



ELECTRONICS SECTOR SKILLS COUNCIL OF INDIA (ESSCI)

(Skilling India in Electronics)

REQUEST FOR PROPOSAL (RFP) — SUMMARY DOCUMENT

Selection of an Agency for Employee Mental Health & Well-Being Support Program

RFP No.: ESSCI/EMWB/2026/01	Date of Issue: 22/09/2026
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Issued by: Electronics Sector Skills Council of India (ESSCI), 155, 2nd Floor, ESC House, Okhla Industrial Estate, Phase – III, New Delhi – 110020 | Tel: +91-84477-38-501 | Website: www.essci-india.org

1. Objective

ESSCI, a not-for-profit organisation promoted by the National Skill Development Corporation (NSDC), invites Proposals from experienced and professionally competent agencies to provide its Employees with confidential, accessible and professional mental health and well-being support. The programme is intended to help Employees manage stress, build resilience and healthier coping mechanisms, improve interpersonal and conflict-resolution skills, and access timely confidential support in a safe and supportive workplace.

2. Scope of Work

1. Key areas of support: conflict management at the workplace, mental agility, stress management, personal/family issues, and overall mental health & well-being.
2. Individual counselling: one-on-one, face-to-face sessions (approx. 90 minutes each) in English/Hindi, at ESSCI's premises, ordinarily scheduled within 5 working days of request; follow-up sessions as professionally recommended; conducted only by qualified counsellors meeting Section 3 (Sl. 5) eligibility. Payment only for sessions actually conducted.
3. Quarterly workshops: one interactive group workshop per quarter (four per contract year) for approx. 50 Employees, 2–3 hours each, on themes agreed with ESSCI in advance. Agency provides facilitators, content and materials; ESSCI provides venue and basic AV support.
4. Confidentiality: all counselling records remain in the Agency's secure custody; no individual information is disclosed to ESSCI. Reporting to ESSCI is limited to aggregated, anonymised quarterly summaries (participation and themes only).

3. Eligibility Criteria

Bidders must meet the following minimum criteria as on the date of submission, supported by documentary proof.

Sl.	Criteria	Requirement
1	Legal status	Company / LLP / Partnership Firm / Registered Society or Trust, registered in India.
2	Statutory registration	Valid PAN; GST registration, where applicable.
3	Experience	Min. 5 years' experience in employee counselling / EAP / corporate mental health programmes, with at least 1 completed assignment (corporate/Government/PSU) covering both counselling and workshops.
4	Financial standing	Minimum annual turnover of ₹10 Lakhs in each of the last 3 financial years, supported by CA certificate with UDIN.
5	Professional team	Panel of at least 5 qualified counsellors / mental health professionals, with CVs and proof of qualification.
6	Delivery capability	Demonstrated ability to deliver F2F counselling and workshops at ESSCI's premises, with strong confidentiality and data-privacy practices.

4. Selection Method

1. Stage 1 – Eligibility Screening (qualifying only): Proposals verified against Section 3; only compliant Bidders proceed.
2. Stage 2 – Technical Evaluation (100 marks): eligible Bidders present to the Tender Evaluation Committee (TEC); minimum qualifying score is 70/100.

Sl.	Evaluation Head	Marking Guidance	Max. Marks
1	Relevant Experience & Track Record		20
1.1	Number & Scale of Completed Assignments <i>(Employee counselling / EAP / corporate mental health programmes, per Section 3, Sl. 3)</i>	0–4: Meets minimum eligibility only (1 completed assignment) 5–8: 2–4 completed assignments in employee counselling / EAP / corporate mental health programmes 9–12: 5 or more completed assignments, with demonstrated scale (size of employee base covered)	12
1.2	Sector Diversity & Client References <i>(Corporate / Government / PSU exposure; verifiability of references)</i>	0–3: Assignments limited to a single sector; references not independently verifiable 4–6: Assignments across more than one sector (e.g., corporate and Government / PSU), supported by verifiable client references 7–8: Assignments spanning corporate and Government / PSU / large-enterprise clients, with strong, verifiable references and measurable outcomes	8
2	Professional Team – Qualifications, Certifications & Deployment		35
2.1	Team Size, Structure & Deployment Plan <i>(Minimum 5 qualified counsellors / mental health professionals, per Section 3, Sl. 5)</i>	0–6: Minimum team of 5 presented; CVs incomplete or deployment/scheduling plan unclear 7–11: Full minimum team of 5 with complete CVs and a defined scheduling / deployment plan 12–15: Minimum team plus additional / specialist resources (e.g., a dedicated EAP coordinator), with a clear organogram and role-wise responsibilities	15
2.2	Qualifications & Recognised Certifications <i>(Educational qualification, professional registration, domain-specific certification)</i>	0–8: Basic eligibility qualification only – Master's / M.Phil. in Psychology, Clinical Psychology or Counselling Psychology (or equivalent); no additional certification 9–14: Eligibility qualification plus a recognised professional certification / registration (e.g., RCI registration for Clinical Psychologists, Certified Employee Assistance Professional (CEAP), or membership of a recognised body such as the Indian Association of Clinical Psychologists (IACP)) 15–20: Panel includes one or more RCI-registered Clinical Psychologists and/or Certified EAP Professionals, with demonstrated workplace / corporate mental health domain expertise	20
3	Technical Approach & Methodology		25

Sl.	Evaluation Head	Marking Guidance	Max. Marks
3.1	Counselling & Workshop Delivery Model <i>(Session structure, workshop design and content, bilingual delivery)</i>	0–6: Generic approach with limited ESSCI-specific alignment 7–11: Structured counselling and workshop delivery model, with partial ESSCI-specific alignment 12–15: Comprehensive, ESSCI-specific counselling and workshop delivery model, including bilingual (English/Hindi) delivery, clear tools, session / workshop design and timelines	15
3.2	Confidentiality, Data-Privacy & Referral Protocol <i>(Safeguards for employee information; pathway for specialised / emergency care)</i>	0–4: Confidentiality / data-privacy safeguards and referral protocol not clearly described 5–7: Defined confidentiality and data-privacy safeguards, with a basic referral protocol for specialised / emergency care 8–10: Comprehensive, clearly documented confidentiality and data-privacy safeguards aligned with Sections 3.4 and 6.2 of the RFP, and a robust referral protocol for specialised / emergency care	10
4	Presentation & Response to Queries		20
4.1	Clarity & Professionalism of Presentation <i>(Structure, flow, supporting material)</i>	0–5: Poorly structured, unclear delivery, insufficient supporting material 6–9: Well-structured, professional presentation with adequate supporting material 10–12: Highly professional, concise, executive-level presentation with strong supporting material	12
4.2	Response to TEC Queries <i>(Accuracy, consistency with submitted Proposal, practical understanding)</i>	0–3: Vague or inconsistent responses; answers contradict the submitted Proposal 4–6: Adequate responses with minor gaps; generally consistent with the Proposal 7–8: Precise, technically sound responses fully consistent with the Proposal, demonstrating practical understanding	8
Total (minimum qualifying score: 70)			100

3. Stage 3 – Financial Evaluation: financial bids of technically qualified Bidders only are opened. The Bidder offering the lowest Evaluated Price (L1) is recommended for award, subject to satisfactory reference checks; ties are broken by the higher Technical Score. Decisions of the TEC and ESSCI are final and binding.

5. Payment Terms

1. Contract Period: 12 months from the commencement date in the Work Order, extendable by mutual written consent for up to 12 further months on the same rates and terms.
2. Rates quoted in the Financial Bid (Appendix) are fixed for the contract period; payment is made on actuals only.
3. Individual counselling: paid quarterly in arrears for sessions actually conducted, supported by an anonymised session log.
4. Workshops: paid after each workshop, against the attendance sheet and a summary feedback report.
5. Payment is released within 30 days of receipt of a correct GST-compliant invoice, subject to applicable TDS. No advance payment shall be made.

6. General Terms & Conditions

1. RFP Not an Offer: this RFP is an invitation to bid only; ESSCI may accept or reject any/all Proposals, or cancel the process at any stage, at its sole discretion and without liability.
2. Confidentiality & Data Protection: the Agency shall keep all ESSCI and Employee information strictly confidential, comply with the Digital Personal Data Protection Act 2023, the IT Act 2000 and (as applicable) the Mental Healthcare Act 2017, and notify ESSCI within 72 hours of any data breach.
3. Termination: ESSCI may terminate for convenience on 30 days' written notice; either party may terminate on 15 days' notice for uncured material breach.
4. Indemnity: the Agency shall indemnify ESSCI against claims arising from breach of confidentiality, professional misconduct, or IP infringement by its personnel.
5. Dispute Resolution & Governing Law: disputes shall first be resolved by mutual discussion, failing which by arbitration under the Arbitration and Conciliation Act, 1996, seated at New Delhi; the Contract is governed by the laws of India.
6. Queries: all queries shall be sent in writing, quoting the RFP number, to **Ms. Ankita Mittal, HR & Admin, ESSCI** (info@essci-india.org).

7. Submission of Proposals

7.1. Timeline

Sl.	Particulars	Date / Timeline
1	Release of RFP	30/09/2026
4	Last date for receipt of physical Proposals (hard copy)	14/10/2026, 05:00 PM
5	Screening and opening of Envelope-A (Eligibility & Technical)	15/10/2026
7	Opening of Envelope-B (Financial) – technically qualified Bidders only	16/10/2026
8	Issue of Work Order	21/10/2026 onwards

7.2 Mode and Address.

Proposals shall be submitted **only in physical form** (by hand, post or courier) in sealed envelopes as per Section 7.3, addressed to:

**The Chief Executive Officer,
Electronics Sector Skills Council of India (ESSCI),
155, 2nd Floor, ESC House, Okhla Industrial Estate,
Phase - III, New Delhi – 110020
(Landline: +91-11-46035050).**

No e-mail or other digital submission shall be accepted. ESSCI is not responsible for postal / courier delays.

7.3 Packaging. One Main Sealed Envelope containing two separately sealed inner envelopes:

Envelope-A (Legal & Eligibility Documents with Technical Proposal) and **Envelope-B** (Financial Proposal).

The Main Envelope and each inner envelope shall show:

- (i) RFP No. ESSCI/EMWB/2026/01;
- (ii) Name of RFP – “Selection of an Agency for Employee Mental Health & Well-Being Support Program”;
- (iii) Envelope name (A / B);
- (iv) Bidder's name, address and contact details;

*** END ***

RFP No. ESSCI/EMWB/2026/01 | Employee Mental Health & Well-Being Support Program [on Bidder's letterhead]

Declaration: (1) rates are inclusive of all costs (professional fees, travel, materials, and all taxes/levies other than GST) and no additional charges shall be claimed;

(2) rates are fixed for the contract period including any extension;

(3) this quote is valid for 90 days from the last date of submission.

Name of Bidder: _____
(Company Seal / Rubber Stamp)

*** END OF RFP DOCUMENT ***