

Tender for running Crèche and Day Care Facility at Lakshmbai College, Ashok Vihar, Phase III

Lakshmbai College invites tender from established agencies/NGO for running crèche and Day Care Centre facility in the college. The facility would be established in the premises providing good quality and reliable care for the children of employees of the college. It may also be open to the employees of other DU colleges. The environment shall be child-friendly and educational, ensuring the appropriate development of the children. Children between the age group of 6 months to 10 years can be enrolled in the facility. They shall be segregated according to their age. After-school day care services shall be available for children between 3 to 10 years of age. The staff deployed at the facility shall be appropriately trained to ensure the holistic development of the children. Adequate care to be provided to the children under the supervision of a Supervisor.

Service Scope

1. A Service Provider would be required to set up a day care facility for children in the LB College providing good quality and reliable care for the children.
2. The facility should be a safe, stimulating and happy environment to grow and should not act as a parking place for children to wait while their parents are at work.
3. The facility should not enroll more than 10-15 children of different age groups, as of now keeping in view the given space. The age criteria permissible for entering to the childcare facility will be between 6 months to 10 years. The age group wise categorization of children is as under:
5. All the staff must be trained on safeguarding children, information sharing, first aid/safety and health of the child.
6. The Child Care Facility will be eligible for 8 public holidays in a year, which will be decided on mutual consent of the Service Provider and the college. In the event the Supervisor wishes to take any additional holiday (including any medical / casual leave) he / she shall first inform the Service Provider for the same. The college reserves the right to close the crèche facility for any holiday declared by college or the University.
7. A trained Psychologist empaneled by the Service Provider should visit the facility frequently in order to help highlight children who may be especially abled or assess children with psychological needs. The Psychologist should also reach out to the parents of such children in order to sensitize them about their ward and also suggest a way forward.
8. The Psychologist should also be adept to provide support to children who are under emotional abuse.
9. To ensure the meals, (if required) provided to the children are healthy and nutritious, a trained Nutritionist should be available for consultation by the Service Provider. The Nutritionist may help the facility chart out a daily meal plan for the children keeping in mind a nutritious dietary intake.
10. The staff at the facility should share a quality report with the Service Provider every week to ensure the food provided to the children are of high standards.
11. Workshops to educate the children to discriminate between "good touch" and "bad touch" should be carried out for children of appropriate age by the teachers under the supervision of the Supervisor.

Role of Service Provider

1. The Service Provider shall be solely responsible for appointing the adequate number of Supervisor, staffs and care takers. She/He should provide one qualified trained Supervisor to take care of the entire operation of the facility. The Supervisor shall manage all the day-to-day affairs of the facility, and must have at least 2 years of experience.
2. An app shall be available as a platform for communication between the day care facility and the parents. The app should also provide live CCTV footage of the facility to the respective parents.

3. The Service Provider should ensure that the facility is well equipped for making and providing meals to the children. The Supervisor shall ensure that the children are provided with healthy and nutritious meals, fed on time and the cleanliness of the dining area is maintained.
4. Regular cleaning, sweeping, disposal of garbage as well as proper sanitization of the facility shall be the responsibility of the Service Provider.
6. The Service Provider should maintain complaints/suggestions register prominently displayed at the facility and take immediate action on every complaint in consultation with the Committee-in-Charge of the College. This register shall be open to any authorized person of the College authority for inspection and monitoring at all times.
7. The Service Provider shall establish a Help Desk to assist parents with any queries regarding their children.
11. The Service Provider shall ensure that a substitute Supervisor is appointed for the day of leave so that the wards at the child care facility do not suffer on this account.
12. Training and workshops should be held frequently by the Service Provider to ensure the staff deployed at the facility is sensitized towards children with issues, are able to educate children on sexual abuse, provide support on emotional abuse and are able to reinforce good behavior amongst children without using aggression.

Role of the Manpower deployed at the facilities

1. The staff, including care taker must be trained in infants and toddler care. One experienced teacher must be there to conduct age group wise appropriate activities. The age appropriate curriculum/activities in consultation with the college committee should be followed by the Service Provider.
2. Keeping the center and its surroundings clean and tidy.
3. Organizing and leading activities of children in the facility.
4. Receiving children from parents, noting special instructions from parents, if any, and ensuring that child leaves with parent or authorized individual.
5. Engaging children in a variety of pre-school activities with adequate teaching and learning material provided by the Service Provider.
6. Supervising play periods, organizing games, preparing play material and ensuring that equipment toys are safe and sanitary.
7. Providing basic elementary education for at least 2-2.5 hours in a day to the children.
8. Teaching simple painting, drawing, handwork, songs and similar activities.
9. Attending physical needs of children and assisting children to develop self-help skills.
10. Helping children enrolled in after school day care with their homework.
11. Consoling upset or distressed children and addressing the psycho-social care of young infants and toddlers.

12. Serving meals/snacks provided by the parents, observing the food intake and teaching table manners.
13. Helping children remove outer garments and ensure that children remain clean and neat.
14. Washing, drying, folding and string bed linens blankets and maintenance of mattresses.
15. Provide proper arrangements for sleep and rest of children.
16. Organize pre-school education activities for children between 3 to 6 years of age based on Early Childhood Education (ECE) guidelines of the government.
18. Keeping up of enrolment records and updating them.
19. Compilation of hourly and daily registration reports and records of children.
20. To plan and prepare need based program for holistic development of the children.
21. Plan field trips every quarter based on the education program/curriculum for the children.
22. In case of emergency, provide first aid, inform the parents/authorized person immediately and admission to nearby reasonably good hospital/nursing home for immediate medical treatment as the case may be.
23. Accompanying children to the outdoor play areas to ensure their safety and security.

Terms and Conditions : Buyer's Obligations

For proper day-to-day functioning of the Facility, the college shall provide the following:

1. Ensure that the Child Care Facility is in the Official Building premises.
2. Necessary infrastructure, such as adequate water supply, potable drinking water, basic civil and electrical work, etc.
4. A place for setting up a kitchenette in the facility
5. Ensure communication to the staff that kids should not be in possession of expensive items like jewelry etc.

Service Provider's Obligations

The Service Provider shall be responsible for providing the following:

1. Basic furniture such as cots, mattresses, cradles, etc. and essential play material, teaching and learning aids. The furniture should be child appropriate.
2. Sanitized washrooms and kitchens and maintaining a clean and sanitised environment.
4. Necessary equipment/gadget and teaching aids and material catering to provide an effective learning and development of the children.
5. On site first aid facility and first aid kit containing periodic medicines for common ailments such as fever, vomiting, cough and cold, dehydration, common stomach ailments, minor injuries, ointments, band aids, cotton wool, disinfectants etc. along with security arrangements as required.

6. Setting up a separate area as a sick room/clinic for ailing children to go and rest.
7. Safety measures such as electrical point covers, door hinge covers,
9. Parents should be sending the food.
10. Setting up an outdoor play area for children with secure entrance and exit points and safe outdoor play equipment.

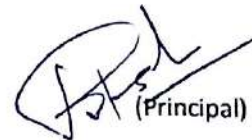
Special Terms and Conditions

1. The child care facility for the college shall be established to be used for the children of the employees of the College. This will ensure that the Facility can be utilized in a sustainable and viable manner working parents are at peace with their child being at a close proximity.
2. The Facility will be preferably for the children of college staff. The college reserves the right to frame or amend the rules, policies etc. in respect of the operations of the child care facility. Parents have to submit the child's registration form to the college in order to avail the services of the facility.
3. To keep operational, the Facility shall operate on five or six days a week as per the service order. The facility will be operational for 9hrs or 10hrs as opted for by the college.
4. The Service Provider shall appoint trained teachers/instructor, manpower in sufficient numbers for proper functioning of the facility in a manner desired by the college and adhere to the Scope of work.
5. The college reserves the right to seek replacement of a deployed person in case of unsatisfactory performance.
6. The care givers should be trained in early childhood education guidelines as provided by the Government from time to time. They should be able to engage children in a variety of pre-school activities with adequate teaching and learning material, toys, and gadgets to promote all round development of children.
7. The Service Provider will ensure that the manpower deployed should have training in the areas such as child care, health, first aid, cardio pulmonary resuscitation, emergency, handling hygiene etc.
8. The staff at the facility should reinforce positive behavior amongst the children by rewarding or praising them for displaying good behavioral attributes.
9. The primary mode of communication between the child care center staff and the child should be as agreed between the college and the Service Provider.
10. The Service Provider should ensure that basic elementary education is imparted to the children for at least 2 hours in a day.
11. For children availing after school day care services, the support staff should be able to provide support with respect to the child's homework.
12. Health specialists and medical facilities for caring child shall also be engaged. A trained medical provider/administrator/nurse should be available at the facility for administration of medication to the children. The parents should be provided with an authorization form which would contain details of the medicine and its dosage required; the medical provider shall be responsible for administering the dosage as specified by the parents to the child.
13. Special care to be taken for children having any kinds of allergic reactions. A log of the same to be maintained for every child enrolled in the facility.
14. The facility should have a tie up with a hospital/ medical clinic located within in a 5km radius from the center.
15. However, no medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the service provider will be entertained by the college.
16. In case the employee remains absent or takes leave, a replacement shall be provided by the Service Provider so that the service is not hampered.
17. The contract with the service provider will be initially signed for the period of 2 years which can be extended further with mutual consent. The college reserves the right to modify the number of employees in any category mentioned in the contract / cancel the contract depending on the requirement, during the validity of the contract for which the college has to give at least one-month written notice to the Service Provider. The Service Provider can also cancel/terminate the contract after giving three month's written notice without assigning any reason. However, in case of major default on the part of the Service Provider, the college may give only a 24 hours' written notice of termination of the contract to the Service Provider.

18. The Supervisor/ staff of the facility should do a daily health check-up of the child before allowing them to enter the main area to ensure the children are healthy and free from any communicable/ contagious illnesses.
19. The authorized representative/s of the College shall have the right of free access to the child care centre for inspection. Random/ frequent inspection of the facility should be carried out to ensure effective functioning of the facility.
20. The Service Provider shall provide sufficient staff who are properly trained in the area of child care for rendering the services.
21. Interested Service Providers shall be allowed to visit the campus of the College on prior appointment in order to gain first-hand knowledge of the location and assess the requirements.
22. In case of availing and/or not availing of facility, parents have to inform at least 24 hours in advance. The payment of monthly charges may be adjusted on pro-rata basis if the facility is not used for minimum of 7 days.
23. In case they are not able to reach the facility on time to pick up the child due to last minute emergencies, parents need to keep the Supervisor at the facility informed. The Service Provider may choose to levy a "late fee" to the parent in such a scenario, which could be added as a part of the next month's/quarter's fee.
24. The Service Provider will be required to maintain an Attendance Register duly filled up which should be available for inspection at any time during the working hours by the College.

Penalty and Termination

SL. No.	Service level agreement	Penalties for non-compliance
1	Non deployment of total manpower as per the caregiver defined in scope of work	Penalise the Service Provider by 1% of the Monthly billed amount per personnel per incident
2	If the employee is found responsible for disobedience/ misconduct	Warning/counselling/Immediate replacement within 2 days or Rs 1000 fine to be levied as decided by the college depending on the gravity of the act
3	Poor maintenance of hygiene standards at any area of the facility	Penalty of 2% of the monthly billed value in which the hygiene standard seems compromised
4	CCTV System not operational/maintained properly	Penalty of 2% of the monthly billed value in which the hygiene standard seems compromised
5	Delay in attending to Emergency/ Health Issues / Medical Conditions	Penalty of 2% of the monthly billed value in which the hygiene standard seems compromised
6	Cumulative Penalty	Cumulative Penalty cannot exceed more than 10% of the total contract value.


(Principal)


6/5/18