



Indian Institute of Technology Palakkad 678 557

भारतीय प्रौद्योगिकी संस्थान पालक्काड 678 557

STORES & PURCHASE SECTION

Email: Telephone : 04923-226586/87 GSTIN: 32AAAAI9910J1ZR

Tender No. IITPKD/ADMN/2022-23/001

Date of Publication: 01-07-2022

Date/Time of Closing: 21-07-2022, 1500 hrs

Indian Institute of Technology Palakkad invites Tender under two bid system for:

**PROVIDING ONLINE SERVICES FOR COUNSELING AND EMOTIONAL WELL-BEING AT IIT
PALAKKAD**

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-Procurement 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	01-07-2022
2	Last Date/Time for submission of ONLINE Bids	21-07-2022, 15 00 hours
3	Opening of Technical Bids	21-07-2022, 15 00 hours
4	Presentation by bidders who qualify techno-commercial Criteria	Tentatively on 27-07-2022

TERMS AND CONDITIONS

1	GENERAL	<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) 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.</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>
2	AMENDMENTS IN THE TENDER DOCUMENT	<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>

3	COMPOSITION OF THE TENDER DOCUMENT	<p>(a) The Tender Document comprises of: Instruction to the bidders, including terms and conditions of the Contract</p> <ol style="list-style-type: none"> 1) Scope of Services (Annexure-I) 2) Pre- qualification Criteria (Annexure-II) 3) Techno-Commercial Bid (Annexure-III) 4) Technical Bid (Annexure-IV) 5) Commercial Bid-Schedule of Rates (Annexure-V) 6) Undertaking (Annexure-VI) 7) Declaration Form (Annexure-VII) 8) Bid Security Declaration Form (Annexure-VIII) 9) Procedure for Submission of E-Tender (Annexure-IX) <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 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	LANGUAGE/FORMAT/SIGNING OF THE BID	<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 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	DOCUMENTS COMPRISING THE BID	<p>(a) The Technical and Commercial Bids shall be submitted ONLINE through the 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 NIT shall,</p> <ol style="list-style-type: none"> 1) Should have overall experience for at least the last 3yrs, ending March 31 in providing online counseling services to higher educational institutions, preferably centrally funded technical institutions (CFTI). Necessary documentary evidence such as copies of the Work Order/Contract/Feedback/Performance Certificate from the client shall be enclosed with the bids. 2) Bidders should have average annual financial turnover during

		<p>the last three years, ending March 31 (2018-19, 2019-20, 2020-21), of at least Rs. 20,00,000/- .Audited financial statements or financial statement showing turnover duly certified by a Chartered Accountant shall be enclosed as a proof for the same.</p> <p>(h) Digitally signed Tender Document should be submitted in Cover One.</p>
6	BID PRICES AND CURRENCY	<p>(a) Prices must be quoted separately for each item identified.</p> <p>(b) Price quoted for services must include all costs associated with taxes (separately).</p> <p>(c) Prices quoted by the bidder shall be fixed during the validity of the bid.</p> <p>(d) Prices of the equipment/items shall be quoted in Indian Rupees (INR) only.</p>
7	CONFORMITY OF THE TENDER DOCUMENT	<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	PERIOD OF VALIDITY OF BIDS	<p>a) Bids shall remain valid for a period of 180 days 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>
9	MODIFICATION AND WITHDRAWAL OF BIDS PURCHASER'S RIGHT TO ACCEPT/REJECT BIDS	<p>(a) The Bidder may modify or withdraw the bid after submission only through ONLINE mode, within the period of deadline for submission of bids.</p> <p>(b) No bids can be modified subsequent to the deadline for submission of Bids.</p> <p>(c) No bids can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period.</p> <p>(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.</p> <p>(e) IITPKD reserves the right to negotiate with the Bidder whose bid has been evaluated as the lowest quote.</p>

<p>10</p>	<p>OPENING, EXAMINATION CLARIFICATION AND EVALUATION OF BIDS</p>	<p>(a) The Technical bids will be opened on the prescribed date and time as mentioned in the Bid document in ONLINE mode.</p> <p>(b) IITPKD will evaluate the technical bids. Those bids, whose technical bids fulfill the technical requirements and are responsive to the tender requirements will be considered. Those bids which are found to be either non-responsive, not satisfying the technical requirements or both will not be considered and will be rejected.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(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 material deviations, exceptions, objections, conditionality or reservations. A material deviation, exception, objection, conditionality, or reservation is: One that limits in any substantial way the scope, quality, or performance of the equipment/items; OR 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 One that the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.</p> <p>(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.</p> <p>(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.</p> <p>(i) IITPKD will evaluate the bids that have been determined to be substantially responsive.</p> <p>(j) From the time of bid opening to the time of Contract award, if any Bidder 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>
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11	TERMS OF PAYMENT / TAX AND DUTIES	<ul style="list-style-type: none"> (a) The services are sought on a subscription basis (b) No advance payment will be made during the Contract Period. (c) Monthly bills shall be submitted in duplicate to the Institute (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 may be. (e) Selection will be based on total amount quoted
12	TERMINATION OF THE CONTRACT	<p>The Institute, without prejudice to any other remedy, terminate the Contract in whole or in parts in the event of the following:</p> <ul style="list-style-type: none"> (a) If the Contractor fails to provide the service specified in the Contract or any extension there of granted by the Institute. (b) If the Contractor fails to perform any other obligation(s) under the contract. (c) The Contract can be terminated by giving THIRTY DAYS notice in advance, in writing, by either side. (d) IITPKD reserves the right to terminate the contract if the Contractor defaults on any of the time limits specified. (e) Monthly charges will be payable only for the months completed before termination of the contract
13	INDEMNITY	<ul style="list-style-type: none"> 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. 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).
14	EFFECT OF FORCE MAJEURE	<ul style="list-style-type: none"> (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 FIFTEEN (15) DAYS after the occurrence of such event. (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. (c) No delay or non-performance by the Supplier caused by the occurrence of any event of Force Majeure shall: <ul style="list-style-type: none"> i. Constitute a default or breach of the Contract; ii. Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance. (d) If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than THIRTY DAYS or an aggregate period of more than SIXTY DAYS 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.

15	ASSIGNMENT	The Supplier shall not, without the prior written consent of the IITPKD, assign to any third party, the Contract or any part thereof.
16	GOVERNING LAW AND SETTLEMENT OF DISPUTES	<ul style="list-style-type: none"> (a) The Contract shall be governed by and interpreted in accordance with the laws of India. (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 Honorable Courts of Justice at Palakkad. (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. (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.
17	EARNEST MONEY DEPOSIT (EMD)	<ul style="list-style-type: none"> a) The bidder shall furnish EMD of Rs 10,000 /- (Rupees Ten Thousand Only) through online payment gateway in the E-Wizard. (e) Bids not accompanied by EMD shall be DISQUALIFIED.

AWARD OF CONTRACT

1	AWARD CRITERIA	<ol style="list-style-type: none"> 1. IITPKD will award the Contract to the Bidder whose bid has been determined to be substantially responsive.
2	AWARD OF CONTRACT	<ol style="list-style-type: none"> 1. Prior to the expiration of the period of bid validity, IITPKD will issue the Letter of Intent / Work Order to the successful Bidder in writing. 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. 3. The Work Order will constitute the foundation of the Contract. 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, as described in Annexure IV 5. Prior to the expiration of the period of bid validity, the Purchaser will issue the Letter of Intent/Work Order to the successful Bidder in writing. 6. IITPKD reserves the 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.
3	CONTRACT AGREEMENT	<ol style="list-style-type: none"> 1. Within SEVEN DAYS of receipt of the Work Order, the successful bidder shall sign (with date) the copy on each page and return it to the Purchaser, along with the Performance Security. 2. Copy of the Work Order duly signed and dated by the successful bidder on each page shall constitute the part of the Contract Agreement. 3. A Contract Agreement shall be signed on Rs.100/- Stamp Paper within 30 days of issuance of the Work Order.
4	CONTRACT DOCUMENTS / AMENDMENT TO CONTRACT	<ol style="list-style-type: none"> 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. 2. The order of precedence of the Contract documents shall be as follows: <ol style="list-style-type: none"> (i) Contract Agreement/Work Order (ii) All Forms/Annexures (iii) Supplier's Bid (iv) Tender Document 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.

**REGISTRAR
IIT PALAKKAD**

Scope of Services

IIT Palakkad has approximately 1100 students and we are looking for registered firms and companies with expertise in providing online Guidance and Counseling.

Services exclusively for IIT Palakkad

- a. Orientation session for freshers
- b. Online counseling (24x7)
- c. Tele -counseling (24x7)
- d. a minimum of 2 workshops/seminars (in person, however in case of health emergency online mode is expected) 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 resident counselors.

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)/harassment/assault/trauma

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. Detailed Psychometric Assessment Report
5. Detailed plan of management
6. Current status

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 clients data which is marked but active

Activity

- a. Appointments scheduled
- b. Appointments completed with status/ feedback update. (including the type (video, audio, chat sessions etc) and number of counseling sessions conducted for each student in a month)
- c. Appointments rescheduled

Reports

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. Gender
- c. consultant
- d. issue
- e. date
- f. user-feedback rating
- g. session
- h. 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
- **Orientation session:** Orientation programs should be conducted for students at the time of admissions(at most within one month). During the orientation/induction program, the counselors shall brief about the mental health services and other services offered to the students. The 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.

Composition of Team of Consultants Required:

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 online meeting, as well as experts who shall be rendering telephone services for workplace counselling 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 activities which the Institute would like the Selected Organization to undertake, which may not have been envisaged earlier. Institute and the Selected Organization will mutually agree on additional resources required and associated financials for the same. Institute reserves the right to pause the work at any point of time and use services for partial delivery of select modules of the assignment.
8. 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.
9. Selected bidder, however, may enroll professionals with the required skill sets as detailed above for rendering counseling.
10. 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.

PRE- QUALIFICATION CRITERIA

ANNEXURE-II

Sl. No	Bidder Eligibility Criteria	Supporting documents	Compliance (Yes/No)	Reference Page No.
1	The bidder must be an Indian firm/company/ organization registered under the Companies Act, 1956 or a proprietary firm or a firm registered under Partnership Act, 1932.(Consortium of companies not permitted)	Certificate of Incorporation & Registration Certificate showing type of firm		
2	The Bidder should have been engaged in such Assistance Programs and should possess relevant experience (at least during the last 3 years)	A self-declaration on the Bidder's letter head		
3	The Bidder should necessarily have a presence in India with a pool of established Clinical Psychologists, Other Professional Clinicians, and Counselors, and shall possess modern facilities and best state of the art technology.	Details of India Offices and a list of clinical psychologists on roll should be submitted		
4	Bidders should have provided/extended similar type of service to other reputed higher educational institutions	Letter/ Copy of Work order / Certificate from Client organization certifying about such arrangement and their satisfaction level		
5	The Bidder should not have been black listed/ debarred by any Government/ regulatory bodies	A self-declaration in the format enclosed (Annexure III)		
6	The Bidder's Organization should not be owned or controlled by any Employee (or Relatives) of the Institute, both present and those who have retired in the last one year.	A self-declaration to this effect is required.		
7	Prefer that bidder should provide client references and contact details (email/ landline/ mobile) of 2 customers for whom the Bidder has executed similar projects in India (Start and End date of the Project)	Client References: 1. 2.		

TECHNO-COMMERCIAL BID**(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN APPROPRIATE FORMAT)**

A. COMPANY PROFILE	
Name of the Company/Bidder	
Postal Address of the Registered Office	
Telephone (Landline) No.	
Mobile No.	
Email Address (Official)	
Name of the CEO/Director	
Name(s) of the Partners (if applicable)	
Registration No. (Upload supporting document)	
Type of Firm (Proprietary/Partnership/Private Ltd./Private/MNC/Cooperative/Govt. Undertaking/Any Other)	
Email Address and Contact Number(s) of CEO/Director	
Year of Establishment	
No. of Years of Operations in India	
Location of Offices in India / Abroad	
PAN (Upload supporting document)	
GST (Upload supporting document)	
B. Alliances for the Purpose of this Bid, if applicable (Upload supporting document)	
Details of Alliance(s)	
Type of Alliance(s)	
C. Financial Background of the Firm - Annual Turnover (Upload supporting document signed by Competent Authority)	
2018-19	
2019-20	
2020-21	
D. Others	
Tender Document with all pages duly signed and stamped by the authorized representative of the firm shall be uploaded in Cover 1.	
Has the firm ever been debarred/blacklisted by any Govt. Organization/Dept.? If 'yes' the details thereof. Upload (supporting document)	
Note:	
1) Supporting Documents, wherever asked for, shall be uploaded along with the Bid, without which the Bid shall be rejected outright.	

TECHNICAL BID

(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN APPROPRIATE FORMAT)

Sl.No.	Technical Evaluation Parameter	Compliance (Yes/No)	Reference Page No.	Remarks, If any
1.	Proposed Approach and Methodology (10 points)			
1.1	Write up provided by the bidder on understanding of the Institute's context, requirements which is expected to be addressed.			
2.	Profile of the Team Available (25 points)			
2.1	Number of Clinical Psychologists (RCI registered) available for this service (>10)			
2.2	Number of Trained Professional Counselors available			
2.3	Experience and profile of the Team Leader assigned			
2.4	Experience, Educational qualification and details of professionals associated with firm.			
2.5	Profile of the Project Team assigned and their relevant experience			
3.	Organization's Experience and Credentials (15 points)			
3.1	Credentials of the Firm (as given in Annexure-III)			
4.	Online Presentation (20 points)			
	Firms who qualify the techno-commercial evaluation will be asked to make an online presentation			

- a) **Minimum of 50% points in each category is required for qualifying for the commercial bid opening**
- b) **Contract awarded based on 70% marks for Technical bid and 30% of Commercial bid.**
- c) **The financial offers of only the shortlisted bidders (qualified in pre- qualification stage) will then be opened. The lowest bid shall be given a Financial Score (FS) of 30 points. The FS of other bidders will be determined using the formula: $FS=30 \times FP/F$, where FP is the lowest financial bid and F is the financial bid of the particular bidder. Scores obtained on financial offer will be added to scores obtained on technical offer to get a consolidated score (CS) according to the formula: $CS=TS+FS$. The bidder with the highest consolidated score (CS) will be selected.**

SIGNATURE OF BIDDER
SEAL OF THE COMPANY WITH DATE

COMMERCIAL BID**(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN APPROPRIATE FORMAT)**FOR PROVIDING ONLINE SERVICES FOR COUNSELING AND EMOTIONAL
WELL-BEING AT IIT PALAKKAD

PARTICULARS	Annual Charges (in INR) (Including GST)
Providing online counseling services for IIT Palakkad (as per terms & conditions in the Tender document)	
a) Tele- counseling	
b) Online counseling	
c) Orientation program	
d) Workshop	
e) Seminar	
SUB TOTAL	
GST	
TOTAL	

This Commercial BOQ is for sample and not to be filled here.

1. Price quoted should be inclusive of charges for all services mentioned in Annexure I.
2. Break up for the Prices, if applicable, shall be submitted in appropriate format.
3. Maximum educational discount as could be offered should be mentioned.
4. GST@18% shall be applicable
5. TDS @ 2% will be deducted as per CBEC Circular No.65/39/2018-DOR dated 14.09.2018.
6. Monthly charges will be calculated at actuals. It will be paid at the end of each month during which the contract is in force
7. Do not quote the optional items or additional items unless otherwise mentioned in the Tender document / specifications.
8. The price must be quoted in the above format and in Indian Rupees only.
9. The bidders are to acquaint themselves of the scope of work, terms & conditions etc. of the tender document before quoting the rates.

UNDERTAKING

(To be provided on a Stamp Paper of Rs.100/-)

To
The Registrar IIT Palakkad

Name of the firm/Agency: _____

Name of the tender: _____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

Signature

(Name and Address of the Bidder) Telephone/Mobile No.

DECLARATION

We hereby 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 DEVIATION from the Tender Terms and Conditions.

I hereby accept that the PRICES QUOTED are 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).

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 Enrollment”.
- (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 enrollment 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. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- (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 Help desk.

3. BID PREPARATION AND PRESENTATION

- (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.
- (e) As part of short listing exercise, prospective service providers will be required to make a focused presentation through PPT not exceeding 15 minutes on their company, expertise, experience and proposed solution for providing services to be provided to IIT Palakkad Students before the Technical Committee through online mode.

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 should submit the Bid security declaration form given in Annexure VIII..
- (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 Help desk. The contact number for the help desk is **011-49606060, 23710092, 23710091, Gagan 8448288987/88, Vijay 9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan**
- (c) **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.**