

**REQUEST FOR PROPOSAL
(RFP)**

FOR

**SELECTION OF SERVICE PROVIDER FOR PROVIDING
GUIDANCE AND COUNSELLING SERVICES**

FOR

**STUDENTS AND SCHOLARS OF DEPARTMENT OF HIGHER
EDUCATION, HARYANA**

[27/130-2018 Co(1)]

29th September, 2018

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Data Sheet

Sr. No	Particulars	Details
1	Document Reference Number	27/130-2018 Co(1)
2	Start date of issue of RFP	29.09.2018
3	Last date /time for receipt of Proposals	15.10.2018
4	Date and time for opening of:- (i) Eligibility bids (ii) Technical bids (only who qualify eligibility criteria)	17.10.2018
5	Date and time for opening of Financial bid	Will be communicated later
6	Venue for opening of bids	Office of Director General Higher Education Shiksha Sadan, Ground Floor, Sec - 5, Panchkula, Haryana (134105)
7	Cost of RFP	INR 1000/-
8	Earnest Money Deposit (EMD)	INR 10,000/-
9	Office and Correspondence Address	Office of Director General Higher Education Shiksha Sadan, Ground Floor, Sec - 5, Panchkula, Haryana (134105) Mobile : 9878793377

Note:

1. This document is non-transferable and non-refundable.
2. In case a Holiday is declared on any day, the event will be held on the next working day at same time and same venue.

1. Introduction & Project Background

The Department of Higher Education is committed to providing different forms of enablement's to students for effectively nurturing their full-rounded personality development. Thereby, Department of Higher Education Haryana intends to setup helpline for psychological support, career counseling and mentorship to its students

Department of Higher Education plans to eliminate geographical limitations, stigma associated with seeking help, ensuring confidentiality with the usage of advanced technology. The Online Counseling support will be established to provide mental health support and career counselling facilities to Higher Education students in the State of Haryana to provide tools and techniques to students, which may help them stay joyful and positive. It will empower one to be a better version of themselves.

2. Broad Scope of Work

Department of Higher Education is planning to provide emotional well-being relating and career counseling services primarily to students of 4 excellence colleges (Annexure **G**) through a company/ organization/firm which is professionally competent to provide online counselling services (via chat, telephone), workshops in large multicultural state.

The services to be provided include:

- Dealing with career confusion,
- Dealing with exam pressure,
- Building confidence,
- Handling Relationship,
- Time management,
- Handling academic pressure,
- Peer relationships,
- Developing problem solving skills,
- Goal Setting Anger Management etc.

The bidder should provide following services(indicative not limited to) in the helpline

1. Providing Access to 24 x 7 x 365 **unlimited** one-to-one chat based **counseling** through pre-vetted experts (psychologists, counselors, career coaches) for **instant** help

2. Providing Unlimited **Audio/Video** Sessions on appointment available for users who would like to avail **escalated support**
3. Providing 24x7 telephonic helpline support (one seat reserved)
4. **Providing Access to private forum** and 2000+ **articles** dealing with relevant issues for Haryana College students / staff members / faculties to help each other
 - a. Conducting Sessions (Seminar/webinar/workshop) to create awareness on important issues will be conducted for ALL students in their college
 - b. **Academics** (Developing study skills, critical thinking, time management, how to be more organized, dealing with exam stress)
 - c. **Career** (Goal Setting, Career confusion, Dealing with abstract nature of profession, Choosing best career, Career Guidance)
 - d. **Relationships** (Develop communications skills, how to handle a breakup, raising sensitivity towards opposite gender and LGBT issues)
 - e. **De-addiction** (Understanding substance use, abuse, addiction and dependence, possible dangers of substance abuse and addiction, effects on physical, mental and emotional health, preventive strategies, control measures)
5. Other **communication interventions** to promote engagement of students on the platform will also be taken care of. Some channels include
 - a. Social Media of Colleges
 - b. Newsletters
 - c. Posters
 - d. Assessment tests
 - e. Awareness videos
6. An **orientation** session for students on campus or at a district place would be included as part of the pilot.
7. Aggregate Reports for Administration - on anonymized data to resolve **thematic** issues

3. Evaluation Criteria:

A Proposal Evaluation Committee would be constituted for evaluation of responses by the applicant firms. The RFP from applicant firms would be opened and evaluated by the Proposal Evaluation Committee. A three-stage Evaluation Criteria will be adopted for evaluating the bids.

a. Stage 1: Pre-Qualification Criteria

Any company/ organization/firm must submit the documentary proof in support of meeting the minimum eligibility criteria. Simply an undertaking for any item of the criteria shall not suffice the purpose. All the documentary proof must be listed on the letterhead duly signed with official seal, to be submitted with the RFP proposal.

A company/ organization/firm shall have and should (provide/submit):

1. Basic details of bidding firm (**as per annexure E**)
2. Minimum 3 (three) year of experience in providing Professional Counselling Services as on RFP submission deadline. (**as per annexure C**)
3. Experience of having successfully provided / currently providing, at least one (05) Professional Counselling Services of similar nature in any large multicultural educational institution of repute in India during last 03 (Three) years as on RFP submission deadline. (**as per annexure D**)
4. Proof of Registration under relevant law, such as Companies Act, and / or Shops & Establishment Act or Trade License from appropriate authority etc. (**as per annexure B**)
5. Copies of PAN Card, GST Registration Certificate. Filled in declaration as per the format enclosed.
6. Abide by Non-Disclosure/ Confidentiality Agreement in the event of selection.
7. Self-Declaration about not being blacklisted by any state or central government/department (**as per annexure E**)
8. Furnish an Earnest Money Deposit (EMD) of amount INR 10,000 (Rs Ten Thousand only) in the form of a Demand Draft in favour of "Director General, Higher Education" and payable from any of the nationalized/ scheduled commercial bank at Panchkula. The Bid shall be summarily rejected if it is not accompanied by the EMD. The EMD shall be refundable not later than 120 (One Hundred and Twenty) days from the Bid Due Date. In the case of the Selected Bidder, Performance Bank Guarantee of 20% of total project cost will be taken at the time of awarding the contract.
9. Bid condition acceptance letter (**as per annexure A**)

b. Stage 2: Technical Qualification Criteria

Prior Experience of providing a similar service in other educational institutes and with government will be given priority. Only those bidders who meet the pre-qualification criteria specified above will be eligible to respond to this tender.

Sr. No	Criteria	Marks	Document Required										
1	Experience working with Government	Yes = 5 No = 0	Work order/Experience/Completion Certificate										
2	Experience working with institutes	<table border="1"> <thead> <tr> <th colspan="2">No of institutes Marks</th> </tr> </thead> <tbody> <tr> <td>>20</td> <td>20</td> </tr> <tr> <td>>10 - 20</td> <td>15</td> </tr> <tr> <td>>5 - 10</td> <td>10</td> </tr> <tr> <td>1 - 5</td> <td>5</td> </tr> </tbody> </table>	No of institutes Marks		>20	20	>10 - 20	15	>5 - 10	10	1 - 5	5	Self-Declaration/ Work order/Experience/Completion Certificate
No of institutes Marks													
>20	20												
>10 - 20	15												
>5 - 10	10												
1 - 5	5												
3	Experience in providing access to 24x7 chat based counseling	<table border="1"> <thead> <tr> <th colspan="2">No of institutes Marks</th> </tr> </thead> <tbody> <tr> <td>>20</td> <td>20</td> </tr> <tr> <td>>10 - 20</td> <td>15</td> </tr> <tr> <td>>5 - 10</td> <td>10</td> </tr> <tr> <td>1 - 5</td> <td>5</td> </tr> </tbody> </table>	No of institutes Marks		>20	20	>10 - 20	15	>5 - 10	10	1 - 5	5	Self-Declaration/ Work order/Experience/Completion Certificate
No of institutes Marks													
>20	20												
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4	Experience in providing access to telephonic support (helpline / appointment)	<table border="1"> <thead> <tr> <th colspan="2">No of institutes Marks</th> </tr> </thead> <tbody> <tr> <td>>20</td> <td>20</td> </tr> <tr> <td>>10 - 20</td> <td>15</td> </tr> <tr> <td>>5 - 10</td> <td>10</td> </tr> <tr> <td>1 - 5</td> <td>5</td> </tr> </tbody> </table>	No of institutes Marks		>20	20	>10 - 20	15	>5 - 10	10	1 - 5	5	Self-Declaration/ Work order/Experience/Completion Certificate
No of institutes Marks													
>20	20												
>10 - 20	15												
>5 - 10	10												
1 - 5	5												
5	Experience in providing access to Hindi Speaking counselors	Yes = 5 No = 0	Self-Declaration/ Work order/Experience/Completion Certificate										
	Total	70 Marks											

C. Stage 3: Commercial Evaluation Criteria

Only the bidders who score 60 and above will be allowed for financial bidding. Bidder need to submit commercials as per format attached at Appendix III

4. Duration:

The duration of the pilot will be 3.5 months and if the work is found satisfactory, the department may like to extend contract for a year with additional colleges.

5. Payment Terms:

The selected agency shall be paid as per the following

S. No.	Instalment	% of Total Value	Fund Release Criteria
1.	1 st	20%	<ul style="list-style-type: none">On signing of agreement and submission of Performance Bank Guarantee
2.	Monthly Installment	80%	<ul style="list-style-type: none">On submission of invoice and monthly report and colleges recommendation stating activities carried out as per scope mentioned

APPENDIX –II: FORMATS FOR PRE QUALIFICATION BID
Annexure A: Bid Conditions Acceptance Letter

Date:

To

.....
.....

Tel:

Fax:

Sub: Response to Request for Proposal (RFP) for “Selection of Service Provider for Providing Guidance and Counselling Services for Students and Scholars of Department Of Higher Education, Haryana”

Dear Sir,

1. With reference to your RFP reference no., dated, I/we, having examined the Bidding Documents and understood their contents, and pursuant thereto, hereby submit my/our Technical Bid for the aforesaid mentioned services as per Scope of Work and other terms and conditions as specified in the RFP. The Bid is unconditional and unqualified.
2. All information provided in the Bid and in the Appendices is true and correct.
3. This statement is made for the express purpose of qualifying as a Bidder for **election of Service Provider for Providing Guidance and Counselling Services for Students and Scholars of Department Of Higher Education, Haryana** I/We shall make available to the Client any additional information it may find necessary or require to supplement or authenticate the Bid.
4. I/ We acknowledge the right of the Client to reject our Bid without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We certify that in the last 3 (three) years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
6. I/ We declare that:

1. I/ We have examined and have no reservations to the Bidding Documents, including any Addendum issued by the Client;
2. I/ We do not have any Conflict of Interest in accordance of the RFP;
3. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or RFP issued by or any agreement entered into with any other public sector enterprise or any Authority, Central or State; and
4. I/ We hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. I/ We understand that you may cancel the Tender Process at any time and that you are neither bound to accept any Bid that you may receive nor to invite the Bidders to Bid for the **election of Service Provider for Providing Guidance and Counselling Services for Students and Scholars of Department Of Higher Education, Haryana**, without incurring any liability to the Bidders, in accordance of the RFP.
8. I/ We certify that in regard to matters other than security and integrity of the country, I/ we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the mentioned services or which relates to a grave offence that outrages the moral sense of the community.
9. I/We further certify that in regard to matters relating to security and integrity of the country, I/ we have not been charge-sheeted by any agency of the Authority or convicted by a Court of Law for any offence committed by us or by any of our Associates.
10. I/ We further certify that no investigation by a regulatory authority is pending against us or against any of our Directors/ Managers/ employees.
11. I/ We undertake that in case due to any change in facts or circumstances during the Tender Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Client of the same immediately.
12. We acknowledge that we fulfil the eligibility on the basis of our Technical Capacity and Financial Capacity.
13. I/ We agree that I/We am/are an existing entity under relevant laws of India.
14. In the event of my/ our being declared as the Selected Bidder, I/we agree to enter into a Contract in accordance with the Bidding Documents. We agree not to seek any changes in the aforesaid Contract and agree to abide by the same.
15. I/We have studied all the Bidding Documents carefully and also understand that except

to the extent as expressly set forth in the Contract, I/ we shall have no claim, right or title arising out of any documents or information provided to us by the Client or in respect of any matter arising out of it.

16. I/ We confirm that the Bid Security is attached with the proposal.
17. I/We agree and understand that the Bid is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the mentioned services are not awarded to me/us or our Bid is not opened.
18. I/We agree and undertake to abide by all the terms and conditions of the RFP.

In witness thereof, I/we submit this Bid under and in accordance with the terms of the RFP.

Yours faithfully,

Date: (Signature of the Authorised signatory)

Place: (Name and designation of the of the Authorised signatory)

Name and seal of Bidder

Annexure B: Legal constitution of lead bidding organization

Legal Constitution: (Public Limited / Private Limited / Partnership etc..)	
Status / Constitution of the Firm	
Name of Registering Authority	
Registration No	
Date of Registration	
Place of Registration :	

For and on behalf of : (Company Seal)

Signature :

Name :

Designation :

(Authorized Representative and Signatory)

Note: Please provide copy of the registration certificate as appropriate:

Entity	Sub-standing Documents Required
Proprietorship Firm	<ul style="list-style-type: none"> • Certificate of the Proprietorship duly certified by a Chartered Accountant. • Copy of trade license / sales tax registration / IT registration.
Partnership Firm	Registered Partnership Deed / Certificate of the partnership duly certified by a Chartered Accountant
Private Limited Company	Registration of Certificate and Memorandum & Articles of Association
Public Limited Company	Registration of Certificate and Memorandum & Articles of Association

Annexure C: Experience in providing Professional Counselling Services

1. Experience in providing Professional Counselling Services in the last three years immediately preceding the Bid Due Date

Year	Name of the College/ client	Contract Price	Start and end date	Number of students to whom services provided

NOTE

- Please share the copy of executed Contract from college/ client; completion certificate from relevant client clearly indicating number of students, actual date of completion,

Annexure D: Experience of having successfully provided / currently providing, at least one (05) Professional Counselling Services of similar nature

1. Experience of having successfully provided / currently providing, at least one (05) Professional Counselling Services of similar

Year	Name of the College/ client	Contract Price	Start and end date	Number of students to whom services provided

NOTE

- Please share the copy of executed Contract from college/ client; completion certificate from relevant client clearly indicating number of students, actual date of completion,

Annexure E: Self-declaration of not being blacklisted

Date:

To

.....
.....

Tel:

Fax:

Dear Sir,

Sir,

I submit that I on behalf of my firm have gone through all the Terms & Conditions contained in the RFP no.

I hereby declare that my firm has not been debarred/black listed by any state government, central government or any public sector undertaking or a corporation or any other autonomous organization of central or state government in India for non-satisfactory past performance, or corrupt, fraudulent, unethical business practices or for any other reasons. I further certify that I am competent officer in my company to make this declaration. I also understand that any false declaration may lead to debarring as well as disqualification of my firm from this bid as well as forfeiture of the EMD.

Yours faithfully,

Name and seal of Bidder

Annexure F: Details of the Bidding Organization

Name of the bidding Organization	
Year of Registration/ incorporation and/ or commencement of business	
Registered/ Head Office Address	Address: Contact No.: Email: Fax: Website:
Address of Branch Offices (If any)	Address: Contact No.: Email: Fax:
Brief description of the lead Bidder including details of its main lines of business	
Details of individual who will serve as the point of contact/ communication for the Client	Name: Designation: Company: Address: Telephone Number: E-Mail Address: Fax Number:
Particulars of the Authorized Signatory of the Bidder	Name: Designation: Company: Address: Telephone Number: E-Mail Address: Fax Number:

Annexure –G

Name of Colleges and Students

District	Govt. College	Students
FARIDABAD	PT. J.L.N. Govt.College, Faridabad	6369
Gurugram	Government College For Girls, Sector 14 Gurugram	7270
Gugugram	Government College, Sector 9 Gurugram	3107
PANCHKULA	Govt. P.G. College Sector -1, Panchkula	2211
Total		18,957

Note : The department may like to increase/decrease number of students, colleges and duration as per the requirement at the time of awarding the contract.

APPENDIX III: FORMAT FOR COMMERCIAL BID

Dated:

To

.....
.....
.....

Tel:

Fax:

Sub: Commercial bid for the “Selection of Service Provider for Placement of Non- Technical Graduates of Haryana”

Dear Sir,

1. With reference to your RFP reference no., dated, I/we, having examined the Bidding Documents and understood their contents, and pursuant thereto, hereby submit my/our Commercial Bid for the aforesaid mentioned services as per Scope of Work and other terms and conditions as specified in the RFP. The Bid is unconditional and unqualified.
2. Our Commercial Bid offer for all colleges is as follows:

Number of Students	Price per month (inclusive of all costs and taxes)
Up to 5000 students	
5000 - 10,000 students	
10,001 - 50,000 students	
50,001 - 1,00,000 students	
1,00,000 - 5,00,000 students	

3. I/We agree that the Financial Bid has been quoted by me/us after taking into consideration all the terms and conditions stated in the RFP; our own estimates of costs and after a careful assessment of the state and all the conditions that may affect the Bid.
4. I/We agree to keep this offer valid for 120 (One Hundred and Twenty) days from the Bid Due Date specified in the RFP.
5. I/We agree and undertake to abide by all the terms and conditions of the Bidding Documents. By filling this Form online, we hereby irrevocably consent and agree to be bound by all the terms and conditions set out hereunder.

Yours faithfully,

Date: _____ (Signature of the Authorised signatory)
Place: _____ (Name and designation of the of the Authorised

signatory) Name and seal of Bidder

Note:-

The Bidder shall not quote in decimal or fraction and shall provide the quote both in figures and words. Further the quote in words shall take precedence over figures and shall be deemed as final.

Any conditional Bid shall be summarily rejected.