

TENDER INQUIRY FOR COUNSELLING
SERVICE PROVIDER AT IIIT-B

Tender# IIITB-CNSLG-001/2024, Dated:29-August-2024

1. Introduction

IIIT-B invites tenders from reputed and experienced counselling service providers to offer mental health support and counselling services to students and staff. The selected service provider will be responsible for providing professional counselling services, maintaining confidentiality, and supporting the mental well-being of the IIIT-B community.

2. Scope of Work

The selected counselling service provider will be expected to:

- Provide one-on-one counselling sessions to students and staff.
- Conduct workshops and group therapy sessions on mental health topics.
- Offer online and in-person counselling services.
- Ensure 24/7 availability of counselling support through a helpline.
- Maintain strict confidentiality of all counselling sessions.
- Provide monthly reports summarizing the services provided and the overall mental health trends within the IIIT-B community.
- Provide advisory reports on the basis of monthly mental health trends

3. Handling Red Flag Cases

In cases where a client presents with issues that are beyond the capacity of the counsellors or require enhanced services or assistance (referred to as Red Flag cases), the service provider must be able to seamlessly refer such cases to one or more of the following professionals or services:

1. Psychiatrist: For medication evaluation and management, or further psychiatric assessment.
2. Psychologist: For specialized therapy, assessment, or testing.

3. Medical Doctor (Primary Care Physician): For medical issues that may be contributing to the client's mental health concerns.
4. Social Worker: For assistance with social services, case management, or community resources.
5. Specialist Therapist: For specific issues like addiction, trauma, or relationship therapy.
6. Mental Health Team: A multidisciplinary team of professionals for comprehensive assessment and treatment planning.

The service provider must have established protocols and partnerships to ensure that referrals are handled with care, maintaining the client's well-being as the highest priority.

4. Duration of Contract

The contract will be awarded for an initial period of one year and extendable for two more years, with the possibility of renewal based on performance and mutual agreement. Interested service providers may offer longer duration with reduced costs for consideration.

5. Payment Terms

The payment will be made on a monthly basis. The expected remuneration for the services provided should be clearly stated in the tender submission. Any additional costs, such as workshops or special sessions, should be detailed separately.

6. Eligibility Criteria

Interested service providers should meet the following criteria:

- A minimum of three years of experience in providing counselling services.
- A team of qualified and certified counsellors.
- Experience in working with higher educational institutions (UG \PG) with a strength of at least 1000 students is preferred.
- Demonstrated ability to maintain confidentiality and handle sensitive issues.

7. Submission Requirements

The tender submission should include:

- A detailed proposal outlining the services offered.
- The qualifications and experience of the counsellors.
- A financial quote, including any additional charges.
- References from previous clients, preferably educational institutions.
- Any additional services or benefits offered.

8. Evaluation Criteria

The evaluation of the tenders will be based on:

- Quality and comprehensiveness of the proposal.
- Experience and qualifications of the counsellors.
- Cost-effectiveness of the financial quote.
- References and past performance in similar engagements.

Note:- The lowest quote will not be the sole criterion for selection. The final decision will be made by a committee that will evaluate all factors mentioned above. The selection criteria will be weighted, with 30% assigned to commercial considerations and 70% to the quality attributes outlined.

Firms may also be called for making a presentation to the committee for the purpose of . Evaluation.

9. Deadline for Submission

The hard copies of complete set of tender in a sealed cover as mentioned above shall be submitted to the following address on or before September 20, 2024 before 13:00 Hours

To Chief Administrative Officer,
International Institute of Information Technology Bangalore
26/C, Electronics City, Hosur Road,
Bengaluru: 560100.

10. Contact Information

For any clarifications or additional information, please contact:

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IIIT-B