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भारतीय प्रौद्योगिकी संस्थान धारवाड

Indian Institute of Technology Dharwad

Near High Court, PB Road, Dharwad-580011

TEL NO: +91 836 2212 839

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

Tender no: IITDH/CS/2020-21/ABC/04

Notice Inviting Tender (NIT)

1.	Date of Tender Publishing	17 September 2020
2.	Tender submission start date	17 September 2020
3.	Last Date and Time for Submission of Tender	09 October 2020 at 1100 hrs
4.	Opening of Technical Bid	09 October 2020 at 1130 hrs
5.	Address for submission of bid documents / location of tender box for submission of bids.	The Assistant Registrar (C&S) IIT Dharwad Pune Bengaluru Highway Near High Court Dharwad bench Dharwad, Karnataka – 580011 E-bids will be submitted at arcs@iitdh.ac.in
6.	Venue for opening of Technical Bid	Same as above (online in case of e-bids)
7.	Duration of Contract	Please pay attention to the contract duration clause at General Instructions to bidders.
8.	EMD	22,500 /- (Bidders having valid NSIC / MSME certificate may be exempted)
9.	Schedule of Opening Commercial Bids	Schedule for opening of Commercial Bids will be notified only to the bidders qualifying the Technical Bid evaluation. Presence of the bidder or his/her authorized representative at the time of opening of the Commercial bids is highly preferable.

**Detailed tender notice can be downloaded from the website of the Institute at:
http://iitdh.ac.in/announcements_tenders.php**

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

Sd/-
Assistant Registrar (C&S)
IIT Dharwad

GENERAL INSTRUCTIONS TO TENDERERS/BIDDERS

1. IIT Dharwad invites Open Tender Enquiry (OTE) under two bid system **for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad**. Technical Bid (along-with supporting documents) and Earnest Money Deposit (EMD) (in form of a Demand Draft drawn in favour of Registrar, IIT Dharwad payable @ Dharwad) shall be submitted in separate sealed envelopes and then encased inside one sealed envelope super scribed '**Technical Bid for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad**'. All the pages of this tender document along with applicable Appendices (duly signed and stamped by the authorized signatory of the bidder) will form the technical bid.
2. The Price Bid as per the format appended with this tender document, should be duly filled, stamped and signed by the authorized signatory of the bidder and sealed in a separate envelope with '**Price Bid for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad**' written over it.
3. The Technical bid and the Price bid shall be sealed in one envelope with '**Tender for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad**' written over it. Due to the ongoing travel restrictions, the bidders are also allowed to submit bids online. For this, Password protected technical bid and password protected commercial bid (both must be separate documents) can be sent by the bidders through email to arcs@iitdh.ac.in as per the schedule given at NIT. The bidders will communicate the password to open the document at the time of opening of bids to the opening committee.
4. The technical bids shall be opened as per schedule placed at Notice Inviting Tender (NIT). The vendors who are short listed after qualifying technical bid evaluation will be called for opening of price bids subsequently. IIT Dharwad reserves the right to reject any or all the tenders/bids without assigning any reason thereof.
5. The tender **for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad** shall initially be awarded for a period of one year. The contract may thereafter be extended on a year to year basis for a period of two years (maximum 3 years in total) based on mutual agreement and subject to providing satisfactory service by the bidder to IIT Dharwad. The option to extend contract beyond the first year shall be solely depend upon IIT Dharwad. It may also be noted that the rates quoted by the bidder, terms & conditions of the tender document shall remain unchanged throughout the contract.
6. For any query/clarification please contact Assistant Registrar (C&S) IIT Dharwad during working hrs on phone no 0836-2212-823 and at arcs@iitdh.ac.in. No query / input from bidders will be addressed from the point of view of modification in IIT Dharwad requirement after 28.09.2020.
7. **Performance Bank Guarantee:** - The detail of performance bank guarantee is given at Serial **3 (d)** of 'General Terms and Conditions' under 'Contract Implementation'. Format of Performance Bank Guarantee is provided at **Appendix 'D'** to the tender document.
8. **Earnest Money Deposit: - (EMD)** shall be chargeable as per the NIT at page 2 of this tender document, as bid security. The EMD will be released after receipt of Performance Bank Guarantee (PBG) from the successful bidder without any interest. The EMD will be returned to the unsuccessful bidders within 10 days after the award of contract without any interest. The EMD will be forfeited in the following conditions: -
 - a) If a bidder withdraws his / her bid during the period of bid validity specified at NIT before the finalization process.
 - b) In case of any lapse/default in honouring the terms and conditions at any stage after

- submitting the tender.
- c) In case of final selection of bidder, if he / she fails to enter into the contract or fails to furnish performance bank guarantee in accordance with the terms and conditions of the contract.
 - d) If the Bidder varies or modifies his / her proposal in a manner not acceptable to the Purchaser after opening of Bid during the validity period or any extension thereof.
 - e) If the Bidder tries to influence the evaluation process or engages in canvassing.

SCOPE OF WORK

1. IIT Dharwad invites Tender **for hiring app-based wellness and mental health counselling support to the students at IIT Dharwad**. IIT DHARWAD currently operates from about 135 acres WALMI (Water and Land Management Institute) Campus. There are approximately 600 students residing inside the campus.
2. There is a requirement to engage wellness & mental health counseling service to help students come up with stress and anxiety related to the issues mentioned below: -
 - (a) Challenges surrounding transition and change
 - (b) Home sickness
 - (c) Uncertainty about values and goals
 - (d) Academic pressure
 - (e) Dealing with new academic patterns
 - (f) Personal relationships with a special one and with friends
 - (g) Family concerns
 - (h) Issues of grief and loss
 - (i) Stress, depression and anxiety
 - (j) Lack of motivation; concentration difficulties
 - (k) Aggression
 - (l) Suicide Ideations
 - (m) Social Isolation
 - (n) Sexual Orientation
 - (o) Sexual disorders
 - (p) Addiction
 - (q) Personality Development
 - (r) Lack of Motivation
 - (s) Sleep Issues
 - (t) Obsessive thoughts and compulsive behaviour
3. The scope of the service will be inclusive of (but not limited to) the following: -
 - a) Full time (24 x 7 x 365) counselling support for all students for one year in accordance with terms & conditions of this tender document.
 - b) Introductory/ orientation and psycho-educational workshops designed to help build personal awareness, develop coping skills, promote self-care and create awareness about the service for all students.
 - c) Psychological and stress assessment test for all students and sharing the outcome with the Institute authorities.
 - d) The bidder shall also organize events on Mental Health Day, International Happiness Day, No Drugs Day and World Suicide Prevention Day.
 - e) Institute can request for additional service (serial b to f above) as required on payment basis.
 - f) Bidder shall confidentially handle counseling cases of students. However, if required, relevant information should be provided to the Institute authorities.
 - g) Aggregate analytics of usage (by end of each month)
 - h) The organization should have a multi-city network of 50+ experts (who can speak in all major languages of India).
 - i) No accommodation will be provided by the institute to the personnel deployed by the bidder at the institute for rendering service support.
 - j) All travel and accommodation expenses in providing the service shall be borne by the bidder.

2. **Minimum eligibility criteria:** - IIT Dharwad has set up minimum eligibility criteria for the bidding purposes. All bidders must meet following criteria before they apply for the bid. The bidders meeting the criteria must enclose their supporting documents along with the technical bid: -

Sl. No.	Criterion	Documents to be provided
a)	The bidder shall be a company or partnership registered under the respective Indian acts i.e. Companies Act -1956, the partnership Act - 1932 or a Proprietor, having their registered office in India. (cartels / consortiums do not qualify for this tender)	Copy of Certificate of incorporation for company, Partnership deed for partnership bidder and registered office document for the proprietor. All entities are to submit their bank details.
b)	Bidder should be registered with Income Tax and Goods & Service Tax departments.	(a) Attested copy of PAN/GIR Card (b) Attested copy of Goods & Service Tax registration certificate
c)	The bidder or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department.	Self-Declaration in the format as per Appendix "C"
d)	The bidder should have been providing the app-based wellness and mental health counselling support at institutions of higher education of national importance at least for last 3 years, as on the date of technical bid opening.	Work orders / copy of contract/ certificate from the institution / s showing that the bidder is in the said service for at least last three years, as on the date of technical bid opening.
e)	Bidder should have provided at least three (03) satisfactorily completed app-based wellness and mental health counselling support at institutions of higher education of national importance. The service should have been provided satisfactorily to the user.	Work orders / copy of contract/ certificate from the institution / s showing that the bidder has provided three completed instances of the service. The bidders are required to furnish certificate from management of these institutes of the effect that the service provided were satisfactory by the last date and time of tender submission as per the NIT.
f)	Bidder should accept the tender document and sign all the pages of the tender document. The bidder shall specify an authorized representative with written power of attorney of the signatory of the bid to commit the bidder. It must be noted that such representation be available till the currency of the contract. In case of companies, the change in representation will be informed along with a fresh Power Of Attorney/authorization.	All the pages of the tender document should be signed by the bidder. Power of attorney / authorization along with Name, contact details and designation of the representative, duly signed by the proprietor, all the partners and the board (as the case may be) must be submitted along with the technical bid.
g)	Bidder should have a multicity network of more than 50 experts, who collectively should be proficient in all major languages in India.	Relevant documents to verify the criteria along-with an attested certificate of this effect from the bidder, clearly certifying the capacity of more than 50 empaneled experts proficient in all major languages in India.

Note: - Bidders not fulfilling any of the above mentioned criteria duly supported by the indicated documents shall be out-rightly rejected and the bid shall not be considered for further evaluation.

3. Evaluation Criteria.

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

GENERAL TERMS AND CONDITIONS

1. The bidders are advised to study the various clauses contained in the General Terms and Conditions carefully before submitting their bids. Bidders willing to participate in the tender may also visit IIT Dharwad, Dharwad and acquaint themselves with the nature and quantum of work involved before submitting the bids.
2. TDS @ 1% or 2% shall be made from the amount payable to the Service Provider. The TDS certificate will be issued by IIT Dharwad. Payment of income tax on profits of the bidder is the sole responsibility of the Service Provider
3. **Contract Implementation.**
 - a) Sub-contracting of the work will not be allowed.
 - b) The bidder will be accountable for any accident, injury and loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law.
 - c) **Institute reserves the right to terminate the contract at any time without assigning any reason.** However, wherever feasible the institute may consider notification of the annulment in advance to the Service Provider.
 - d) The successful agency / bidder / company will have to deposit a refundable interest free security deposit in form of DD / Performance Bank Guarantee (PBG) in favour of **Registrar, IIT Dharwad** of Rs. (**approx. 10% of the contracted value of service**) at the time of award of work from a scheduled/ nationalized bank payable at Hubbali / Dharwad. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. Deductions shall also be made from Service Provider's PBG during implementation of the contract that may become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes. The format of PBG is given at an **Appendix "D"** to this document.
4. **Security**
 - a) The Bidder shall be bound by all security procedures followed at IIT Dharwad and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the bidder's employee shall be bidder's responsibility.
 - b) In the event of any damage to the property of the institute or life of its employees and/or their dependents the Bidder shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be as assessed by authorized representative(s) of the institute and shall be recoverable from the Bidder at market value.
5. **General**
 - a. The staff employed by the bidder, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Bidder for the subject job by the representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.
 - b. If any employee of the Bidder is found to have committed misconduct or misbehavior,

penalty will be levied as per tender document.

6. **Indemnity and agreement clause.** The successful bidder will be required to enter into an agreement with IIT Dharwad as per the prescribed format and execute a notarized indemnity bond on non-judicial stamp paper of appropriate value at his own cost to indemnify IIT Dharwad against possible or unforeseen eventualities arising out of or flowing from the contract awarded. Terms and conditions in this Tender Document will form the Contract agreement.
7. **Provision of periodic inspection.** This document makes provision for joint monitoring of contract deliverables wherein the bidder / a suitable representative (Authorised by the bidder with power of attorney) shall meet IIT Dharwad authorities on a monthly basis to manage the contract.
8. **Provision of Payment to the service providers.**
 - a) No advance payment will be made to the bidder.
 - b) Payment for the work completed will be done on a monthly basis and after verification of bills. The bill must contain the GST details and bank details of the bidder.
 - c) Payment will be made after deducting the cost of damages, penalties (if any) and taxes and dues as applicable.
 - d) Duly completed bills will be settled at the earliest. In case there are any observations / discrepancies in the bill, then the bill be returned for corrections and processed upon re-submission.
 - e) Monthly comprehensive service report is to be submitted with monthly Bill before payment for verification of bill.
9. **Arbitration Clause.** Any dispute, difference or disagreement between IIT Dharwad and the bidder concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the sole Arbitrator, to be nominated by the Competent Authority of IIT Dharwad. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be Dharwad. The arbitration award shall be final and binding on both the Parties.

Evaluation of responsiveness

<u>Sl. No.</u>	<u>Criterion</u>	<u>Documents to be provided</u>	<u>Whether provided Y/N with page No.</u>
a)	The bidder shall be a company or partnership registered under the respective Indian acts i.e. Companies Act -1956, the partnership Act - 1932 or a Proprietor, having their registered office in India. (cartels / consortiums do not qualify for this tender)	Copy of Certificate of incorporation for company, Partnership deed for partnership bidder and registered office document for the proprietor. All entities are to submit their bank details.	
b)	Bidder should be registered with Income Tax and Goods & Service Tax departments.	(c) Attested copy of PAN/GIR Card (d) Attested copy of Goods & Service Tax registration certificate	
c)	The bidder or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department.	Self-Declaration in the format as per Appendix "C"	
d)	The bidder should have been providing the app-based wellness and mental health counselling support at institutions of higher education of national importance at least for last 3 years, as on the date of technical bid opening.	Work orders / copy of contract/ certificate from the institution / s showing that the bidder is in the said service for at least last three years, as on the date of technical bid opening.	
e)	Bidder should have provided at least three (03) satisfactorily completed app-based wellness and mental health counselling support at institutions of higher education of national importance. The service should have been provided satisfactorily to the user.	Work orders / copy of contract/ certificate from the institution / s showing that the bidder has provided three completed instances of the service. The bidders are required to furnish certificate from management of these institutes of the effect that the service provided were satisfactory to be emailed to arcs@iitdh.ac.in by the last date and time of tender submission as per the NIT.	
f)	Bidder should accept the tender document and sign all the pages of the tender document. The bidder shall specify an authorized representative with written power of attorney of the signatory of the bid to commit the bidder. It must be noted that such representation be available till the currency of the contract. In case of companies, the change in representation will be informed along with a fresh Power Of Attorney/ authorization.	All the pages of the tender document should be signed by the bidder. Power of attorney / authorization along with Name, contact details and designation of the representative, duly signed by the proprietor, all the partners and the board (as the case may be) must be submitted along with the technical bid.	
g)	Bidder should have a multicity network of more than 50 experts, who collectively should be proficient in all major languages in India.	Relevant documents to verify the criteria along-with an attested certificate of this effect from the bidder, clearly certifying the capacity of more than 50 empaneled experts proficient in all major languages in India.	

Date and place with seal

Name, signature of the authorised representative of the bidder

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

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

1. Rate quoted should be inclusive of all charges. GST/Taxes as applicable will be paid on actual.
2. The price must be quoted in the above format and in Indian Rupees only. The bidders are to acquaint themselves of the scope of work, terms & conditions etc. of the tender document before quoting the rates.
3. The number of students at IIT Dharwad may be taken as about 600 for the purpose of quote.

Declaration

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

Date and place with seal

Name, signature of the authorised representative of the bidder

SELF-DECLARATION – NO BLACKLISTING

Reference No.

(Date)

The Assistant Registrar (C&S) IIT Dharwad

Dear Sir,

Ref: Tender for providing app-based counselling support to students of IIT Dharwad.

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

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

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

Date and place with seal

Name, signature of the authorised representative of the bidder

FORMAT FOR PERFORMANCE GUARANTEE BOND

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

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

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

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology, Dharwad (Buyer) has invited Tenders vide Tender No _____Dt. _____ **for providing app-based counselling support to students of IIT Dharwad** AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the service in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of “**Registrar, Indian Institute of Technology, Dharwad**” in the form of Bank Guarantee for Rs_ **Only** (10% (ten percent) of the contract value) and valid till **as per para 3(d) under General Terms and Conditions** from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

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

_____ **(Amount of PBG)**

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

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

Notwithstanding anything contained herein:

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

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

Yours truly,

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

Date and place with seal

Name, signature of the authorised representative of the bidder