



भारतीय प्रबन्ध संस्थान लखनऊ
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW
Prabandh Nagar, IIM Road, Lucknow - 226013

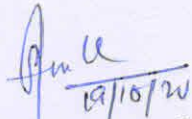
Date : 19/10/2020

CORRIGENDUM-1

This has reference to RFP NO. IIML/PUR/SA/20/2020-21 dated 9th Oct 2020 for hiring online counselling services.

Existing Clause	Modified Clause
<p>Sr. No. 1 of Terms of Condition:</p> <p>Period of Contract: Initially the contract to the selected firm will be awarded for the current academic session (up to 31st March 2020). The contract may be extended on same terms & conditions on mutual consent for upcoming academic sessions. If services are not required during vacations, monthly payment will not be released.</p>	<p>Sr. No. 1 of Terms of Condition:</p> <p>Period of Contract: Initially the contract to the selected firm will be awarded for the current academic session. The contract may be extended on same terms & conditions on mutual consent for upcoming academic sessions. If services are not required during vacations, monthly payment will not be released.</p>
<p>Sr. No. 4 of Terms of Condition:</p> <p>Penalty Clause: In case a student attempts to contact the selected firm through chat / audio/video call and does not get response within 4 hours, a penalty of Rs.500/- per such incident/ complaint will be charged. If such incidences are reported frequently, higher penalty as decided by the IIM Lucknow will be charged and the contract may be terminated without any notice.</p>	<p>Sr. No. 4 of Terms of Condition:</p> <p>Penalty Clause: If the services provided by successful bidder are not up to the expectations, the contract may be terminated without any notice.</p>

Other terms and conditions remain same as per as per referred RFP. Those, who have already submitted their proposal may submit a revised proposal on before last date & time mentioned in the FRP.


19/10/20
Administrative Officer
Purchase & Stores

REQUEST FOR PROPOSAL (RFP) FOR HIRING ONLINE COUNSELLING SERVICES

RFP No. IIML/PUR/SA/20/2020-21

Date: 09/10/2020

The Indian Institute of Management Lucknow invites proposals from eligible firms which can provide online 24x7 Counselling and Emotional Wellness Support services to its students.

1. The firm shall offer the following services:
 - i. Access to 24 x 7 x 365 unlimited one-to-one chat based counseling through pre-vetted experts (psychologists, counsellors, career coaches) for instant help.
 - ii. Counselling through audio/video call (on prior appointment) - unlimited
 - iii. Audio / Video Sessions for users
 - iv. Face-to-face counselling at campus (on need basis)
 - v. Access to discussion forums and articles dealing with relevant issues.
 - vi. Conducting of Sessions (Seminar / Workshop/ Webinars) to create awareness on important issues for all students (on need basis)
2. The firm must have experience of providing psychological counseling services to educational institutions for a minimum of 3 years.
3. The firm shall have minimum 05 clients (educational institutions), out of which minimum 3 shall be IIMs or IITs.
4. The firm must be registered with GST and Income Tax Deptt.

The interested and eligible firms are requested to submit their proposal (format enclosed at **Annexure-A**) with key summary, proposed solution, benefits of hiring the firm, details of rates to be charged on monthly basis and functional basis for the above services to tender@iiml.ac.in or to **The Chief Administrative Officer, Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226013 (Uttar Pradesh) on or before the last date / time mentioned below.** The firm shall also enclose work orders / agreement / completion certificate showing its 5 years experience and 10 clients, GST Certificate and PAN card.

Last date / time for submission of proposal with enclosures: 2nd November 2020 (2:00 pm)

TERMS & CONDITION:

1. Period of Contract: Initially the contract to the selected firm will be awarded for the current academic session (up to 31st March 2020). The contract may be extended on same terms & conditions on mutual consent for upcoming academic sessions. If services are not required during vacations, monthly payment will not be released.
2. Termination of contract: Either party can terminate the contract with an advance notice of 3 months. However, if the services of the firm are not found satisfactory by the IIM Lucknow, IIM Lucknow reserves the right to terminate the contract without any notice.
3. Payment terms: The selected firm should raise the monthly invoice after each month of the successful service rendered. Payment will be made on monthly basis after receipt of invoice and the inspection note duly signed by the user department.

4. Penalty Clause: In case a student attempts to contact the selected firm through chat / audio/video call and does not get response within 4 hours, a penalty of Rs.500/- per such incident/ complaint will be charged. If such incidences are reported frequently, higher penalty as decided by the IIM Lucknow will be charged and the contract may be terminated without any notice.
5. Confidentiality: The Consultant firm shall during the tenure of the Contract and at anytime thereafter keep all information relating to the work in full confidence and shall not, unless so authorized in writing by IIM LUCKNOW, divulge or grant access to any information about the work or its results and shall prevent anyone becoming acquainted with either through its personnel or agents. Disclosure of information to third party, without prior written consent of IIM Lucknow, may lead to termination of contract the firm has indemnify the concerned student (s) and Institute for this breach.
6. The proposal submitted against this RFP should be valid for acceptance for a period of 120 days from the opening date of bids. In exceptional circumstances prior to expiry of original bid validity period, IIM LUCKNOW may require the bidder to extend the period of validity for a specified additional period.
7. Contract Agreement: Contract agreement on non-judicial stamp paper of Rs. 100/- shall be executed within 30 days of issue of the purchase order to the successful firm. Until the final contract documents are prepared and executed, this RFP document together with the annexed documents, modifications, deletions agreed upon by IIM Lucknow and the firm thereof shall constitute a binding contract between the successful firm and IIM Lucknow based on terms and conditions in the aforesaid documents and the finally submitted and accepted rates.
8. Addendum / corrigendum, if any, will be uploaded on CPP (ePublish) and the Institute website. Interested firms/ bidders are requested to visit the website for updates.
9. All correspondence will be through email. Firms / Bidders are requested to clearly mention their email id in the proposal.
10. The Institute at its discretion may cancel the full process / RFP at any point of time without assigning any reason.
11. Dispute and Arbitration: "All dispute are differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of the contract for AMC or subject thereof or the breach thereof that cannot be settled by good faith and negotiations between the parties within 60 days of the commencement of negotiations shall be settled by referring the dispute to the Director, IIM Lucknow, who may appoint an arbitrator to adjudicate the same who should be unconnected with IIM Lucknow. The proceedings will be governed by the provisions of the Arbitration and Conciliation Act, 1996. The place of arbitral proceedings will be Lucknow. The language of the arbitral proceedings shall be English". All questions, disputes and/or differences arising under and out of, or in connection with the contract shall be subject to the territorial jurisdiction of Courts in Lucknow.

12. Force Majeure: Force majeure is hereby defined as any cause which is beyond the control of the contracted bidder or IIML as the case may, which they could not foresee with a reasonable amount of diligence and which could substantially affect the performance of the contract, such as natural phenomena (including but not limited to floods, droughts, earthquakes, epidemics, etc.), acts / directions of any Government (including but not limited to war, declared or undeclared, priorities quarantines, embargos, etc.); provided that either party shall within 15 days from the occurrence of such a cause notify the other party in writing of such causes. Bidder to note that rains, droughts and monsoons are not part of force majeure and bidder is required to provide all its facility as per the stipulated minimum requirements. The bidder or IIML shall not be liable for delays in performing their obligations resulting from any force majeure cause as referred to the defined above. Hence during the period of force majeure, as indicated and covered above, during which the services are not provided by the contracted bidder or not availed by IIML, both parties will not be liable for their obligations under the contract. Thus the Force Majeure will free both parties from contractual obligations / liability when prevented by such events from fulfilling obligations as the same will be suspended for the period of Force Majeure. However, if the performance in whole or part or any obligation under this contract is prevented or delayed for period exceeding 120 days, either party may at its option terminate the contract without any financial repercussions on either party by giving at least 15 days' notice.

PROPOSAL FOR PROVIDING ONLINE COUNSELLING SERVICES

S. No.	Description	To be filled by the firm
1	GST No. of the Firm	
2	Name of Company/ Firm (Attach certificate of Registration)	
3	Name of Partners of Firm/ Directors of company	
4	Full Address of Reg. Office	
5	E-mail Address	
6	Contact No.	
7	PAN No. (attach attested copy)	
8	Total experience in providing related services	
9	No. of Qualified / semi qualified professional Personnel on full time basis. (Enclose list of minimum 10 professionals with qualification)	
10	Have you enclosed detailed proposal?	(Yes / No)

11. Provide list of the present clients:

S.No.	Name of Client with Address & email id	Contract Value (Rs. in lacs)	Duration of Contract		Documentary evidence is enclosed (Yes / No)
			From	To	
1					
2					
3					
4					
5					

12. Details of amount to be charged on monthly basis as well as event/ functional basis:

Sl. No.	Scope of Work:	Amount (Rs.)
1	Monthly charges for the following services: i. Access to 24 x 7 x 365 unlimited one-to-one chat based counseling through pre-vetted experts (psychologists, counsellors, career coaches) for instant help. ii. Counselling through audio/video call (on prior appointment) - unlimited iii. Audio / Video Sessions for users iv. Access to discussion forums and articles dealing with relevant issues. v. Conducting of at least one Session (Seminar / Workshop/ Webinars) in six months to create awareness on important issues for all students.	
2*	Face-to-face counselling at campus (on need basis) – per session of 45 minutes	
3*	Conducting of additional Sessions (Seminar / Workshop/ Webinars) to create awareness on important issues for all students (on need basis) (Quote rate for one session in addition of session(s) included in sr. no. 1 above)	
4	Any other charges	

**Services may be utilised on need basis.*

Note: Lowest bidder will be decided based the rate quoted for serial no. 1 above.

DECLARATION

1. I,, Proprietor/ Partner/ Director/ Authorized Signatory of M/s....., am competent to sign this declaration and submit this proposal on behalf of this firm.
2. I have carefully read and understood all terms and conditions of the RFP and convey my acceptance of the same.
3. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/ We am/ are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my proposal at any stage beside liabilities towards prosecution under the appropriate law.
5. I declare that the firm has never been black listed by any government organization.
6. Certified that all above information's are correct to the best of my/ our information, knowledge and belief.

Date: _____
 Place: _____

**Name & Signature with
 Seal of the Firm / Bidder**