

INVITATION FOR PRE-TENDER MEET

Pre-tender meet has been organized for the following item as per details mentioned below:-

Name of Item	Date of pre-tender meet	Details of pre-tender meet
PRE-TENDER MEETING FOR PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR EMOTIONAL WELLBEING OF EIL EMPLOYEES	26.05.2026 at 11:00 AM Hrs. (IST)	Pre-tender meet shall be conducted on MS Teams. Teams details are as follows:- PRE-TENDER MEETING FOR PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR EMOTIONAL WELLBEING OF EIL EMPLOYEES Meeting-Join Microsoft Teams Meeting ID: 490 249 721 246 61 Passcode: VW7fz9d8 Contact person: 1. Mr. D. Chatterjee - GM (SCM-C&P), Tel. No.: 011-26768361 2. Mr. Pankaj K Tikadar– AGM (SCM-C&P) Tel. No.: 011-26762210 3. Mr. Shiridinadh Gudla, Engineer (SCM-C&P) Tel. No. : 011-26762263 4. Mr. Abhishek Kumar, Manager (HR), Mobile : 8802304307 d.chatterjee@eil.co.in / shiridinadh.g@eil.co.in pankaj.tikadar@eil.co.in / abhishek.kr@eil.co.in

Purpose of Pre-tender meet:

To facilitate a comprehensive dialogue between the prospective vendors and EIL wherein all issues pertaining to Scope, Time schedule, specifications and other terms & Conditions are discussed in detail so that the Contractor and EIL are aligned to each other. This will also help in submission of zero deviation bids by the bidders.

Representative attending the pre-tender meet should be senior & competent enough to discuss the matters related to subject work. Draft Scope of Work, Draft BQC and Draft SOR for the subject work is enclosed for necessary information.

Scope of work shall be as per attached Draft Scope of Work. Bidders are requested to carefully examine the attached Draft Scope of Work.

Also, please submit your queries on Draft Scope of work, draft BQC and Draft SOR including submission of duly filled in Commercial Questionnaire along with back-up documents on the aforesaid email ids.

Bidder shall acknowledge this notification and confirm participation on above e-mail ids.

This notification does not construe that participating bidders shall be qualified for the subject tender. Qualification and techno-commercial acceptability of the bid shall be strictly as per bid submission and evaluation of respective bids, as per provisions of bidding document.

General Manager (SCM)
Engineers India Ltd.

Commercial Questionnaire

1	Details of bidder (Name & Contact Details – email & mobile no.)	
2	Financial Details	Turnover : Latest financial year (F.Y. 2024-25) (_____) Preceding 1 st year (F.Y. 2023-24) (_____) Preceding 2 nd year (F.Y. 2022-23) (_____) Net-Worth : Latest financial year (F.Y. 2024-25) (_____) Working Capital : Latest financial year (F.Y. 2024-25) (_____)
3	Please enclose Financial Audit report of immediate 3 preceding financial years.	
4	Please enclose supporting documents meeting the draft technical BQC enclosed with this invitation.	

**BIDDER QUALIFICATION CRITERIA
FOR
PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR EMOTIONAL
WELLBEING OF EIL EMPLOYEES**

PROJECT	:	IN-HOUSE
OWNER	:	ENGINEERS INDIA LIMITED

1.0 SCOPE:

1.1 The Scope of this document is to list out qualification criteria of Agency who shall bid for providing services as per scope of work document.

2.0 BIDDER QUALIFICATION CRITERIA:

2.1 Providing services under Employee Assistance Programme (EAP) for emotional wellbeing of EIL employees.

The BQC and supportive documents required are placed below. An Agency not meeting any of the following criteria or not submitting supporting documents shall be summarily rejected and shall not be considered for evaluation.

S. No.	Criteria	Supporting Document Required
a	The Agency should have been in business of Employee Assistance Program Services for a Minimum of 7 Years.	Incorporation certificate of the company
b	The Agency should have completed Minimum 1 Project of minimum of 6 months duration of Employee Assistance Programs (EAP) implementations or Mental wellness assignments for organization with an employee strength minimum of 1400 employees, within the last Seven years from bid due date.	Work Order or any agreement in place along with Completion certificate/ Final Invoice.
c	The Agency should have Min 10 Number of on-roll counsellors with a Master's in Psychology (Counselling/Clinical/Applied) (Govt./UGC recognized)	1. Certified list of On-roll counsellors. 2. CVs of all counsellors. 3. Copy of Degree should be enclosed to support the qualification.
d	The Agency should have ISO/IEC 27001:2013/2022 or above certification on Information Security.	Copy of certificate

**SCOPE OF WORK FOR PROVIDING SERVICES UNDER
 EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR
 EMOTIONAL WELLBEING OF EIL EMPLOYEES**

0	03.02.2026	Issued for bidding	ANPKP		
Rev. No	Date	Purpose	Prepared by	Reviewed by	Approved by

**PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR
EMOTIONAL WELLBEING OF EIL EMPLOYEES.**

1. INTRODUCTION

Engineers India Ltd (EIL) is a leading global engineering consultancy and EPC company. Today, EIL is a 'Total Solutions' engineering consultancy company providing design, engineering, procurement, construction and integrated project management services from 'Concept to Commissioning' with highest quality and safety standards. It also provides specialist services such as heat and mass transfer equipment design, environmental engineering, specialist materials and maintenance and plant operations and safety services.

With corporate office in New Delhi, EIL also operates from its office in Gurugram, branch office in Mumbai, three regional engineering offices in Kolkata, Chennai & Vadodara and has inspection offices at all major manufacturing locations of the country. The company's overseas presence is marked by an engineering office in Abu Dhabi, which caters to the business needs in UAE/Middle-East region. Additionally, there are offices in London, Milan and Shanghai to coordinate the activities of international procurement and marketing.

EIL intends to engage an agency to provide services under Employee Assistance Programme (EAP) for emotional wellbeing of EIL employees. The Employee Assistance Programme (EAP), in partnership with an experienced external provider, will cater to regular employees. The programme aims to help EIL employees address and resolve their personal or work-related challenges that may impact their productivity, health, and overall quality of life.

The proposed EAP will offer employees and their families a confidential platform to discuss personal and professional concerns with trained psychologists or counsellors and receive appropriate assistance. The programme is envisioned to encompass a wide range of services, including counselling, support for work-life balance, health and wellness programs, crisis intervention, training and awareness initiatives with strict confidentiality measures.

2. SCOPE OF WORK

The scope of agency's services under EAP shall be as below;

A. REGISTRATION OF EMPLOYEES

- The registration process shall be finalized in consultation with EIL.
- A welcome mailer will be sent to all the employees along with the promotional material within 15 days from the date of LOA.
- Auto registration of all Employees in the vendor's system should be completed within 30 days from the date of LOA.
- Initial registration of employees on vendors' website / mobile app to be done using employee ID.
- An updated list of such employees shall be provided quarterly by EIL.

B. 24*7 HELPLINE SERVICES

- This would include telephonic counselling sessions for which booking is done through a dedicated Toll-free number, by which the EIL beneficiary can get in touch with the counsellor(s) to discuss the issues.
- Counselling services must be provided to EIL employees on a priority basis within 48 hours in normal circumstances or as per the date/time agreed by EIL beneficiary and immediately in cases of critical nature or life- threatening.
- The user may also ask for a specific counsellor to talk to, in order to maintain continuity of discussions. Service Provider should provide Real Time/Call Back facility as well.

C. WEB/MOBILE-BASED E-COUNSELLING

- EIL beneficiaries shall be able to access the online counselling services on the Website/Mobile app of Service Provider through the internet in a secure way.
- Users shall be able to log on to a secure web page / mobile app and attend their pre-booked counselling sessions.
- Each counselling session should be of 45-60 mins duration.
- The vendor shall ensure good internet connectivity and broadband for hassle-free counselling.
- Counselling services shall be available 365 days a year.
- **No. of Online Counselling sessions:** A total of 300 counselling sessions for the contract period of 2 years.
- **Additional Online Counselling sessions:** Over and above 300 but less than 450 counselling for the contract period of 2 years.

D. FACE-TO-FACE COUNSELLING

- Face-to-face counselling sessions are limited to EIL Offices at New Delhi and Gurugram.
- **Frequency of Visit:** Weekly Twice at both EIL Offices at New Delhi and Gurugram.
- **Visiting Hours:** From 1030 hrs to 1230 hrs on mutually agreed days.
- Service provider shall ensure dedicated trained psychologists or counsellors for each specified locations.

E. AWARENESS AND SENSITIZATION WORKSHOPS

- Service Provider would be required to conduct periodic awareness workshops / orientation sessions. These workshops should be designed in such a way to motivate employees to seek counselling services by shedding any inhibitions.

- These workshops should cover the cultural aspects of seeking counselling and should attempt to remove any perceived stigma.
- Duration of each Awareness / Sensitization Workshops should be 60 minutes and these workshops to be conducted through online mode.
- The workshops will be conducted in Hindi/English.
- **Frequency of Awareness and Sensitization Workshops:** One workshop per week for the first month from the date of contract, one workshop every fortnight for the second month and one workshop per month thereafter till contract end date.

F. ADDITIONAL FACILITIES TO BE MADE AVAILABLE ON WEB APP / MOBILE APP

- **Self-Assessment Test:** Psychological quizzes available through website /mobile app to promote self- understanding and personal development.
- **Health Risk Assessment:** A comprehensive Health Risk Assessment Tool should be provided by the selected service provider to all employees. Unlimited access available post the health risk analysis. There will be need-based follow ups, to help employees, achieve their wellness goals.
- **Online Resources & Trackers:** An Online library of articles related to physical wellness-topics on fitness, nutrition, exercise, smoking cessation, weight management. Online trackers to assess risk of lifestyle will also be available. In addition, articles/awareness material pertaining to but not limited to Self-Improvement, Workplace issues, Career changes, Alcohol/drug addiction, Family & Relationship matters etc.

G. CRISIS INTERVENTION / EMERGENCY CASES

- **Immediate Support through Online Mode:** Offer prompt assistance for EIL beneficiaries in case of any exceptional / complex / crisis situations, such as trauma, bereavement, or any other critical incidents.
- **Onsite Assistance:** If required, provide on-site support services at specified EIL locations during emergencies, including psychological first aid.

H. PROMOTIONAL MATERIAL

- Promotional material for circulation among employees in digital form, to be provided by the service provider. Along with this, teasers and promotional mails will also be sent through an official EAP e-mail ID at EIL domain. It will be preferred if the matter is provided in different vernacular languages for better reach and connects with the target audience. The content will be vetted and validated by the assigned authorized personnel in EIL, before being sent out to the organization at large.
- Promotional material may include soft copy of Standees, Posters, Promotional teasers, videos and e- Newspaper etc.
- Service Provider should provide the design of the above to EIL. The cost of printing, delivering, etc. will be borne by the EIL.

I. DETAILED MIS/REPORTS / MANAGEMENT DASHBOARD

- **Utilization Reports:**

MIS Report for usage details to be shared monthly on a pre-agreed template. Quarterly consolidated reports with trends and analysis.

A half-yearly and annual report will be shared with all data and analysis, trends, industry benchmarking, and recommendations.

Monthly, Quarterly and Annual reports will be submitted to the authorized personnel in EIL via e-mail as well as in hard copy.

All reports are to be submitted by the 7th of the following month.

In addition, EIL may ask for theme-based suitable analysis based upon data gathered during implementation of the EAP. Confidentiality w.r.t. employee details, etc. shall be required to be maintained while providing the reports.

- **Management Dashboard:**

Vendor should provide a secured Management Dashboard that can be accessed by authorized EIL personnel only.

Dashboard should provide EAP utilization statistics, issue-wise statistics and customized reports and recommendations

Different reports may cover but not limited to the following:

- i. Executive Summary (with utilization statistics)
- ii. Overall utilization - Gender-wise / Division Wise / Region-wise etc.
- ii. Medium-wise usage (telephone/ chat/ Face-to-face)
- iii. Issue-wise statistics
- iv. Resolution statistics
- v. Promotional Activities
- vi. Awareness sessions & Workshops
- vii. Recommendations

J. OTHER CONDITIONS / REQUIREMENTS

- The service provider shall ensure to register the EIL beneficiaries before extending any individual service/facility under this programme.
- Service Provider shall ensure good internet connectivity with reasonable bandwidth for hassle free delivery of different facilities/services to EIL beneficiaries.
- EIL Beneficiaries will be allowed to access the various services provided by the service provider by registering on the website as per modalities to be provided by EIL in consultation with the service provider.

K. COUNSELLORS' QUALIFICATION

All counsellors must have a minimum master's in clinical or counselling psychology with 03 years of experience and at least 500 hours of counselling experience.

Service provider should ensure that they shall have at all times during the contract period, at least 10 nos. of qualified counsellors available for EIL to handle counselling, sessions, etc. for fulfilling the requirements of EIL& its beneficiaries

O. COUNSELLING IN REGIONAL LANGUAGE

The primary languages of the service shall be English and Hindi. On request of the counselee, the vendor shall provide a regional language-speaking counsellor.

P. COUNSELLING AREAS TO INCLUDE BUT NOT LIMITED TO

Relationship issues	Job related stress	Depression
Separation and Divorce concerns	Work concerns	Anger Management
Parenting	Elder Care	Personal Development
Substance Abuse	Loss and grief	Life style management

Q. TURNAROUND TIME FOR THE VARIOUS COUNSELLING SERVICES IS EXPECTED TO BE AS BELOW

Services	Emergency/Critical cases	Regular cases*
Telephone Services	Immediate	48 hours
Emailand Chat Support	Immediate	48 hours

* Directly requested by the EIL beneficiaries.

Response from the service provider must include at least details of counsellor, or phone number to be contacted for counselling, or call back/ chat reply by the assigned counsellor, to be counted as meeting Turnaround Time. Generic and Auto-generated chat/e-mail/IVR response would not be taken as valid response.

Costs/expenses towards the travel of Trainers/Counsellors/ Representatives of the service provider to EIL Offices for various purposes would be borne by the service provider.

R. RISK MANAGEMENT SUPPORT

- The Vendor should offer Suicide risk assessment and referral for any cases related to suicide.
- The service provider must provide referrals to professional agencies, practitioners, doctors, or programs if required on the basis of the severity of the problem and the

need for any other medical intervention/ emergency that arises during the counselling phase.

- Individual case history needs to be maintained for each EIL beneficiary by the service provider which should be well-documented (as per professional standards). The case-history need not be shared with EIL in normal course. However, in exceptional medico-legal exigencies, EIL reserves the right to access the case-history and the related supporting material.
- The deliverables, parameters and general requirements/ terms and conditions mentioned in this document, and those that would be mentioned in the RFP document during selection process are non-negotiable and unchangeable under ordinary circumstances. Any deviation in the services offered by EAP-service provider would be considered as non-fulfilment of the requirements of EIL.
- The service provider should be able to provide the 24/7 services to the EIL beneficiaries as per the agreement. Not fulfilling the conditions any time shall be considered as default in services and the payment of Rs 1000/- per verified occasion will be levied on receipt of complaint from the EIL beneficiaries.
- Confidentiality in respect of all matters related to EIL and the beneficiaries shall be maintained and any information/data/reports/details, including the one generated during the process of counselling whatsoever shall be the exclusive property of the EIL and will not be shared by the service provider with any third party in any form or manner, whatsoever. The service provider will also have to sign a confidentiality agreement with EIL.

S. ACCOUNT MANAGEMENT SUPPORT

- A Client Relationship Management (CRM) team comprising Team Lead, Lead Consultant and Lead Counsellor, and the Director of the company to ensure a successful rollout and ongoing usage of the EAP.
- The vendor will provide the names of CRM Team.
- The quarterly meeting between the vendor CRM team and EIL will be held in the following month, wherein the vendor shall present milestones, trends and analysis, insights, counsellors' feedback, and ways forward.

3. TECHNICAL EVALUATION

3a. The agency shall be evaluated on 100 point scale on below mentioned parameters:

Table 1- DETAILED SCALE OF MARKING FOR TECHNICAL SCORE				
S. No.	Criteria	Max Marks	Scale of Marking	Supporting Document Required
Stage 1				
1	Past Experience of the firm			

a	Number of completed Projects of minimum 6 months duration of Employee Assistance Programs (EAP) implementations or Mental wellness assignments for organization with an employee strength minimum 1400, within the last Seven years from bid due date.	20	4 marks for each assignment, subject to maximum 20 marks.	Work Order or any agreement in place along with Completion certificate/ Final Invoice.
b	Experience of working with organizations for providing EAP services during last 3 FYs from the bid due date.	20	# 10 marks for working with 2 or more PSUs/Gov. Agency. # 7 Marks for 1 PSU/Gov. Agency. # 4 Marks for working with organizations other than PSU/Gov. Agency	
2	Human Resource Strength of working personnel & Experience of Team			
a	Number of on-roll counsellors with a Master's in Psychology (Counselling/Clinical/Applied) (Govt./UGC recognized)	10	> 20 counsellors - 10 Marks 10-20 counsellors - 7.5 Marks 10 counsellors - 5 Marks	CVs of all counsellors.
Stage 2				
3	Approach & Methodology	50		
A detailed business presentation shall be made by the bidder to a committee which shall provide a score on this parameter. Bidder(s) would be called for a presentation at a notice of minimum 7 days. The Date of Presentation shall be after technical bid opening and will be intimated to the contractors qualified in stage-1				

3b. The Agency fulfilling the Minimum requirement as mentioned against each parameter individually and obtaining 70% of marks for combined for Stage 1 and Stage 2 (i.e. Min 70 marks out of total 100) shall be considered Technically Qualified.

3c. The Individual /Agency that fulfills the Minimum Technical requirement in terms of Clause **3b** shall be evaluated further by CQCBS method (Combined quality-cum- Cost Basis System). The detailed evaluation methodology shall be as follows:

The Evaluation shall be done in ratio of 75:25, i.e. 75% weightage to Technical (quality) Parameters (listed in the Table under Clause No **3a** above) and 25% weightage to cost.

Technical score will be arrived at after considering weightage 75% for marks scored in technical (quality) parameters.

Technical Score = 75% of marks scored in technical (quality) parameters.

Financial score of the Institute/agency shall be computed as follows:

The Institute/agency with lowest price (i.e. L1 bidder) shall be assigned 100 marks.

The marks of other bidders shall be calculated as follows:

$$\text{Evaluated marks (Financial)} = (L1 / L) * 100$$

Where,

L is the price quoted by the bidder being evaluated

L1 is the lowest quoted price i.e. price quoted by the L1 bidder.

Financial Score = 25 % of Evaluated marks (Financial)

Combined Score (S) of a bidder, say Bidder A, shall be calculated as under:

$$S = \text{Technical Score of A} + \text{Financial Score of A}$$

On the basis of above combined weighted score, the Individual /Agency shall be ranked in terms of total score obtained by them. The Individual /Agency with highest combined score will be declared successful & shall be recommended for award of the Contract. After identification of the successful Individual /Agency, EIL will notify regarding award of work.

The evaluation process has been illustrated below (Maximum technical marks taken as 100): **Table 2**

S.N	Bidder	Marks Tech. Parameters (out of 100)	Price (in lacs. of INR)	Relative Financial bid weight (Min. of (ii)/ Quoted Price x 100)	Total Score(Rounded off to two decimal places)		
					Technical Score 75%x Column(i)	Financial Score 25% X Column(iii)	Column(iv) + Column(v)
		(i)	(ii)	(iii)	(iv)	(v)	
1.	A	88	600	75	66	18.75	84.75
2.	B	80	500	90	60	22.50	82.50
3.	C	76	450	100	57	25	82
4.	D	55	NA	NA	NA	NA	NA

Bidder 'D' does not qualify the Quality based evaluation (minimum 70 marks) and hence, not considered for further evaluation and opening of financial bid. Out of the three bidders i.e. 'A', 'B' and 'C', bidder 'A' being the highest combined scorer (H1 bidder), will be recommended for award of work.

3d. TIE BREAKER:

In case, combined scores of two (2) or more bidders are exactly the same, then the bidder scoring higher Technical Score would be considered as the successful bidder.

In case, after Combined scores of two (2) or more bidders are exactly the same, and the Technical scores of them are also the same, then the bidder scoring higher in the quality parameters in following order shall be considered as the successful bidder, till the tie is broken:

Approach & Methodology (Refer table 1, Clause 3)

Past Experience of the firm (Refer table 1, Clause 1)

Human Resource Strength of working personnel & Experience of Team (Refer table 1, Clause 2)

4. DURATION OF WORK

The agency will be engaged for a period of two years.

5. SUBMISSION OF WORK SCHEDULE

Upon award of work, the Contractor shall submit a detailed work schedule to the EIC.

6. DETAILS TO BE PROVIDED BY OWNER

- List of EIL employees at the time of Issue of Work Order and updated list of employees every quarter thereafter.

7. DETAILS / DOCUMENTS TO BE SUBMITTED BY VENDOR

- Details of Client Relationship Management team.
- List of counsellors along with their qualification & experience.
- Any other documents as requested by EIC.

8. INDEPENDENT CONTRACTOR

AGENCY shall act as an independent contractor in performing the SERVICES, maintaining complete responsibility towards its personnel including payment of salary and other charges etc. as applicable and observance of statutory rules and regulations as applicable to contracts of this nature and EIL shall have no relationship with the said AGENCY's personnel except the functional relationship stipulated with the agency under the AGREEMENT.

9. LIABILITY & INDEMNITY

AGENCY shall indemnify EIL, its personnel & agents and hold them harmless from and against all claims, actions or proceedings brought or instituted against any of them by AGENCY's personnel or agents or any other party arising out or relating to the performance of the services by the AGENCY, for injury or death to its personnel and damage or loss to its property.

EIL shall have no responsibility whatsoever for any loss of or damage to any property or personnel effects belonging to AGENCY's personnel or agents without limitation to AGENCY's obligations and responsibilities for the period of contract.

10. TERMINATION OF CONTRACT

EIL shall be at liberty to remove the agency from engagement in case the agency fails to provide suitable personnel as per criteria.

11. TERMS OF PAYMENT

- Payment will be made on monthly basis within 30 days of receipt of invoice duly completed in all aspects and on production of required documents by agency.
- Payment will be done through NEFT/RTGS mode only. TDS as per applicable rules will be deducted.
- No advance payment will be made.
- At the time of engagement agency will submit bank details in bank mandate format duly certified by bank to enable release of payment along with cancelled cheque.

SCHEDULE OF RATES (SOR)

Document No. 8589-89-44-SOR-5032

NAME OF WORK	Engaging Agency for PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR EMOTIONAL WELLBEING OF EIL EMPLOYEES
BIDDING DOCUMENT NO.	
NAME OF BIDDER	M/S

Sl. No.	Item Description (1)	Unit (2)	Quantity (3)	Rate per month including all taxes and duties except GST (In INR.) (4)	Total Amount including all taxes and duties except GST (in INR) (5) (3X4=5)	GST Rate (in %) (6)	HSN / SAC Code (7)
				In Figures	In Figures	In Figures	In Figures
	PROVIDING SERVICES UNDER EMPLOYEE ASSISTANCE PROGRAMME (EAP) FOR EMOTIONAL WELLBEING OF EIL EMPLOYEES (For detailed Scope of work refer document no. 8589-89-44-SOW-5032 Rev. 0).	Rs./Month	24				

Signature

Name

Date
