

INDIAN INSTITUTE OF MANAGEMENT SHILLONG

Umsawli, Shillong-793018

Meghalaya

Website: www.iimshillong.ac.in

Tender No: V1-1601/10/2022-SPO/25-26/08

Dated 05 /08/2025



Notice Inviting e-Tender (NIeT)

For

**Selection of Agency for providing services for Mental Well
Being and Development**

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DETAILED NOTICE INVITING e-TENDER

Online tenders, in two bid system are invited on behalf of Director, IIM Shillong from eligible, experienced agencies /vendors for providing services for Mental Well Being and Development

NIT No	V1-1601/10/2022-SPO/25-26/08
Name and Location of Work	Providing Services for Mental Well Being and Development
EMD (Ernest Money Deposit) Refundable	Rs. 25,000 /- to be paid via following Payment link Online:- https://erp.iimshillong.ac.in/fee/PaymentPortal/GeneralPayment.aspx?p=unPpDMmNMgyLM9LLfrXUhRaBMECfZN%2fLVhdvVbZJFqJIr63OP%2bqeMtWDL60E%2b7VjuK%2buUuJNM79U%2bUOKUfyc2IKqkrJuwkbplrqQQmpknDY5XgnTWVko9QBWyGvGDXMxSqMNxJCFijkmb8sLFA4NPALaLGXfFITPe%2fSzOx2Swc%3d
Date of Issue/e-Publishing at CPPP website https://eprocure.gov.in/eprocure/app	05-08-2025 at 05:00 pm
Document Download Start Date and time at CPPP website https://eprocure.gov.in/eprocure/app	05-08-2025 at 05:00 pm
Document Download End Date and Time at CPPP website https://eprocure.gov.in/eprocure/app	18-08-2025 at 03.00 pm
Tender Queries should reach by	Latest by 13-08-2024 till 17:00 Hrs. Tender queries received later than the date and time as mentioned above shall not be entertained. Pre-Bid queries should only be emailed to srmgr.stores@iimshillong.ac.in
Last Date and Time for receipts of Tender online at CPPP website https://eprocure.gov.in/eprocure/app	18-08-2025 at 03.00 pm
Date and Time for opening of Tender at CPPP website https://eprocure.gov.in/eprocure/app	19-08-2025 at 03.00 pm

Date and Time for Financial Evaluation at CPPP website https://eprocure.gov.in/eprocure/app	To be declared after successful evaluation of technical bid documents.
No. of Bids	02 (Two bids) {Technical and Financial}
Bid Validity days	90 days (From the date of opening of financial bid)
Address for correspondence	Store and Purchase Office, IIM Shillong, Umsawli, East Khasi Hills, Shillong-793018, Meghalaya Office Contact No : 0364-2308012/2308070 Email: srmgr.stores@iimshillong.ac.in

Sd/-

Chief Administrative Officer
IIM Shillong

1.0 INSTRUCTIONS FOR ONLINE BID SUBMISSION :

- 1.1 Bidders would be required to register on the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app> using a valid Digital Signature Certificate (DSC) and valid email address to be able to participate in the bidding process. On registration with the Portal they will be provided with a user id and password by the system through which they can submit their bids online.
- 1.2 Digital Signature Certificate (DSC) may be obtained from any authorized agencies registered with the Certifying Authority (CA), through National Informatics Center (NIC) in India.
- 1.3 Bidders can download the bid document from Central Public Procurement Portal website at <https://eprocure.gov.in/eprocure/app> and required to submit the bid online by scanning and uploading all the relevant documents through the online Portal only.
- 1.4 Tender information is also available in the Institute's website at <https://www.iimshillong.ac.in/tender-notices/>. Any further detail regarding Amendment /Addendum /Extension/ Corrigendum (if any) will be upload online only at both the given websites.
- 1.5 Earnest Money Deposit (EMD)(Refundable) as mentioned at **Detailed Notice Inviting e-Tender** above, has to be deposited as per online link provided. Bidders are required to upload the transaction receipts. A copy of the same has to be mailed spo@iimshillong.ac.in and accountsofficer@iimshillong.ac.in clearly mentioning the firm's name and Tender ID no. along with tender description, **No other mode of EMD payment will be accepted.**
- 1.6 The bid submitted shall become invalid if-
 - i The bidder doesn't pay EMD to the Institute on or before the last date and time of online submission of the tender document.
 - ii The bidder doesn't upload all the relevant testimonials as mentioned in this tender document.
 - iii The Bidders will be required to produce the original copies of the eligibility criteria documents along with other document mentioned in the tender whenever needed at the various stages of tendering {if required}. Any discrepancy is noticed in the uploaded documents with reference to the original documents, the bid will be treated as invalid.
- 1.7 The tender document shall be uploaded in two parts as follows:
 - 1.7.1 **"TECHNICAL BID"**: This stage shall contain the Techno-Commercial Bids comprising along with list of the documents.
 - 1.7.2 **"FINANCIAL BID"**: This stage shall contain only the Price Bids
- 1.8 Payment to the vendor for supply of items/services at IIM SHILLONG shall be made through E-payment.

Sd/-

Chief Administrative Officer
IIM Shillong

2.0 GENERAL TERMS & CONDITIONS:

2.1 INSTRUCTIONS TO BIDDERS

General Conditions of Tendering

- 2.1.1 **Tender document:** One set of tender documents along with one set of BOQ are uploaded in the CPPP portal along with the drawings/ specifications/brochures etc (if any). Bidder shall download the tender documents and are advised to read the instructions carefully to ensure that his response complies fully before participating in the CPPP portal along with their offer letter.
- 2.1.2 **Tender validity:** Tender shall remain valid for a period of 90 **days** from the date of opening of the financial bid. The bidder shall not be entitled during the said period to revoke or cancel his tender or to vary the tender given. In case of bidder revoking or cancelling his tender, the Institute will forfeit the earnest money paid by him along with the tender. Bids shall be revalidated for extended period as required by Institute and will be published in CPP Portal and Institute's website.
- 2.1.3 **Tender submission:**
1. Bidders must upload their documents by the time and date mentioned in the Notice Inviting e-Tender in the CPP Portal (www.eprocure.gov.in), within stipulated time. Bidder may go through the given special instruction before participation in e-Tendering.
 2. The tender and all details submitted subsequent to the tender shall be e-signed by any one, legally authorised to enter into commitment on behalf of the bidder.
 3. If bidder have a relative or relatives or in the case of a firm or a company, one or more of its shareholders or a relative or relatives of the shareholder(s) employed in IIM SHILLONG, the authority inviting tenders shall be informed of the fact at the time of submission of the tender, failing which the tender may be disqualified or, if such fact subsequently comes to light, the Institute reserves the right to take any other action as it deems fit in accordance with any applicable law, rules, regulations or the like in force for the time being.

2.2 Bidder's responsibility for bid & Clarification:

- 2.2.1 The details presented in this tender document consisting of conditions of works/ supply/ service contract, scope of work, technical specifications/ requirements have been compiled with due understanding of the requirement, it is also the bidder's responsibility to ensure that the information provided are clearly understood.
- 2.2.2 The bidder shall be deemed to have inspected, examined and understood the site of / supply/ service and including surroundings and other information in connection therewith and to have satisfied himself before submitting his/her tender as to all the prevailing conditions and deemed to have obtained all necessary information as to the risks, contingencies and other circumstances

which may influence or effect his/her tender. Bidder's quote is the responsibility of bidder and no relief or consideration can be given for errors and omissions.

2.2.3 Bidder may request clarification at any time up to the mentioned last date of seeking Clarification. Such clarification requests shall be addressed to the **Store & Purchase Officer, IIM Shillong (Email: spo@iimshillong.ac.in)**

2.3 Pre-Bid meeting : Techno-commercial discussion with the Bidders will be arranged {if required}. The bidder shall depute his representative(s) with authority for attending the discussion.

2.4 Amendments.

Institute may issue clarifications/ amendments in the form of addendum/ corrigendum during the tendering period. For the addendum/ corrigendum issued during the tendering period, bidders are required to check CPP Portal (<https://eprocure.gov.in/eprocure/app>) and the Institute's website (www.iimshillong.ac.in) for details. No other mode of notice will be given.

2.5 Scope of Tender

The complete scope of works/ supply/ service has been defined in the tender document. Only those Bidders who undertake total responsibility for the complete scope of works/ supply/ service in line with basic scheme and scope as defined in the tender document shall be considered.

2.6 Deviations in terms and condition

Bidders are required to submit offers strictly as per the terms and conditions and specifications given in the tender document and not to stipulate any deviations/ exceptions. **Conditional tenders are liable to be summarily rejected.**

2.7 Institute's right

Institute reserves the right to accept a tender other than the lowest and to accept or reject any tender in whole or in part, or to reject all tenders with or without notice or reasons. Such decisions by Institute will bear no liability whatsoever consequent upon such decisions.

2.8 Earnest money

2.8.1 The tender is to be accompanied by Earnest Money (interest free) for the amount indicated in NIT.

2.8.2 **The intending bidder registered with the competent government authorities as a Micro or Small Enterprises under MSME Scheme (having Valid Registration) shall be exempted from payment of EMD as per the existing government policies.** Such intending bidder shall furnish valid registration certificate issued by the competent government authorities and the registration certificate must cover the

item/work/service tendered to get EMD exemptions. If the bidder fails to submit valid registration certificate his claim for EMD exemptions shall not be entertained.

- 2.8.3 If the bidder, after submitting his/her tender, revokes his/her offer or modifies the terms and conditions thereof during the validity of his/her offer except where the Institute has given opportunity to do so, the earnest money shall be liable to be forfeited.
- 2.8.4 After placement of Work Order/ Supply Order on successful bidder, the earnest money will be refunded to the unsuccessful Bidders. For successful bidder, the EMD will be converted to Security Deposit without any interest and will be refunded after one month of successful completion of Defect Liability Period.
- 2.8.5 In case of cancellation/ withdrawal of this 'NIeT' i.e. Notice Invitation to e-Tender by the Institute, which it shall have the right to do at any time, the earnest money paid with the tender will be refunded to Bidders without any interest.

2.9 Tender requirement

2.9.1 Technical and Price Bid

- 2.9.1.1 The technical bids will be opened online by a committee duly constituted for the purpose at the time and date as specified in the tender document. All required documents against Notice Inviting e-Tendering documents need to be uploaded at CPP Portal as per checklist at Annexure II by the bidders and verified by the Digital Signature Certificate (DSC). The same will be downloaded for technical evaluation and the result of technical bid evaluation will be displayed on <https://eprocure.gov.in/eprocure/app> in which can be seen by all bidders who participated in the tender.
- 2.9.1.2 It is important that bidder clearly demonstrates his ability, giving to Institute a high level of confidence that the bidder will be able to perform the works/ supply/ service within the schedule and meeting the other requirements listed in the tender document. Failure to do so may result in disqualification of the tender.
- 2.9.1.3 Priced bid of Technically qualified bidders will be opened on designated date.

2.10 PERFORMANCE GUARANTEE :

As Performance Security, EMD of the successful bidder shall be retained by the Institute as a Performance Guarantee. At the successful completion of contract/ supply/ work/ service the Performance Guarantee will be refunded to the bidder. MSME registered firms who have sought exemption for submission of EMD will require to furnish a Performance Bank Guarantee (PBG) to the amount of 3% of the contract/ supply/ service value within 2 weeks of receipt of work/supply order.

2.11 Completion Certificate:

Upon satisfactory completion of contract/supply/work, a Completion Certificate will be issued by the Institute.

2.12 Liquidated Damages for delayed completion/ supply:

If the successful bidder fails to perform within the stipulated time then penalty at the rate of 0.5% per week or part thereof subject to a maximum of 10% of the Work/ contract/ supply order value will be levied and deducted from the payment due to the firm.

2.13 Work/ Purchase at Risk and Cost

The institute reserves the right to get the whole or part of the work/ purchase executed by some other agency at the risk and cost of the bidder to whom the contract has been awarded if it is found that the quality and/or the progress in respect of whole or part of the Work/ contract/ supply is not satisfactory.

2.14 Insurance

The bidder shall take insurance to cover any accident or accidents of nature, for an amount as required for the type of Work/ contract/ supply against damage /loss/ injury to property or person or loss of life during the complete period of the supply/ contract.

2.15 Indemnity

The bidder shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property.

2.16 Jurisdiction

Any dispute or difference which may arise shall be referred to the Director IIM Shillong for settlement whose decision shall be final and binding. Any dispute are subject to Shillong court's jurisdiction.

3. ELIGIBILITY CRITERIA

a. Registration and Legal Standing

- The service provider must be a **registered entity** under applicable Indian laws (e.g., Companies Act, Societies Registration Act, etc.).
- Must possess a valid **PAN** and **GST registration**.

b. Domain Expertise

- Must have a **minimum of 3 years of operational experience** in delivering mental health and wellness services, especially in institutional or organizational settings (e.g., colleges, universities, corporates).

c. **Qualified Professionals**

- Must have a team of **licensed clinical psychologists, counselling psychologists, and psychiatrists** with degrees from recognized institutions (e.g., M.Phil. in Clinical Psychology, MD in Psychiatry).
- Proof of qualifications and registration with relevant boards must be provided.

d. **Experience in Academic Institutions**

- Prior experience of working with **IIMs, IITs, Central Universities, or other reputed educational institutions** will be preferred.
- At least **two references** or letters of engagement from similar institutions may be requested.

e. **Data Privacy and Confidentiality Compliance**

- Must have a **clear data protection policy** ensuring confidentiality of all personal, clinical, and institutional data.
- Should comply with Indian data protection norms (e.g., IT Act 2000 and its amendments).

f. **Service Delivery Capability**

- Must have the capability to deliver services in a **hybrid mode (online + on-campus)** including counselling, psychiatry, crisis intervention, and awareness campaigns.
- Should ensure **availability of professionals for urgent or crisis cases within 1 hour**, especially for on-campus emergencies.

g. **Reporting and Monitoring Mechanism**

- Must be capable of generating **weekly, monthly, and consolidated reports** on usage, insights, red-flag alerts (if any), and engagement outcomes.
- Willingness to coordinate with designated institutional officials for monitoring and feedback.

h. **Financial and Commercial Suitability**

- Should submit a clear commercial proposal including **detailed service-wise cost breakdown**, add-on rates, and applicable taxes.
- Must accept the **payment milestones** proposed by the institution (e.g., phased payment model).

i. **Non-disclosure and Non-commercialization Agreement**

- The service provider must agree **not to use IIM Shillong's name, logo, data, or feedback** for any commercial or promotional purpose without explicit written permission.

j. **Responsiveness and Support**

- Must provide a **dedicated point of contact** for coordination and escalation.
- Should demonstrate readiness to respond to feedback and adapt service delivery as per institutional needs.

4. SCOPE OF WORK/ SUPPLY/ SERVICE & TECHNICAL SPECIFICATIONS/ REQUIREMENTS

a. **Scope of Services**

- The service provider shall provide services as outlined in the EOI document, including surveys, awareness campaigns, workshops, counselling, psychiatric support, and report generation.
- Any deviation from the agreed scope must receive prior written approval from IIM Shillong.

Sl no	Services	Description	Qty
1	On - Campus Counselling session	1-1 Counselling session (45 min / session)	Twice every week for full day equivalent to 9 sessions
2	Online services (therapy & psychiatric consultation)	24x7 access to video sessions & consultations + EMR + Chat + self help	Unlimited
3	On - Campus Clinical Psychologist session	1- 1 Detailed evaluation and intervention by Clinical Psychologist (45 min / session)	Twice every month for half day equivalent to 5 sessions
4	On- Campus Psychiatric consultation	1-1 Psychiatric Consultation (15-20 min/consultation)	Once every month for 3 hours equivalent to 10 consultations
5	Workshop/ Seminar / Webinar	Group sessions on specifically identified challenges	3 workshops
6	Orientation & Awareness Events	Introductory meetings with Faculty members and student bodies	Once Annually

7	Group Session	Awareness on mental health and presence of services, Institute specific online community	Once Annually
8	Survey and Insight	Focus on understanding Campus Wellbeing, pain points, service demand & satisfaction	Once Annually
9	Report and Insight	Service usage & engagement, ROI, professional insights and recommendation	Weekly, Monthly and Annually

b. Duration of Engagement

- The engagement shall run for a period of **12 months**, effective from the date of formal commencement as agreed mutually.

c. Confidentiality and Data Privacy

- All individual session data, survey responses, and mental health records must remain confidential.
- Reports submitted to the Institute must be anonymized, and no personally identifiable information shall be disclosed without prior consent from the individual and approval from the Institute.

d. Personnel and Professional Standards

- All psychologists, counsellors, and psychiatrists must be **certified professionals** with verified credentials.
- The service provider shall ensure that sessions are conducted in a professional, ethical, and culturally sensitive manner appropriate for an academic institution.

e. Institutional Review and Customization

- The Institute reserves the right to review proposed themes and topics for group interventions, workshops, and engagement campaigns before rollout.
- All content must be pre-approved by the designated institutional representative (Resident Medical Officer / Oasis).

f. Crisis Management Protocol

- Crisis response personnel must be made available within one hour of any reported emergency.
- All crisis situations must be documented, and a written report must be submitted to the designated authority within 24 hours, while maintaining confidentiality.

g. Monitoring and Reporting

- The service provider shall submit:
 - Weekly and monthly activity reports.
 - A final comprehensive outcome report at the end of the engagement period.
- These reports must include engagement metrics, observations, and evidence-based recommendations for future interventions.

h. Financial Terms

- The Institute shall adhere to a monthly financial clearance procedure.
- All payments will be made as per the finalized invoice with applicable GST. Additional services (e.g., faculty training, crisis intervention) will require prior approval and be billed separately.

i. Use of Institute Name and Branding

- The service provider shall not use the name, logo, or branding of IIM Shillong in any external communication, promotion, or publication without prior written consent from the Institute.

j. Termination Clause

- Either party may terminate the engagement with a **30-day prior written notice**, stating valid reasons. In case of breach of contract or failure to deliver services satisfactorily, the Institute reserves the right to terminate the contract immediately.

k. Dispute Resolution

- Any disputes arising shall be resolved amicably. If unresolved, the matter will be referred to the Director, IIM Shillong, whose decision shall be final and binding.

5. SPECIAL TERMS & CONDITIONS AND PAYMENT TERMS/ SCHEDULE

5.1 PAYMENT TERMS

- a) No advance payment will be made in any case.
- b) The payment will be made as per actual number of the participants in each respective workshop / session.
- c) The consultant shall raise invoice on successful completion of each respective workshop / session and the payment will be effected within 30 days after deducting applicable TDS and / or any other Government Levies as applicable time to time

5.2 PERFORMANCE SECURITY DETAILS

- a) EMD of the successful bidders will be converted in performance Security Deposit and the same will be return back after it duly performs and completes the contract/warranty period in all respect. No interest will be paid by IIM Shillong on the deposit.
- b) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- c) In case, the firm fails to execute the order successfully, within communicated schedule period, the same consultancy services will be procured from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.

6. FINANCIAL BID

1. The bidders should download the BOQ.xls from CPP Portal and fill in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. The Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
2. A sample BOQ is placed herewith in excel sheet format.
3. If any column is not applicable, keep the sheet as it is or quote '0'. The BOQ is in excel sheet, as such only number will be taken calculable

Sample Financial Bid for _____

Tender Inviting Authority:					
Name of Work:					
Contract No:					
Name of the Bidder/ Bidding Firm / Company :					
<u>PRICE SCHEDULE</u>					
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)					
NUMBER #	TEXT #	NUMBER #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	BASIC RATE RATE Excl. Taxes In Figures To be entered by the Bidder in Rs. P	TOTAL RATE AMOUNT Without Taxes in Rs. P	TOTAL RATE AMOUNT In Words
1	2	4	13	53	55
1.01	On - Campus Counselling session	Per session		0.00	INR Zero Only
1.02	Online services (therapy & psychiatric consultation)	Per session		0.00	INR Zero Only
1.03	On - Campus Clinical Psychologist session	Per session		0.00	INR Zero Only
1.04	On- Campus Psychiatric consultation	Per session		0.00	INR Zero Only
1.05	Workshop/ Seminar / Webinar	Per workshop		0.00	INR Zero Only
1.06	Orientation & Awareness Events	Once annually		0.00	INR Zero Only
1.07	Group Session	Once annually		0.00	INR Zero Only
1.08	Survey and Insight	Once annually		0.00	INR Zero Only
1.09	Report and Insight	Per report		0.00	INR Zero Only
Total in Figures				0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only			

ANNEXURE- I

**PROFORMA FOR SUBMISSION OF OFFER LETTER OF E -TENDER
DOCUMENT, DECLARATION AND BIDDER DETAILS**

(THIS “OFFER LETTER” TO BE SUBMITTED IN BIDDER’S LETTER HEAD)

Ref no.

Date:

To
The Chief Administrative Officer
IIM SHILLONG
Umsawli, Shillong – 793 018.

Sub:

“

_____.” against Tender No: ____ Dated ____/____/____

1. In reference to above, I/We are enclosing our irrevocable tender for execution of the work “
_____.” as per tender document within the time schedule mentioned therein and accepted by me/us, at the value quoted by me/us for the whole works/ supply/ service in accordance with terms and conditions, specifications as detailed in the tender document. Having examined the detail given in Tender Notice and Bid Document for the above works/supply/service, I/We hereby submit the relevant information.
2. I/We had paid the EMD or I/ We are exempted being MSME registered firm. A valid certificate is enclosed.
3. I/ We had read entire tender documents and unconditionally accept all the terms and conditions laid down in the Tender document.
4. I/We enclose herewith documentary evidence of my/our experience of execution of work/ supply/ service of similar nature and magnitude carried out by me/us as per the eligibility criteria along with the other documents mentioned in the tender document.
5. I/ We confirm and declare that we are not blacklisted/ debarred/ de-registered by any Government department/ Public Sector Undertaking/ Autonomous bodies or any other

agency for which we have executed/ undertaken the works/ supply /services during the last 5 years.

6. It is certified that all the information given hereby as well as in the enclosed eligibility bid documents are correct to the best of my knowledge and believe. It is also understood that I/We shall be liable to be debarred, disqualified in case any information furnished by me/us found to be incorrect.

Date.....day of.....2022

Name of the Bidder with Address:

Name:

Address:

Signature of Bidder(s), with the seal of Firm

BIDDER's DETAILS

1.	Name of the Firm/Agency	
2.	Full address with Pin code, Telephone No/Mobile No. E-mail. Address Telephone/ Mobile no.: Email id:	
3.	Name & Designation of Contact Persons Name Designation Telephone/ Mobile no.: Email id:	
4	Registration Details for Constitution of the Firm/ Agency (if any) (Attached copy)	
5	Nature of Business:	
6	a. GSTIN: b. PAN:	
7	Bank Account Particulars: Name of the Beneficiary Bank Account Number Bank's Branch IFS code: Account type (SB/ CA) Name of the Bank Branch name & Address (Please attached a copy of cancelled cheque)	
8	Details of EMD paid: EMD Amount: Rs. Receipt No.	

Signature of the bidder with seal