

Notice Inviting Quotation (E-Procurement mode)

कोटेशनको आमंत्रित करने की सूचना (इ-प्रोक्योरमेंट मोड)

INDIAN INSTITUTE OF TECHNOLOGY DELHI

भारतीय प्रौद्योगिकी संस्थान दिल्ली

HAUZ KHAS, NEW DELHI-110016

हौज खास, नई दिल्ली -110016

Dated/ दिनांक: 16/08/2019

Open Tender Notice No. /खुला प्रस्ताव निविदा सूचनानंबर: IITD/ISTA(SP-2460)/2019

Indian Institute of Technology Delhi is in the process of purchasing following item(s) as per details as given as under.

इंडियन इंस्टीट्यूट ऑफ टेक्नोलॉजी दिल्ली निम्नलिखित मदों की खरीद की प्रक्रिया में है।

Details of the item आइटम का विवरण	Providing 24x7x365 Mental Health Support for IIT Delhi Students/Staff/Faculty Members
Earnest Money Deposit to be submitted बयाना जमा करने के लिए जमा राशि	Rs.50000/रुपये

Tender Documents may be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement should enroll / register before participating through the website <http://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Bidders are advised to go through instructions provided at 'Instructions for online Bid Submission'.

निविदा दस्तावेज केन्द्रीय सार्वजनिक खरीद पोर्टल <http://eprocure.gov.in/eprocure/app> से डाउनलोड हो सकते हैं। ई-प्रोक्योरमेंट में पंजीकृत नहीं होने वाले इच्छुक बोलीदाताओं को वेबसाइट <http://eprocure.gov.in/eprocure/app> के माध्यम से भाग लेने से पहले पंजीकरण करना चाहिए। पोर्टल नामांकन मुफ्त है। बोलीदाताओं को सलाह दी जाती है कि 'ऑनलाइन बोली के लिए निर्देश' पर दिए गए निर्देशों के माध्यम से जाने की सलाह दी जाए।

Tenderers can access tender documents on the website (For searching in the NIC site, kindly go to Tender Search option and type 'IIT'. Thereafter, Click on "GO" button to view all IIT Delhi tenders). Select the appropriate tender and fill them with all relevant information and submit the completed tender document online on the website <http://eprocure.gov.in/eprocure/app> as per the schedule given in the next page.

निविदा कतब वेबसाइट पर निविदा दस्तावेज का उपयोग कर सकते हैं (एनआईसी साइट में खोज के लिए, कृपया निविदा खोज विकल्प और 'आईआईटी' टाइप करें। उसके बाद, सभी आईआईटी दिल्ली निविदाओं को देखने के लिए "गो" बटन पर क्लिक करें)

उपयुक्त निविदा का चयन करें और उन्हें सभी प्रासंगिक सूचनाओं से भरें और वेबसाइट पर <http://eprocure.gov.in/eprocure/app> पर पूरा निविदा दस्तावेज ऑनलाइन जमा करें। अगले पृष्ठ में दिए गए कार्यक्रम के अनुसार

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

कोई मैनुअल बोली स्वीकार नहीं की जाएगी। सभी कोटेशन प्रोक्योरमेंट पोर्टल में जमा करना चाहिए।

(तकनीकी और वित्तीय दोनों को ई-

SCHEDULE

Name of Organization	Indian Institute of Technology Delhi
Tender Type (Open/Limited/EOI/Auction/Single)	Open
Tender Category (Services/Goods/works)	Services
Type/Form of Contract (Work/Supply/ Auction/ Service/ Buy/ Empanelment/ Sell)	Services
Product Category (Civil Works/Electrical Works/Fleet Management/ Computer Systems)	Others
Source of Fund (Institute/Project)	Budget Code _____/ Project Code _____
Is Multi Currency Allowed	No (INR only)
Date of Issue/Publishing	16/08/2019 (11:00Hrs)
Document Download/Sale Start Date	16/08/2019 (11:00Hrs)
Document Download/Sale End Date	06/09/2019 (15:00Hrs)
Date for Pre-Bid Conference	---
Venue of Pre-Bid Conference	---
Last Date and Time for Uploading of Bids	06/09/2019 (15:00Hrs)
Date and Time of Opening of Technical Bids	09/09/2019 (15:00Hrs)
Tender Fee	Rs.NIL/- (For Tender Fee)
EMD	Rs.50000/- (For EMD) (To be paid through RTGS/NEFT. IIT Delhi Bank details are as under: Name of the Bank A/C : IITD Revenue Account SBI A/C No. : 10773572622 Name of the Bank : State Bank of India, IIT Delhi, HauzKhas, New Delhi-110016 IFSC Code : SBIN0001077 MICR Code : 110002156 Swift No. : SBININBB547 (This is mandatory that UTR Number is provided in the on-line quotation/bid. (Kindly refer to the UTR Column of the Declaration Sheet at Annexure-II)
No. of Covers (1/2/3/4)	02
Bid Validity days (180/120/90/60/30)	120 days (From last date of opening of tender)
Address for Communication	Asstt. Registrar (Students Affairs), IIT Delhi, HauzKhas, New Delhi-110016
Contact No.	011-2659-1747
Email Address	arsa@admin.iitd.ac.in

Chairman Purchase Committee, (Buyer Member)

Instructions for Online Bid Submission/ऑनलाइनबोली (बिड)केलिनिर्देश:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

व्ययविभागकेनिर्देशोंकेअनुसार, यहनिविदादस्तावेजकेद्वीयसार्वजनिकप्रापणपोर्टल (यूआरएल: <http://eprocure.gov.in/eprocure/app>)

परप्रकाशितकियागयाहै।बोलीदाताओंकोमान्यडिजिटलहस्ताक्षरप्रमाणपत्रकाउपयोगकरतेहुएसीपीपीपोर्टलपरइलेक्ट्रॉनिकरूपसेअपनीबोलियोंकीसॉफ्टप्रतियांजमाकरनाआवश्यकहै।सीपीपीपोर्टलपरपंजीकरणकरनेकेलिनिविदाकर्ताओंकीसहायताकरनेकेलिनीचेदिएगएनिर्देशोंकामतलबहै, सीपीपीपोर्टलपरआवश्यकताओंकेअनुसारअपनीबोलियांतैयारकरेंऔरअपनीबोलियांऑनलाइनजमाकरें।

More information useful for submitting online bids on the CPP Portal may be obtained at:

अधिकजानकारीसीपीपीपोर्टलपरऑनलाइनबोलियांजमाकरनेकेलिउपयोगीहोसकतीहै:

<http://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.

बोलीदाताओंको "नामांकनकेलिइयहांक्लिककरें" लिंकपरक्लिककरकेसेंट्रलपब्लिकप्रोक्योरमेंटपोर्टल (यूआरएल: <http://eprocure.gov.in/eprocure/app>) केई-प्रोक्योरमेंटमॉड्यूलपरभर्तीकरनाआवश्यकहै।सीपीपीपोर्टलपरनामांकननिः शुल्कहै

- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

नामांकनप्रक्रियाकेभागकेरूपमें, बोलीदाताओंकोअपनेखातेकेलिएकअद्वितीयउपयोगकर्तानामचुननाहोगाऔरएकपासवर्डप्रदानकरनाहोगा।

- 3) 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 CPP Portal.

बोलीदाताओंकोसलाहदीजातीहैकिपंजीकरणप्रक्रियाकेभागकेरूपमेंअपनावैधईमेलपताऔरमोबाइलनंबरपंजीकृतकरें।इनकाउपयोगसीपीपीपोर्टलसेकिसीभीसंचारकेलिइकियाजाएगा।

- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

नामांकनपर, बोलीदाताओंकोसीसीएडिआद्वारामान्यताप्राप्तकिसीप्रमाणनप्राधिकरणद्वाराजारीकिएगएअपनेमान्यडिजिटलहस्ताक्षरप्रमाणपत्र (कक्षाद्वितीययाकक्षाIII प्रमाणपत्रकेसाथमहत्वपूर्णउपयोगपरहस्ताक्षरकरने) कीआवश्यकताहोगी (जैसेसिफी / टीसीएस / एनकोड / ई-मुद्राआदि) , उनकेप्रोफाइलकेसाथ

- 5) 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.

केवलएकमान्यडीएससीएकबोलीदाताद्वारापंजीकृतहोनाचाहिए।कृपयाध्यानदेकिनिविदाकर्तायहसुनिश्चितकरनेकेलिइजिम्मेदारहैंकिवेअपनेडीएससीकोदूसरोंकोउधारनहींदेतेहैंजिससेदुरुपयोगहोसकताहै।

- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

बोलीदाताफिरअपनेयूजरआईडी / पासवर्डऔरडीएससी / ईटीकेनकेपासवर्डकोदर्जकरकेसुरक्षितलॉग-इनकेमाध्यमसेसाइटपरलॉगऑनकरताहै।

SEARCHING FOR TENDER DOCUMENTS/निविदादस्तावेजोंकेलिएखोजना

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

सीपीपीपोर्टलमेंनिर्मितविभिन्नखोजविकल्पहैं,

ताकिबोलीदाताओंकोकईमापदंडोंसेसक्रियनिविदाएंखोजसकें।इनमापदंडोंमेंनिविदाआईडी, संगठनकानाम, स्थान, तिथि, मूल्यआदिशामिलहोसकतेहैं।निविदाओंकेलिएउन्नतखोजकाएकविकल्पभीहै, जिसमेंबोलीदाताकईनामोंकोजोडसकतेहैंजैसेसंगठनकानाम, अनुबंधकास्थान, स्थान, सीपीपीपोर्टलपरप्रकाशितनिविदाकीखोजकेलिएतारीख, अन्यकीवर्डआदि।

- 2) 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 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

बोलीदाताओंनेएकबारनिविदाएंचुनीहैंजिसमेंवेरुचिरखतेहैं, उसकावेआवश्यकदस्तावेज / निविदाकार्यक्रमडाउनलोडकरसकतेहैं।येनिविदाएं'मेरीनिविदाओं' फ़ोल्डरमेंलेजाईजासकतीहैं।इससेसीपीपीपोर्टलकोबोलीदाताओंकोएसएमएस / ई-मेलकेमाध्यमसेसूचितकियाजासकताहै, यदिनिविदादस्तावेजमेंकोईशुद्धिजारीकिगईहै।

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

बोलीदाताकोप्रत्येकनिविदाकोनिर्दिष्टद्वितीयनिविदाआईडीकानोटबनानाचाहिए, अगरवेहेल्पडेस्कसेकोईस्पष्टीकरण / सहायताप्राप्तकरनाचाहतेहैं।

PREPARATION OF BIDS / बोली (बिड)कीतैयारी

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

बोलीदाताकोअपनीबोलियांजमाकरनेसेपहलेनिविदादस्तावेजपरप्रकाशितकिसीभीशुद्धिकोध्यानमेंरखनाचाहिए।

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. 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 need to be submitted. Any deviations from these may lead to rejection of the bid.

कृपयाबोलीकेभागकेरूपमेंजमाकिएजानेवालेदस्तावेजोंकोसमझनेकेलिएनिविदाविज्ञापनऔरनिविदादस्तावेजध्यानसेदेखें।कृपयाउनअंकोंकीसंख्यापरध्यानदेजिनमेंबोलीदस्तावेजजमाकरनाहै, दस्तावेजोंकीसंख्या - जिसमेंप्रत्येकदस्तावेजकेनामऔरसामग्रीशामिलहैं, जिन्हेंप्रस्तुतकरनेकीआवश्यकताहै।इनमेंसेकोईभीविचलनबोलीकोअस्वीकारकरसकताहै।

- 3) 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 / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.

बोलीदाता, अग्रिममें, निविदादस्तावेज /
अनुसूचीमेंबताएअनुसारप्रस्तुतकरनेकेलिएबोलीदस्तावेजतैयारकरनाचाहिएऔरआमतौरपर, वेपीडीएफ /
एक्सएलएस / आरएआर /
डीडब्ल्यूएफस्वरूपोंमेंहोसकतेहैं।बोलीदस्तावेजोंको100डीपीआईकेसाथकालेऔरसफेदविकल्पस्कैनकियाजा
सकताहै।

- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

मानकदस्तावेजोंकेएकहीसेटकोअपलोडकरनेकेलिएआवश्यकसमयऔरप्रयाससेबचनेकेलिएजोप्रत्येकबोलीके
भागकेरूपमेंजमाकरनेकेलिएआवश्यकहैं, ऐसेमानकदस्तावेजअपलोडकरनेकाप्रावधान (जैसेपैनकार्डकॉपी,
वार्षिकरिपोर्ट, लेखापरीक्षकप्रमाणपत्रआदि)
बोलीदाताओंकोप्रदानकियागयाहै।ऐसेदस्तावेजोंकोअपलोडकरनेकेलिएबोलीकर्ताउनकेलिएउपलब्ध
"मेरास्पेस" क्षेत्रकाउपयोगकरसकतेहैं।बोलीजमाकरतेसमययेदस्तावेजसीधे "मेरास्पेस"
क्षेत्रसेजमाकिएजासकतेहैं, औरउन्हेंबार-
बारअपलोडकरनेकीज़रूरतनहींहैइससेबोलीजमाप्रक्रियाकेलिएआवश्यकसमयमेंकमीआएगी।

SUBMISSION OF BIDS/बोली (बिड)काजमाकरना

- 1) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

बोलीदाताकोबोलीप्रस्तुतिकेलिएअच्छीतरहसेसाइटपरलॉगइनकरनाचाहिएताकिवहसमयपरबोलीअपलोड
करसकेयाफिरबोलीप्रस्तुतकरनेकेसमयसेपहले।अन्यमुद्दोंकेकारणकिसीभीदेरीकेलिएबोलीदाताजिम्मेदारहो
गा।

- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

बोलीदाताकोनिविदादस्तावेजमेंदर्शाएअनुसारएक-
एककरकेआवश्यकबोलीदस्तावेजोंकोडिजिटलहस्ताक्षरऔरअपलोडकरनाहोगा।

- 3) Bidder has to select the payment option as “on-line” to pay the tender fee / EMD as applicable and enter details of the instrument. Whenever, EMD / Tender fees is sought, bidders need to pay the tender fee and EMD separately on-line through RTGS (Refer to Schedule, Page No.2).

बोलीदाताकोनिविदाशुल्क / ईएमडीकोभुगतानकेलिए "ऑनलाइन"
केरूपमेंभुगतानविकल्पचुननाहोगाऔरउपकरणकाविवरणदर्जकरनाहोगा।जबभी, ईएमडी /
निविदाशुल्ककीमांगकीजातीहै, बोलीदाताओंकोटेंडरशुल्कऔरईएमडीअलग-
अलगआरटीजीएसकेमाध्यमसेऑनलाइनपरभुगतानकरनेकीआवश्यकताहोतीहै (अनुसूची, पेज नं. 2देखें)।

- 4) 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, opening of bids etc. The bidders should follow this time during bid submission.

सर्वरकासमय (जोबोलीदाताओंकेडैशबोर्डपरप्रदर्शितहोताहै)
बोलीदाताओंद्वाराबोलियोंकोखोलनेकेलिएसमयसीमाकोसंदर्भितकरनेकेलिएमानकसमयकेरूपमेंमानाजाएगा
।बोलीदाताओंकोखोलनाआदि।बोलीदाताओंकोबोलीप्रस्तुतकरनेकेदौरानइससमयकापालनकरनाचाहिए।

- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

बोलीदाताओं द्वारा प्रस्तुत सभी दस्तावेज पीकेआई एन्क्रिप्शन तकनीकों का उपयोग करके एन्क्रिप्ट किया जाएगा जिससे डेटा की गोपनीयता सुनिश्चित हो सके। दर्ज किए गए डेटा को अनधिकृत व्यक्तियों द्वारा बोली खोलने के समय तक नहीं देखा जा सकता है। बोलियों की गोपनीयता को सुरक्षित साँकेटलेयर 128 बिट एन्क्रिप्शन तकनीक का उपयोग कर रखा जाता है। संवेदनशील क्षेत्रों का डेटा संग्रहण एन्क्रिप्शन किया जाता है।

- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

अपलोड किए गए निविदा दस्तावेज केवल अधिकृत बोलीदाता द्वारा निविदा खोलने के बाद ही पठनीय हो सकते हैं।

- 7) 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. and the date & time of submission of the bid with all other relevant details.

बोलियों के सफल और समय पर जमा होने पर,

पोर्टल एक सफल बोली प्रस्तुत करने का संदेश देगा और एक बोली सारांश बोली संख्या के साथ प्रदर्शित किया जाएगा। और अन्य सभी प्रासंगिक विवरणों के साथ बोली प्रस्तुत करने की तारीख और समय।

- 8) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

कृपया अनुपालन पत्र की एक पीडीएफ फाइल में सभी प्रासंगिक दस्तावेजों के स्कैन किए गए पीडीएफ को जोड़ें।

ASSISTANCE TO BIDDERS / बोलीदाताओं को सहायता

- 1) 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.

निविदा दस्तावेज से संबंधित कोई भी प्रश्न और इसमें निहित नियमों और शर्तों को निविदा आमंत्रण प्राधिकरण को निविदा के लिए अनिविदा में वर्णित प्रासंगिक संपर्क व्यक्ति से संबोधित किया जाना चाहिए।

- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

ऑनलाइन बोली प्रस्तुत करने या सामान्य में सीपीपी पोर्टल से संबंधित प्रश्नों की प्रक्रिया से संबंधित कोई भी प्रश्न 24x7 सीपीपी पोर्टल हेल्पडेस्क पर निर्देशित किया जा सकता है। हेल्पडेस्क के लिए संपर्क संख्या 1800 233 7315 है

General Instructions to the Bidders / बोलीदाताओं के लिए सामान्य निर्देश

- 1) The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.

निविदा पोर्टल <http://eprocure.gov.in/eprocure/app>

के माध्यम से ऑनलाइन प्राप्त होंगी तकनीकी बोलियों में,

बोलीदाताओं को सभी दस्तावेजों को पीडीएफ प्रारूप में अपलोड करना होगा।

- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

कंपनी के नाम में स्मार्ट कार्ड / ई-टोकन के रूप में मान्य क्लास II / III डिजिटल हस्ताक्षर प्रमाण पत्र (डीएससी)

केपंजीकरण के लिए एक शर्त है और <https://eprocure.gov.in/eprocure/>

के माध्यम से बोली प्रस्तुत करने की गतिविधियों में भाग ले सकते हैं। डिजिटल हस्ताक्षर प्रमाण पत्र अधिकृत प्रमाणित एजेंसियों से प्राप्त की जा सकती है, जिनमें से जानकारी "डीएससी के बारे में सूचना"

लिंक के तहत वेबसाइट <https://eprocure.gov.in/eprocure/app> पर उपलब्ध है।

- 3) Tenderer are advised to follow the instructions provided in the 'Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.
निविदाकर्ताकोसलाहदीजातीहैकिवेनिविदाकारकोनिर्देशदिगएहोताकिई-
प्रोक्योरमेंटकेलिएसेंट्रलपब्लिकप्रोक्ॉर्ममेंटपोर्टलकेजरिए<https://eprocure.gov.in/eprocure/app>
परऑनलाइननिविदाएंजमाकरसके।

INDIAN INSTITUTE OF TECHNOLOGY DELHI
HauzKhas, New Delhi – 110016

NOTICE INVITING QUOTATION

Indian Institute of Technology Delhi (IIT Delhi) invites on-line quotations from Indian interested parties who can provide 24x7x365 Mental Health Support for IIT Delhi Student/Staff/Faculty Members to help individuals develop a healthy personal relationship, a productive and satisfying work life balance, a more focused approach towards achieving goals, a more confident self and ability to deal with stress, anxiety, depression, pressure of all kinds and from many sources such as – personal, societal, peer, etc. The terms & conditions specified in the tender documents, which is available on CPP Portal <http://eprocure.gov.in/eprocure/app>

IMPORTANT INFORMATION FOR THE APPLICANTS

Requirements/Facilities through online platform

1. The service provider must have 3 years requisite experience of providing counselling through web & mobile platform.
2. Access to 24 x 7 x 365 unlimited text counselling through pre-vetted experts (psychologists, counsellors, career coaches) for instant help.
3. Audio/Video Sessions available for users who would like to avail escalated support.
4. Tele-Counseling (24x7) service
5. Access to the discussion forums and articles dealing with relevant issues.
6. Access to private forum of IIT Delhi for students/ staff members/faculties to help each other.
7. Awareness webinars and other communication interventions to promote engagement of students on the platform.
8. Aggregate Reports for Administration – on anonymized data to resolve thematic issues.

Requirements/Facilities (Offline)

1. Barefoot Counseling – training sessions for select students, faculty & staff members.
2. Awareness workshops on various psychological issues (such as interpersonal skills, stress management and de-addiction techniques, including but not limited to) to be conducted by certified/qualified individuals or teams. At least One in-person workshop would be complimentary as part of the offering. Any other can be offered on demand and will be charged separately.
3. Provide private face-to-face counseling service (if available) by qualified & experienced counselors, who must be oriented by the IITD Student Counseling Services (SCS) & must report to the SCS counselors.

Secondary Requirements/Facilities

1. The service provider must ensure that non-confidential information be shared with the IITD SCS regularly. In addition, the service provider must receive consultation from the SCS about the social environment & issues prevalent in IITD.
2. IIT Delhi must be offered an opportunity to review the quality of material proposed for workshops before delivery to target audience.
3. Elaborate service quality feedback provided on a 3-month basis.
4. An orientation session for students on campus would be complimentary as part of the pilot. This could be done in accordance to the new batch orientation or in a separate group.

Evaluation Criteria and Method of Evaluation:

1. Screening of bids shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
2. Bids will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power, financial strength of firm and presentation / proposal to the selection committee whose decision will be final. The agencies may be required to make a presentation.
 - a) Presentation before Committee : 100 marks

Qualifying Marks: 70%

- Those who will get qualifying marks, his financial bid will be opened
3. IIT Delhi will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from IIT Delhi.

Term: Initially for a period of one year, extendable year to year basis on the basis of performance for a maximum period 5 years

The document containing the details can be downloaded from the website of the Institute www.iitd.ac.in. Further details, if any, may be obtained from the office of Assistant Registrar (SA) Room No. MS-207/C-11, IIT Delhi Admin Block, IIT Delhi Campus, HauzKhas, New Delhi-110016 during working hours. Last date for submission of on line bid is 28.08.2019 upto 15:00 hrs. Be prepare to make a presentation. The date, time & Venue of presentation will be intimated through mail.

Note: Director, IIT Delhi or any of its designates reserves the right to cancel this request for Tender and/or invite afresh with or without amendments, without liability or any such request for tender and without assigning any reasons. Information at this stage is indicative and Director, IIT Delhi reserve the right to amend/add further details in the tender.

Background: IIT Delhi is a residential academic complex with 13 hostels located at different parts of the campus residing 6000 students. Overall strength of the students/academic staff and other staff is approximately 9500.

Aims & Objectives: To help individuals develop a healthy personal relationship, a productive and satisfying work life balance, a more focused approach towards achieving goals, a more confident self and ability to deal with stress, anxiety, depression, pressure of all kinds and from many sources such as – personal, societal, peer, etc.

Deadline for submission of Bid

Proposal, in its complete form in all respects as specified in the Tender , must be submitted to the eProcurement Portal of Govt of India. In exceptional circumstances and at its discretion, IIT Delhi may extend the deadline for submission of proposals by issuing an amendment to be made available on the eProcurement portal online.

Qualification Criteria: Following will be the minimum pre-qualification criteria. Each eligible consultant should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

1. The firm should be in the business of providing similar services for at least 03 years as on 31.3.2019.
2. The Bidder should have an annual turnover of Rupees 25 Lakh in each of the last 3 consecutive Financial Years (FY 2016-17, 2017-18 & 2018-19). CA certified document with name of CA registration number, signature and stamp to be attached.
3. The firm should not have been blacklisted by any Central Govt. / State Govt. / PSU/Govt. Bodies
4. PAN No. / Service Tax Registration Certificate/GST. Please attach relevant documents.
5. The applicants should have their registered offices in INDIA and experts should be available in Delhi, if needed. Address details be provided.

COMPLIANCE SHEET

Technical Specification

S. No.	Technical Specifications	Compliance Y/N
1	The firm should be in the business of providing similar services for at least 03 years as on 31.03-2019	
2	The bidder should have an annual turnover of Rupees 25 lakh in each of the last 3 consecutive Financial Years (FY 2016-17, 2017-18 & 2018-19). CA certified document with name of CA registration number, signature and stamp	
3	The firm should not have been blacklisted by any Central Govt./State Govt./ PSU/ Govt. Bodies	
4	PAN No./ Service Tax Registration Certificate/ GST. Please attach relevant documents.	

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

Signature of Bidder

Name: _____

Designation : _____

Organization Name: _____

Contact No. : _____

**<< Organization Letter Head >>
DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

The prices quoted in the financial bids are subsidized due to academic discount given to IIT Delhi.

Details	NAME & ADDRESS OF THE Vendor/ Manufacturer / Agent
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 GST Number	
7 PAN Number	
(In case of on-line payment of Tender Fees)	Not Applicable
8 UTR No. (For Tender Fee)	
(In case of on-line payment of EMD)	
9 UTR No. (For EMD)	
10 Kindly provide bank details of the bidder in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

(Signature of the Tenderer)

Name:

Seal of the Company

**<< Organization Letter Head >>
COST OF SERVICES**

Service	Number	Service Price (Rs.)	Comments*
Online Text Counseling (24 x7)	unlimited		
Tele Counseling (24x7)	unlimited		
Two Workshops per year	Rate for two workshop		
Audio Session (upto 30 minutes)(60 free Audio Session)	Rate for one session		
Video Session (upto 30 minutes) (60 free Video Session)	Rate for one session		
Reporting & Documentation charges			
Other charges, (if any)			

* Please specify the rates, free/constant-rate tiers, number of workshops, and other relevant & necessary details or clauses.

(Signature of the Tenderer)

Name:

Seal of the Company

Annexure-IV

List of Govt. Organization/Deptt/Autonomous bodies or other reputed educational Institute/Deptt.

List of Government Organizations/Deptt./Autonomous bodies or other reputed educational Institute/Deptt. for whom the Bidder has provided 24x7x365 Mental Health Support during last three years (must be supported with work orders)			
Name of the organization	Period	Name of Contact Person	Contact No.

Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____

Bid Submission

Online Bid Submission:

The Online bids (complete in all respect) must be uploaded as explained below:-

Envelope – 1 (Following documents to be provided as single PDF file)			
Sl. No.	Document	Content	File Types
1.	Technical Bid	Compliance Sheet as per Annexure - I	.PDF
2.		Organization Declaration Sheet as per Annexure - II	.PDF
3.		Cost of Services as per Annexure – III	.PDF
4.		List of organizations/ clients where the same products have been supplied (in last two years) along with their contact number(s). (Annexure-IV)	.PDF
Envelope – 2			
Sl. No.	Document	Content	
2.	Financial Bid	Price bid should be submitted in given BOQ_XXXX.xls format.	.XLS

