

Indraprastha Institute of Information Technology, Delhi

(A State University, established by Government of NCT Delhi)

Okhla Phase-III, New Delhi-110020

Website: <http://www.iiitd.ac.in>



INDRAPRASTHA INSTITUTE of
INFORMATION TECHNOLOGY
DELHI

Tender Document

for

WELL BEING SUPPORT

S.N.	PARTICULARS	DATE
1	TENDER ID NUMBER	IIITD/SA/TENDERS/2023-24/WELL BEING SUPPORT
2	DATE PF TENDER FLOATING/ START DATE	27 th June, 2023
3	DATE OF CLOSING OF TENDER	18 th July, 2023
4	DATE OF OPENING OF TECHNICAL BID	18 th July, 2023
5	DATE OF OPENING OF FINANCIAL BID	WILL BE DECLARED LATER

1. The tender document can be downloaded from the Institute's website. Those wishing to get the copy of the document from the Institute may please deposit a non-refundable Tender Document Fee of Rs.1, 180/- (Rupees One Thousand One Hundred Eighty only) in the form of Demand draft drawn in favor of "IIIT-Delhi Collections", payable at New Delhi or may deposit Rs.1, 180/- with the F&A division of the Institute and enclose the receipt with the filled up tender document. The tender fee is exempted for MSMEs/NSIC registered suppliers.
2. The last date for submission of Bid is 18th July 2023 up to 3:00 PM. The Technical Bids shall be opened on the same day, i.e., on 18th June 2023 at 3.30 PM. The Tender Document should be addressed to:

**Registrar,
Indraprastha Institute of Information Technology-Delhi
Okhla Phase-III
(Behind Govind Puri Metro Station)
New Delhi-110020.**

1. The document should be deposited in the Tender Box kept in the Store & Purchase department in Room no. A 207, Second Floor, Old Academic Block of the Institute. Bids received after 3:00 PM will not be accepted or considered under any circumstances.
2. Bids are invited in Two Bids System, i.e. (1) Technical and (2) Financial.
3. An amount of Rs. 25,000/- (Twenty-Five Thousand only) towards earnest money (EMD) must be deposited in the form of demand draft in favor of "IIIT-Delhi Collections" account, payable at New Delhi. No interest will be paid on the earnest money deposited by the bidder. Tender Document without earnest money will be summarily rejected. EMD is exempted for MSMEs/NSIC registered suppliers

Introduction-

Indraprastha Institute of Information Technology, Delhi (IIIT-Delhi) was created as a State University by an Act of Delhi Government (The IIIT Delhi Act, 2007) empowering it to do research and development and grant degrees.

Since then, it has come a long way, specializing in diverse areas of Computer Science, Electronics, Mathematics, Computational Biology & Communications Engineering; it has earned a good reputation in India and abroad for being a center of quality education and research in IT and allied areas. At present, the total strength is around 3000 students including all programs.

1. Scope of work-

IIITD invites Tender/ Expression of Interest (EOI) for providing counselling services for emotional wellness of our students for approximate 3000 students for a period of one year, which may be extended further period of two years on year-to-year basis, on a mutual consent, based on satisfactory performance. Interested Health Solution Consultants/ Psycho-therapy Counsellors may submit their offer/quotation in a sealed envelope superscribing as **“Quotation for Well Being Support for Students of IIITD”** containing two separate envelopes, one marked as “Technical Bid” and other as “Financial Bid” in the prescribed format attached as Annexure I and II. Each page of bid document should be properly filled, duly signed and sealed.

2. General Terms and Conditions:

01. All rules laid down in the General Financial Rules 2017 and the Manual of Procurement 2017 issued by the Department of Expenditure, Ministry of Finance, Government of India will be applicable to this tender.
02. The tenderer should submit all required documents asked for in the Technical Bid format, failing which the Tender will be rejected.
03. The rates quoted should be indicated in figures as well as in words and there should not be any overwriting as far as possible. Overwriting, if any, should be initialed and office seal affixed.
04. Each and every page of the tender documents should be signed by the Tenderer and be submitted with the Technical Bid as a token of acceptance of terms and conditions of this tender. Technical Bid and Financial Bid should be put in separate sealed covers and both the covers should be put in a big cover, superscribing “Tender for Well Being Support”. Corrections, if any, should be duly signed with seal.
05. The quantities specified are only indicative and for the purpose of estimate only. The institute shall be at liberty to vary (delete/reduce/increase) the quantum of the item. Also, the Institute has the full right to order or not to order the item to the successful Tenderer.

06. The rates quoted (In Indian Rupees) for each item should be inclusive of all cost of material, labor charges, supply and installation of ant equipment, machine etc at IIITD. No concession forms will be issued for any tax rebate. However, GST/Taxes as applicable at the time of billing will be paid in addition to the quoted price
07. The Registrar, IIITD reserves the right to accept or reject any or all the offers in full or part or to waive off any formality, minor deviations and omissions without assigning any reason(s) or to cancel the tender in whole. The Institute reserves the right to reject conditional Tenders and also relax any conditions of Tender at its discretion.
08. Submission of offers shall be treated as the acceptance of Terms and Conditions of Tender and any counter terms shall not be accepted.
09. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or backs out after quoting the rates, or does not supply the aforesaid items within the stipulated period.
10. The rates quoted by the bidder shall remain firm till the completion of the job and price variation shall not be entertained.
11. **EMD of Rs. 25k need** to be submitted while submitting the Tender. However, an undertaking in the prescribed format (given in Annexure III) as per Rule 170 (iii) of General Financial Rules 2017 is to be submitted.
12. **Breach of Terms and Conditions:** In case of breach of any of terms and conditions mentioned above, the Registrar, IIITD will have the right to cancel the work order without assigning and reason thereof, and reserves the right to procure the items mentioned in the purchase order from alternate sources and their extra cost incurred thereof, if any, shall be recovered from the successful bidder and nothing will be payable by this Institute in that event and the security deposit in the form of performance Bank Guarantee shall be uncashed.
13. The firm shall not assign or sublet the work or any part of it to any other person or party. That is the tender is not transferable.
14. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
15. In case of non-compliance of the work order after entering into Agreement or withdrawal of the offer after submitting tender, the EMD/Security Deposit will be forfeited and the party will be black listed for 3 years. Also, further action shall be taken at the costs of the Party.
16. The Institute is not in any way bound to accept the lowest or any quotation and reserves the right to accept any quotation in whole or any part of the quotation or portion of the quantity offered and reserves the right if required to negotiate with any or all the Tenderers without assigning any reason(s), whatsoever.

17. The Tenderer should have its own establishment, which can be inspected by IIITD, before finalization of the Tender.
18. The Institute has the right to retain the rates of L-1 to L-X parties as deemed fit.
19. If the last date of receipt and opening of the Tender happens to be a declared holiday by unforeseen circumstances, the Tender will be received and opened on the immediate next working day.
20. A self-declaration, declaring the bidder has not been blacklisted by a Central/State/Local Government Organization/Academic Institution/PSU to be submitted.
21. IIITD requires that the bidders who wish to bid for this work have highest standards of ethics.
22. In case of any ambiguity/dispute in the interpretation of any of the clauses in this tender document, interpretation/decision of the Registrar, IIITD shall be final and binding on all parties.

3. SPECIFIC TERMS AND CONDITIONS OF TENDER

Following are the requirements:

- 24 x 7 Text based counselling sessions (unlimited).
 - Audio and video sessions on appointment (unlimited)
 - Face-to-face counselling on campus (twice a week, 4 hours a day)
 - Workshops/Webinars /sessions (6 workshops in 12 months)
 - Aggregate Analytics of Usage (End of each month)
 - ORIENTATION SESSION FOR STUDENTS ON CAMPUS (ON LAUNCH DATE)
 - The organization should have a multi-city network of 500+ exerts (speaking more than 10 languages in total)
 - The organization must have experience of providing 24 x 7 emotional wellness support to at least Four (in total) IITs/IIMs/IISERs/NLUs/Central Uni/IIIT's.
- The organization should have an office in Delhi or should open an office within two months of issue of work order failing which the order is liable to be cancelled.
- Weekly mailers on various mental
 - Psychiatrist availability once a week for 3 hrs.

4. TECHNICAL BID FORMA

Sr.No.	Technical requirements	Yes	No	Attachment Number.
01	Copy of currently valid Company Registration/ Incorporation Certificate or Registration under Company Law. In case of proprietorship, copy of license under Shops and Establishment Act (to be attached).			
02	Annual turnover of the company more than 50 lacs(CA certificate to be attached) i. For FY 2020-21 ii. For FY 2021-22 iii. For FY 2022-23			
03	Chartered Accountants Certificate as per Annexure I			

04	Copy of PAN Card (to be attached.)			
05	Copy of GST Registration to be attached			
06	Bid document duly filled in and signed as token of acceptance of Terms and Conditions of Tender.			
07	Proof of experience of having executed such work of Institutes of National Importance such as IIMs, IITs, IISERs, IIITMs or such similar institutes			
08	Self-Declaration in letter head stating that Bidder is not under liquidation, Arbitration, Court receivership or similar proceedings.			
09	Self-declaration in letter head stating that the bidder has not been blacklisted by a Central/State/Local Government organization/Academic Institution/PSU to be submitted.			
10	Undertaking as per Rule 170(iii) of GFR 2017 Annexure II			

Signature:.....
Name:.....
Address:.....
.....

5. FINANCIAL BID FORMAT

Sl.	Specification	Quantity	Total amount per month (Rs.)
1	Well-Being Services for 24 x 7 (As per Tender document) Plus, availability of counselor, Psychiatrist and other requirements as mentioned in the tender document.	For appx 3000 students	

Note: Rate quoted should be inclusive of all charges, and FOR at IIITD, Delhi. However, GST as applicable at the time of billing will be paid in addition to the quoted price.

Signature: _____

Name: _____

Address: _____

Canvassing, Fraud and Corrupt practices

Bidders are hereby informed that canvassing in any form for influencing the process of notification of award would result in disqualification of the Bidder. Further, they shall observe the highest standard of ethics and will not indulge in any corrupt, fraudulent, coercive, undesirable or restrictive practices, as the case may be. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official. "Fraudulent practice" means a misrepresentation of facts in order to influence Tender process or an execution of a contract to the detriment of the scheme and includes collusive practice among bidding Insurers/Authorized Representative (prior to or after bid submission) designed to establish bid prices at artificially non-competitive levels and to deprive the scheme the benefit of free and open competition; IIT-D will reject a proposal for award if it determines that the Insurer/Insurers have engaged in corrupt or fraudulent practices. IIT-D will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the bidding Insurer/Insurers have engaged in corrupt and fraudulent practices in competing for, or in executing a contract.

Disputes

In respect of all tender conditions, and / or any matter connected therewith the decision of IIT-D shall be final and binding. In the event of any dispute arising out of the tender, such dispute would be subject to the jurisdiction of the Delhi courts only.

In case of dispute of any claim, a committee consisting of the representative of the insurance company and IIT-Delhi will be set-up to resolve the dispute. However, this arrangement does not preclude the members to approach the regulatory authorities.

Finally, all disputes or difference arising out of this tender, terms & conditions or any matter relation to this tender shall be resolved through arbitration. The Director of Institute or his nominee shall be sole arbitrator who will decide the dispute as per the provision of "The Arbitrator & Conciliation Act 1996".

CERTIFICATE OF THE CHARTERED ACCOUNTANT
(in his/her letterhead)

Sl	Description	Details
1	Name of the Company	
2	Registration Number/ License Number under Shops & Establishment Act	
3	GST Registration Number	
4	Year of Establishment	
5	Number of years' experience in the field	
6	For FY 2020-21	
	For FY 2021-22	
	For FY 2022-23	
	i. For FY 2020-21 ii. For FY 2021-22 iii. For FY 2022-23 (this should be more 50 crores on yearly basis)	

Place:

Date:

Name, signature, and Membership Number of
Chartered Accountant

**DECLARATION UNDER GFR RULE No. 170(iii) of GFR 2017
(In the letter head of the bidder with place, date, signature with office seal)**

I/We, in my/our capacity as authorized signatory of the firm, solemnly declare the following:

- 1. I/We submit the bid for Well Being Support for students at the Indraprastha Institute of Information Technology, Delhi.**
- 2. I/We understand that all provisions of General Financial Rules 2017 are applicable to this bid.**
- 3. I/We accept that if we withdraw or modify our bids during the period of bid validity, or if we are awarded the contract, or to submit a performance security before the deadline defined in the request for bids document, we will be suspended/banned for a period of five years from being eligible to submit bids for contracts with IIIT Delhi.**

Place:

(signature of authorized signatory)

Date:

with office seal