



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित

सैक्टर 81, नॉलेज सिटी, प. ओ. मनोली, एस. ए. एस. नगर, मोहाली, पंजाब 140306

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH MOHALI

(Established by Ministry of Education, Govt. of India)

Sector-81, Knowledge city, PO-Manauli, SAS Nagar Mohali-140306, Punjab

PAN No. - AAAAI1781K GSTIN – 03AAAAI1781K2ZS

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CPPP/Institute Website

IISERM (1583)22/23-Pur

Dated: 04th November 2022

ई - निविदा आमंत्रण सूचना

NOTICE INVITING E-TENDER

आईआईएसईआर मोहाली में छात्रों के लिए ऐप-आधारित कल्याण और मानसिक स्वास्थ्य परामर्श सहायता के लिए निदेशक, आईआईएसईआर मोहाली की ओर से दो बोली प्रणाली में निविदाएं आमंत्रित की जाती हैं, काम के दायरे और शर्तों और नीचे दिए गए विवरण और से बीओक्यू सूची के अनुसार सीपीपीपी पर मूल सेवा प्रदाता यानी <https://eprocure.gov.in/eprocure/app>. निविदा दस्तावेज ई-प्रोक्योरमेंट पोर्टल/ई-प्रकाशन वेबसाइट <https://eprocure.gov.in/eprocure/app> और संस्थान की वेबसाइट www.iisermohali.ac.in से डाउनलोड किए जा सकते हैं।

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** for the **For Hiring App-Based Wellness and Mental Health Counseling Support to the Students at IISER MOHALI**, as per scope of work & conditions and details given below and BOQ list from the original service provider at CPPP i.e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal/ e-publishing website <https://eprocure.gov.in/eprocure/app> & Institute website www.iisermohali.ac.in.

सहायक कुलसचिव (क्रय तथा भंडार)

Assistant Registrar (Stores & Purchase)



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान मोहाली

शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित

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ई - निविदा आमंत्रण सूचना / E-TENDER NOTICE

Tender Ref.- IISERM(1583)22/23-Pur

Dated : 04th November 2022

Critical Date Sections

Sr.	Description	Date	Time
1.	Tender Publishing Date and time	04 th November 2022	6:00pm
2.	Tender Document download start Date & Time	04 th November 2022	6:00pm
3.	Bid Submission start Date & Time	04 th November 2022	6:00pm
4.	Bid Submission End date and Time	28 th November 2022	Upto 11:00am
5.	Tender opening Date and Time	29 th November 2022	At 11:30am

Online tenders are invited on behalf of the Director, IISER Mohali in **TWO BID SYSTEM** for following item(s) from the original manufacturer/supplier at CPPP i.e. <https://eprocure.gov.in/eprocure/app>. Tender documents may please be downloaded from the E-procurement portal website <https://eprocure.gov.in/eprocure/app> & Institute website www.iisermohali.ac.in. Online Tender fee of Rs 590/- (Non-refundable) should be submitted by bidder in favour of IISER Mohali through Online mode in Institute Account (Canara Bank Saving Account Number 4790101001912 and IFSC Code CNRB0004790). However, scanned copy of the Tender fee/UTR copy should be uploaded on website along with technical bid. **Micro & MSME/NSIC and Firms registered and the firms registered with concerned Ministries/ Departments, the bidders are exempted from payment of Tender Fee as per GOI notifications/GFR (2017) and Ministry of Finance OM No. F.9/4/2020-PPD dated 12 November 2020.**

Bidders will also be required to execute bond/undertaking Bid Security Declaration Form attached as ANNEXURE-I, in lieu of EMD.

SCOPE OF WORK

- 1) **IISER Mohali** invites bids for **HIRING APP-BASED WELLNESS AND MENTAL HEALTH COUNSELLING SUPPORT TO THE STUDENTS, EMPLOYEES AND THEIR DEPENDENTS AT IISER MOHALI**. There are approximately 2500 students/employees and their dependents. 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

- 2) The scope of the service will be inclusive of (but not limited to) the following: -

- a) Full time (24 x 7 x 365) online counselling support for all students for one year in accordance with terms & conditions of this bid document.
- b) Tele-counseling service(24x7).
- c) 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.
- d) Complimentary on campus orientation sessions to be conducted (twice in a year) for the new batches without any additional cost to Institute.
- e) Access to discussion forum and articles dealing with relevant issues
- f) Psychological and stress assessment test for all students and sharing the outcome with the Institute authorities.
- g) The bidder shall also organize events on Mental Health Day, International Happiness Day, No Drugs Day and World Suicide Prevention Day.
- h) Institute can request for additional service (serial e and f above) as required on payment basis.
- i) Bidder shall confidentially handle counseling cases of students. However, if required, relevant information should be provided to the Institute authorities.
- j) Aggregate analytics of usage (by end of each month)

- k) The organization should have a multi-city network of 50+ experts (who can speak in all major languages of India).
- l) No accommodation will be provided by the institute to the personnel deployed by the bidder at the institute for rendering service support.
- m) All travel and accommodation expenses in providing the service shall be borne by the bidder.

II. Minimum Eligibility Criteria: - IISER Mohali 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.	<u>Criterion</u>	<u>Documents to be provided</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.	(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 provided the online wellness and mental health counselling support at institutions of higher education of national importance like IITs/IISERs/NITs for at least two years during last five years (2017-18, 18-19, 19-20, 20-21,21-22), as on the date of floating of tender. Bidder should have provided at least two (02) satisfactorily completed app-based wellness and mental health counselling support at institutions of higher education of national importance with student/staff strength (minimum 2000) comparable to IISER Mohali and running an undergraduate program similar to IISER Mohali. The service should have been provided satisfactorily to the user.	Work orders / copy of contract/ certificate from the institution / s showing that the bidder is in the said service for at least last five years, as on the date of technical bid opening. Work orders / copy of contract/ certificate from the institution / s showing that the bidder has provided two 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.
e)	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.

f)	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.
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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.

III 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.
- 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 in **BOQ through CPPP**. 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 without BoQ shall be considered non-responsive and are liable to be rejected.**

Evaluation of Responsiveness

Sl. No.	Criterion	Documents to be provided	Whether provided Y/N with page No.
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 "B"	
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 2 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 (02) 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. 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.	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 sent along with technical bid at time of tender submission as per the NIT. 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.	
f	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 authorized representative of the bidder

A) IMPORTANT NOTES:-

- I. This is a domestic Tender according to the DPIIT Order dated 15/07/2017, 04.06.2020 and subsequent amendments to the order for Public Procurement Preference & PROVISION FOR LOCAL SUPPLIERS TOWARDS PREFERENCE TO MAKE IN INDIA. Bidders should also give details of Localtions(s) ;at which the local value addition is made. Bidders are requested to furnish the declaration regarding local content/locations in Annexure II through CPPP portal.**
- II. Restriction under Rule 144 (xi) of the General Financial Rules (GFRs), 2017 under sub clause 3, in terms of DOE, MoF No. F.18/37/2020-PPD dated: 8th February, 2021:**
 - (i) A bidder is permitted to procure raw material, components, sub-assemblies etc. from the vendors from countries which shares a land border with India. Such vendors will not be required to be registered with the Competent Authority, as it is not regarded as "sub-contracting".
 - (ii) However, in case a bidder has proposed to supply finished goods procured directly/indirectly form the vendors from the countries sharing land border with India, such vendor will be required to be registered with the Competent Authority.
- III. The online updated Price BOO is in INR format. Bids are invited in INR only against domestic tender.**
- IV. The Online bids should be submitted directly by the original manufacturer/supplier/OEM, the OEM is required to furnish certificate to this effect. If quotation is submitted/filled by any representative/ agent/dealer then they must upload a Authorization Authority certificate from the principal company/OEM.**
- V. All MSME/NSIC/Startup Units shall be considered as per provisions/rules prescribed by Govt of India.**
- VI. Auto-extension of last date for E-Tenders has been activated by CPP Portal which has participation 2 bids or less.**

B) SUBMISSION OF TENDER

- I. All bid/ tender documents are to be uploaded online at Central Public Procurement portal i.e. <https://eprocure.gov.in/eprocure/app> only and in the designated cover/ part on the website against tender ID. Tenders/ bids shall be accepted only through online mode and no manual submission of the same shall be entertained except tender fee and Annexure I (Bid Securing Declaration Form). Late tenders will not be accepted.**
- II. The online bids shall be opened at the office of the Assistant Registrar (S&P), IISER Mohali, on above given date and time. If the tender opening date happens to be on a holiday or non-working day due to any other valid reason, the tender opening process will be attended on the next working day at same time and place. IISER Mohali will not be responsible for any error like missing of schedule data while downloading by the Bidder.**

- III. The bidder shall upload the tender documents/NIT duly filled in and stamped by the authorized signatory on each and every page along with all necessary Annexures as per NIT. Tender not submitted/uploaded in the prescribed form and as per the tender terms and conditions shall be liable for rejection.**

Check List of Documents (signed & stamped) to be provided and uploaded by the bidder:

S. No.	Particulars of Documents	Yes/No	Page No. (As per technical bid)
1.	Tender Notice Document Copy of NIT		
2.	Technical Compliance sheet(ANNEXURE-A) with page no. as per technical bid		
3.	Authorization/MAF Certificate from OEM (principle)/ Manufacturer certificate		
4.	Tender Fee , if applicable or Exemption Certificate (NSIC/MSME Certificate)		
5.	Undertaking Bid Security Declaration Form – Annexure-I (on letter head duly signed and sealed)		
6.	Annexure-II declaration of Local content/MII, with complete information (if applicable)		
7.	Attached Copy of PAN		
8.	Attached Copy of GST		

** If checklist is not provided by the bidder alongwith ABOVE DOCUMENTS the bid shall be summarily rejected.*

- IV. Bidders applying against “MSME/NSIC Certificate” issued by appropriate Authority, should ensure that the certificate attached is relevant to the area of service/supply. For example, If the tender is for “supply & installation of Desktop” the certificate should be issued for activity/area of “Computer supply and services activities etc” otherwise bid will be REJECTED without notice.**
- V. E-procurement system ensures locking on the scheduled date and time. The system will not accept any bid after the scheduled date and time of submission of bid.**

C) INSTRUCTIONS

1. The Online bids should be submitted directly by the original manufacturer/supplier, If quotation is submitted/filled by any representative/agent/dealer then they must upload a authority certificate from the principal company for quoting the price otherwise such quotation will be rejected.
2. The quantity mentioned in this inquiry is and shall be deemed to be only approximate and will not in any manner be binding on the Institute. Before the deadline for submission of the online bid, IISER Mohali reserves the right to modify the tender document terms and conditions. Such amendment/modification will be notified on website against said tender ID.

3. The rates offered should be FOR Chandigarh/Mohali in case of firms situated outside Chandigarh/Mohali, and free delivery at the Institute premises in case of local firms. Conditional tenders will be summarily rejected.
4. In case of Ex-godown terms the amount of packaging forwarding freight etc. should clearly be indicated by percentage or lump sum amount. Institute has policy not to make any advance payments towards any purchase, Letter of credit can be opened if required.
5. **Custom Duty, applicable as per GOI Norms.**
6. **GST, applicable as per GOI Norms.**
7. Bidder/s quoting in currency other than **Indian Rupee (INR)** should explicitly mention the currency in which tender quoted wherever applicable in Technical Bid along the tender documents.
8. The delivery period should be specifically stated. Earlier delivery will be preferred.
9. **The firms are requested to provide/upload detailed description and specifications together with the detailed drawings, printed leaflets & literature of the article quoted and also should enclose Technical Compliance Sheet.** The name of the manufactures and country of manufacture should also invariably be stated. In the absence of these particulars and documents, the quotation is liable for rejection. Tenders not accompanied by detailed information as required, are liable to be rejected.
10. If any information furnished by the bidder is, at any stage found to be incorrect, false or fabricated, the Institute/purchaser shall have the absolute right to forfeit the security deposits, in addition to cancellation of contract, forfeiting the warranty/performance Guarantees and other action in accordance with law, such as black-listing, risk & cost etc.
11. Validity of offer: 90 days.
12. The warranty period after satisfactory installation should be mentioned and firm should replace all manufacturing defect parts/ whole item under warranty without any extra cost including clearance, freight, taxes. Security deposit/Performance Bank Guarantee @ 3% of the value of supply order, in terms of *Ministry of Finance, DoE, GOI, OM. No. F.9/42020-PPD dated 12-11-2020 and extension of vide circular no. F.9/4/2020-PPD dated: 30th December 2021* as per norms may be sought from the firms.
13. The right to reject all or any of the quotation and to split up the requirements for itemized L-1 or relax any or all the above conditions without assigning any reason is reserved by the IISER Mohali. For any corrigendum and addendum please be checked the website <https://eprocure.gov.in/eprocure/app> and <http://www.iisermohali.ac.in>
14. Disputes, if any, shall be subject to jurisdiction in the court of Mohali only.

Sd/-

सहायक कुलसचिव (क्रय तथा भंडार)
Assistant Registrar (Stores & Purchase)

ANNEXURE-I

Bid Securing Declaration Form

Date:_____ E-Tender No. _____ E-Tender ID _____

To (insert complete name and address of the purchaser)

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 I/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)

PS: *Furnish the above in original stationary/letter head with signed and sealed.*