

Expression of Interest (EoI) For Providing Online Guidance and Counselling

EoI No. IITPKD/SS/Mitra/2026-27/001

Date of Publication: 24-09-2026

Date/ Time of Closing: 07-10-2026, 1500 hours

Opening of EoI: 07-10-2026, 1505 hours

Online Presentation by the Bidders: 13-10-2026



IIT PALAKKAD

**Indian Institute of Technology Palakkad,
Kanjikode West, Kerala - 678 623.**

1. Introduction

IIT Palakkad invites Expression of Interest (EoI) from experienced and reputed organizations, counselling agencies, and qualified professional service providers for offering Online Guidance and Counselling Services to its students and employees.

The objective of this initiative is to provide clients with accessible, confidential, and professional counselling support that promotes their academic success, emotional well-being, career readiness, and overall personal development.

The institute community is looking for registered firms and companies with expertise in providing online Guidance and Counseling services to empanel eligible service providers for delivering these services on a structured and ongoing basis.

2. Scope of Services

- a. Orientation Session: Twice in an academic year on campus (offline) (July 4th week/Aug 1st week and Jan 2nd or 3rd week)
- b. Unlimited online counseling (24x7) (through one-to-one video/ audio/ chat sessions)
- c. A dedicated helpline number should be provided(24x7)
- d. A minimum of 2 workshops/ seminars on various psychological issues such as stigma, career and educational guidance, digital burnout, and management of stress and behavioural issues shall be conducted in each semester, of which one must be offline (in person) and one may be online. The topic for each workshop/ seminar will be decided in consultation with the institute counsellors. All charges pertaining to logistics, travel, boarding, and lodging for the same shall be borne by the agency.

All information, data and statistics will be considered proprietary in nature of IIT Palakkad and cannot be used anywhere, including for research and study. Confidentiality should be maintained, until and unless,

- a) the client is in immediate danger to himself/herself or others
- b) in the case of abuse (mental or physical)/harassment/assault/trauma

In case of a) or b) above, information must be provided (only) to the institute as per an escalation matrix which will be shared by the institute. When such cases are reported, a detailed report should be provided, which should include:

1. Main Issue
2. Case History
3. Mental Status Examination
4. Detailed Psychometric Assessment Report
5. Detailed Plan of Management
6. Current Status

3. Mode of Delivery

The agency should provide:

- Secure online counselling platform
- Video counselling
- Audio counselling

- Chat-based counselling (where feasible)
- Appointment scheduling system
- Confidential record management
- Emergency referral mechanism
- The application/ platform should be accessible through the phone

4. Dashboard/ Panel (accessible to IITPKD)

a) The consultant should create a dashboard/ panel where IITPKD can at any time login in and extract the following data.

Registration

- Total number of registrations, date and time wise distribution, average duration of session.
- Details (email id) of clients using the service should be accessible to panel of IITPKD
- Details (email id) of clients who stopped therapy abruptly but still have underlying issue

Activity

- Appointments scheduled
- Appointments completed with status/ feedback update. (including the type (video, audio, chat sessions etc) and number of counseling sessions conducted for each client in a month)
- Appointments rescheduled

5. Reports

Monthly reports should be available to IITPKD in a downloadable format, with data analysis covering both usage patterns and access details

- Number of cases
- Gender
- Category
- Date
- User-feedback rating
- Session
- Surveys

6. Daily appointment view

- Number of appointments on a daily basis
- Appointments allotted to a consultant
 - Activate/ deactivate ID
 - The service provider shall schedule a monthly online briefing meeting including a clinical expert and coordinator with the IITPKD team during the first week of each month, with the corresponding report shared with IIT Palakkad (IITPKD) prior to the meeting

7. Client should be able to

- Request a counseling session
- Mark the level of priority
- Request a reschedule
- Request a change in consultant

- e. Share feedback on consultant

8. The online consultant should be able to

- a. Accept session
- b. Request reschedule
- c. Share a feedback on client
- d. Update session notes
- e. Red flag a case
- f. Send email on a particular case to IITPKD

9. Orientation Session

On-campus orientation programs should be conducted for students at the time of Admissions (within a month of the onboarding of the students). During the orientation/ induction program, the counselors shall brief about the mental health services and other services offered to the students. The service provider shall also share the activities that are planned for the academic year with the counsellors. **All the costs associated with the orientation session (such as local logistics, travel, boarding and lodging) shall be borne by the agency.**

10. Duration of Contract

The organization would be initially appointed by the Institute for a period of 12 months which may be extended at the sole discretion of the Institute, and as deemed necessary, subject to satisfactory performance. Institute reserves the right to reduce or extend a stipulated time frame without assigning any reasons whatsoever.

11. Composition of Team of Consultants

- a. Institute envisages continuous involvement of the service provider throughout the assignment.
- b. A dedicated project team has to work in close consultation with the Institute's team.
- c. Subject Matter Experts should be brought on board to provide the necessary support to the dedicated project team when the need arises.
- d. The service provider should ensure knowledge sharing and transfer all through the assignment. Considering the nature of the assignment, the service provider shall deploy an appropriate/ adequate number of quality resources for rendering service to all the users inside the campus seamlessly.
- e. The strength and quality of the team will be especially evaluated during the technical evaluation. For technical evaluation, the service provider shall provide details of professionals whose services shall be available for an online meeting, as well as experts who shall be rendering telephone services for workplace counseling along with their background, qualification and experience.
- f. Institute reserves the right to insist the service provider to replace any professional with another (with the qualifications and expertise as required by the Institute) during the course of the assignment. The service provider will have to undertake that no such substitution would hamper the flow of service.

- g. During the course of the project, there might be related activities which the Institute would like the service provider to undertake, which may not have been envisaged earlier. Institute and the service provider will mutually agree on additional resources required and associated financials for the same. Institute reserves the right to pause the work at any point of time and use services for partial delivery of select modules of the assignment.
- h. The service provider shall not sub-contract the work service or other performance required under the contract without the prior explicit written consent of the Institute.
- i. The service provider, however, may enroll professionals with the required skill sets as detailed above for rendering counseling.
- j. The team should comprise of both male and female counselors and they should be capable of conversing in more than one language. Counselors able to converse in Hindi, Malayalam, Kannada, Tamil and Telugu would be an added advantage.
- k. Other communication interventions to promote engagement of clients on the platform shall also be taken care of by the service provider.
- l. Travel, boarding and lodging expenses for the resource person(s) shall be borne by the agency/ organization.
- m. If requested in advance and subject to availability, accommodation at the Institute Guest House may be arranged by the Institute. Any applicable guest house charges shall be borne by the agency/ organization.

12. Eligibility Criteria

The agencies who are responding to this EoI shall satisfy the following:

- Minimum **Three Years of experience** in educational counselling or mental health services.
- Experience in counselling students of schools, colleges, universities, or higher educational institutions.
- Availability of qualified professionals such as:
 - Clinical Psychologists
 - Counselling Psychologists
 - Career Counsellors
 - Licensed Mental Health Professionals
- Demonstrated experience in online counselling.
- PAN, GST registration (where applicable), and statutory registrations.
 - Good track record with educational institutions

13. Proposal Submission

The agencies who are responding to this EoI shall submit the following documents as in **Annexure-I**

- Company Profile
- Registration Details
- Experience Profile
- List of Educational Institutions served
- Details of Counsellors
- Methodology of Service Delivery
- Technology Platform Details

- Sample Reports
- Financial Proposal
- Client References

14. Evaluation Criteria

The evaluation of proposals shall be conducted in two stages:

(a) Stage I-Technical Evaluation: All essential elements/ parameters shall be evaluated, and a minimum qualifying score shall be prescribed by a duly constituted Committee. Only agencies scoring the minimum qualifying marks in Stage I shall be shortlisted for Stage II.

(b) Stage II-Financial Evaluation: The financial proposals of only those agencies who qualify in Stage I shall be opened and evaluated. The following is the format for the same and shall be submitted separately through the e-Wizard portal (**Annexure-II**) and the rates shall not be revealed here.

15. Points to be noted while filling the financial bid

1. The financial bid is available in Annexure-II in two different formats (Price Bid 1 and Price Bid 2).
2. The agencies shall fill in both the formats provided. If either is left unfilled, the bid will be rejected outright.
3. The institute reserves sole discretion to decide which of the two formats will be adopted for finalising the award of contract.
4. Bidders are required to carefully read and understand all the points mentioned in the "Note" section of Annexure-II before submitting their bids.

16. General Terms and Conditions

- The institution reserves the right to accept or reject any or all EOIs without assigning any reason.
- Submission of an EOI does not guarantee empanelment or award of Contract.
- The institution may invite shortlisted agencies for a presentation and demonstration.
- The institution reserves the right to negotiate the scope of work and financial terms before finalization.

17. Procedure for Submission of EoIs through e-Wizard

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the e-Wizard Portal <https://mhrd.euniwizarde.com/>

REGISTRATION PROCESS ON ONLINE PORTAL

Bidders to enrol on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link "Bidder Enrolment".

The bidders choose a unique username and assign a password for their accounts. 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 e-Wizard Portal.

Bidders shall register upon enrolment of their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.

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. Foreign bidders are advised to refer to "DSC details for Foreign Bidders" for Digital Signature requirements on the portal.

Bidder then logs in to the site through the secured log-in by entering their user ID/password

and the password of the DSC / e-Token.

TENDER DOCUMENTS SEARCH

Various built-in options are available in the e-Wizard Portal like organization name, value, location, date, other keywords, etc. to search for a tender published on the Online Portal.

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 „Interested tenders“ folder.

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.

BID PREPARATION

Bidders should take into account any corrigendum published on the tender document before submitting their bids.

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 documents that needs to be submitted. Any deviations from these may lead to rejection of the bid.

Bidders, 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/ PNG, etc. formats.

BID SUBMISSION

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

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

Bidder to select the payment option as ONLINE to pay the Performance Security wherever applicable and enter details of the instrument.

A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.

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, the opening of bids, etc. The bidders should follow this time during bid submission.

All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.

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

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.

The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

ASSISTANCE TO BIDDERS

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.

Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 011-49606060, 23710092, 23710091, Gagan 8448288987/88, Vijay

9113518121/8448288989, Retnajith 9355030607, Rajesh 8448288990, Suriya 8448288994, Farhan 8448288992, Sanjeeth 8882495599

The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).

The bid should be submitted in TWO COVER system through the portal (<https://mhrd.euniwizarde.com/>.)

The bidders should download the BoQ and Quote price for given items. After quoting the same downloaded file should be uploaded.

Dean (Student Affairs)

ANNEXURE-A

UNDERTAKING

(TO BE PROVIDED ON A STAMP PAPER OF Rs.100/-)

**(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN
APPROPRIATE FORMAT)**

To

(Designation and Name of the concerned Institute)

Name of the bidder_

Name of the EoI ____ Due date: ____

Sir / Madam,

1. I/ We hereby agree to abide by all terms and conditions laid down in the EOI document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
3. I/We shall provide qualified, trained and experienced counsellors for the online counselling services, and shall ensure that they are available on the platform for scheduled sessions throughout the contract period.
4. I/We do hereby undertake that our Agency shall ensure a safe, secure and confidential online environment for the counselling services, including protection of client data, session records and email IDs against unauthorised access or disclosure, as well as any other point considered necessary by our Agency

Signature

(Name and Address of the Bidder) Telephone/ Mobile No.

Note: The original shall be submitted to the Institute upon award of the Contract

ANNEXURE-B

DECLARATION **(TO BE SUBMITTED ONLY THROUGH ONLINE MODE IN APPROPRIATE FORMAT)**

I/ We hereby submit the bid for providing Online Counselling Services at IIT Palakkad. We undertake to agree to all terms and conditions of the EoI. It is certified that our firm fulfils the eligibility criteria of the EoI. The undersigned is authorized to submit the Bid against the EoI No. ____ on behalf of the firm/ company. Supporting documents of all the above information are also attached.

Signature

Name:

Address:

Phone No.: (Both landline and mobile numbers to be provided)

Email Address:

Note: All the above details shall be evidenced by a valid/ certified document.