacity of person signing the Bid Securing Declaration)

Name: \_\_\_\_\_ (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

**Note: This letter should be on the letterhead of the quoting firm and should be signed by a Competent Authority. Non-submission of this will lead to DISQUALIFICATION of bids.**

**DECLARATION**

**We here by accept all the Terms and Conditions of the Tender Document and strictly adhere to the same in the event of getting Purchase order. We also declare that the Technical and Financial Bids submitted by us has NO DEIVATION from the Tender Terms and Conditions.**

**We here by accept that the PRICES OF THE EQUIPMENT/ITEMS QUOTED IS IN INDIAN RUPEES ONLY (INR). I am aware that if the price is not in INR, the application shall be summarily rejected.**

We hereby undertake that there are \_\_\_\_\_ pages, serially numbered, in the submitted tender including the supporting documents. (Please serially number all the pages including blank page, if any).

We have submitted our principal's exclusive authorization letter which is specific for this tender No. \_\_\_\_\_ dated \_\_\_\_\_.

**Note:**

**This letter should be on the letterhead of the quoting firm and should be signed by a Competent Authority.**

**PROCEDURE FOR SUBMISSION OF E-TENDER**

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the e-Wizard Portal <https://mhrd.euniwizarde.com/>

**1. REGISTRATION PROCESS ON ONLINE PORTAL**

- (a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- (b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the e-Wizard Portal.
- (c) Bidders to register upon enrolment their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
- (d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- (e) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

**2. TENDER DOCUMENTS SEARCH**

- (a) Various built-in options are available in the e-Wizard Portal like organization name, value, location, date, other keywords, etc. to search for a tender published on the Online 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 ‘Interested tenders’ folder.
- (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.

**3. BID PREPARATION**

- (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.
- (c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- (d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/PNG, etc. formats.

**4. BID SUBMISSION**

- (a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- (b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (c) Bidder to select the payment option as ONLINE to pay the EMD wherever applicable and enter details of the instrument.
- (d) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- (e) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- (f) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- (g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- (h) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no., date & time of submission of the bid with all other relevant details.
- (i) **The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.**

**5. ASSISTANCE TO BIDDERS**

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
  - (b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is **011-49606060, 23710092, 23710091, Gagan 8448288987/88, Vijay 9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan 8448288992, Sanjeeth 8882495599**
6. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).

7. **The bid should be submitted in TWO COVER system** through MHRD portal ([https://mhrd.euniwizarde.com/.](https://mhrd.euniwizarde.com/))

8. **The bidders should download the BoQ and Quote price for given items. After quoting the same downloaded file should be uploaded.**