

लक्ष्मीबाई महाविद्यालय LAKSHMIBAI COLLEGE



(दिल्ली विश्वविद्यालय University of Delhi)

अशोक विहार Ashok Vihar-III

दिल्ली Delhi-110052

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Date: - 26/09/2019

**Tender for running Crèche and Day Care Facility 'Parvarish' at Lakshmibai College**

Lakshmibai College invites tender in two bid system – Technical and Financial bid on eprocurement portal from registered and established agencies, across Delhi & NCR only, for running crèche and day care centre facility within the college premises. The aim of the facilities to establish in its premises a crèche and day care centre which will provide good quality and reliable care for the children of employees of the college. To make the facility sustainable the service provider may open the admission to the children of outside neighbouring areas with due approval of the Creche Committee of the college. In any circumstance, the first preference will always be given to children of Lakshmibai College staff. Lakshmibai college takes no guarantee of providing minimum enrolment to the agency. The environment shall be child-friendly and educational; ensuring the holistic 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. Age appropriate education shall be provided to the children enrolled in the day care. 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 properly trained to ensure safety and the overall development of the child. Adequate care provided to the children under the supervision of a Supervisor.

Both technical and financial bids should be provided separately (attach separate file) failing which the tender will be rejected. After successfully qualifying the technical eligibility criteria by the vendor, the financial bids will be considered.

The bidder should have at least **THREE** years of experience as on 1 September, 2019 to run such facility.

The Last date to submit the tender is **7<sup>th</sup> October, 2019 at 3:00 pm**. The vendors are required to submit the tender only online at eprocurement portal. No hardcopies will be accepted. *The Tender will be opened on 8<sup>th</sup> Oct. 2019 at 3:00 pm.*

  
PRINCIPAL



### Service Scope

1. The service provider shall run the day care centre under the name 'Parvarish' and will display suitable sign boards showing the name of the centre.
2. The service provider would be required to set up a day care facility for children in the Lakshmibai College providing good quality and reliable care for the children of employees of the college.
3. It may please be noted that the vendor is required to pay the following contribution to the college as per the slab given below (student: ratio of share distribution).

Sl.No.	Slab of students	Contribution
1	< 10 students	no contribution is required
2.	>10 -20	80: 20 (Agency: College)
3.	> 20	70: 30 (Agency: College)

4. The facility should be a safe, stimulating and happy environment to grow and should not act as a passive place for children to wait while their parents are at work.
5. The facility should not enrol more than 25 children of different age groups. The service provider may enrol kids from outside neighbouring area but children of Lakshmibai College will always be given first preference for registration and admission in day care centre. Lakshmibai college takes no guarantee of providing minimum enrolment to the agency. 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:

Sl. No.	Age Group
1	6 months to up to 2 years
2	2 years to up to 5 years
3	5 years to up to 10 years



6. All the staff must be trained on safeguarding children, information sharing, first aid/safety and health of the child.
7. 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 or its staff wishes to take any additional holiday (including any medical / casual leave) he / she shall first inform the Supervisor and the college for the same
8. A trained Psychologist empanelled by the Service Provider should visit the facility on a regular basis in order to help children who may be specially-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.
9. A trained Nutritionist should be available for consultation by the Service Provider. The Nutritionist shall help the parents to chart out a daily meal plan for the children keeping in mind a nutritious dietary intake. The food will be provided by the parents only.
10. 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. The staff hired by the service provider for this purpose should be FEMALE only. Service Provider 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 prior adequate 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 Supervisor shall ensure that the children eat healthy and nutritious meals as provided by their parents, 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 behaviour amongst children without using aggression.
13. The service provider shall have the Police Verification done of the entire staff employee for this purpose.
14. The Service Provider must get Medical Fitness Check for all the staff deployed at the centre to ensure they are not suffering from any communicable disease and also are not substance abusers like tobacco, khaeni, paan, gutka etc.
15. The service provider shall be totally and exclusively held responsible for any injury, damage to human subjects, movable or immovable property within the premises lent to it or by any act of negligence to anyone in the said area. The decision of the College Crèche Committee will be final and binding upon the service provider in regards of such 'responsibility fixation'. The college staff and management will not hold any responsibility for any such instance.

#### **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 should be followed up by the Service Provider.
2. Keeping the centre 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.
17. Assisting parents in enrolling children in day care facility.
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. 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.
22. Accompanying children to the outdoor play areas to ensure their safety and security.

#### **Facilities to be provided by college**

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

1. Child Care Facility located in the Official Building premises.
2. Necessary infrastructure, such as adequate water supply, potable drinking water/RO, Refrigerator. Induction, basic civil and electrical work, segregated classrooms, washrooms for children 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. Proper child proofing of the premises to ensure safety of child eg, child proofing doors, electric sockets, drawers, washroom locks etc.



3. 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 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. To make the facility sustainable the service provider may open the admission to the children of outside neighbouring areas with due approval of the Crèche Committee of the college. In any circumstance, the first preference will always be given to children of Lakshmibai College staff.
3. 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.
4. 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 8hrs or 9hrs as opted for by the college.
5. The Service Provider shall appoint trained female teachers/instructor; manpower in sufficient numbers for proper functioning of the facility in a manner desired by the college and adheres to the scope of work.
6. The college reserves the right to seek replacement of a deployed person in case of unsatisfactory performance.
7. 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.
8. 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.
9. The staff at the facility should reinforce positive behaviour amongst the children by rewarding or praising them for displaying good behavioural attributes.
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 centre.
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 1 year which can be extended further with mutual consent with a fixed amount of security deposit (refundable). The college reserves the right to modify the number of employees in any category mentioned in the contract / cancel the contract depending on his/her 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. The day care centre monthly (and/or Per-Day) fees shall be fixed with mutual consent of both parties i.e. College and Service Provider keeping in view the running expenses and other overheads.
23. In case parents 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 for employees and children duly filled up which should be available for inspection at any time during the working hours by the College.

**Penalty.**

<b>SL. No.</b>	<b>Service level agreement</b>	<b>Penalties for non-compliance</b>
1	Non deployment of total manpower as per the caregiver to child ratio 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	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.



**Key Points: -**

The TENDER shall be valid for 3 (Three) months from the last date of submission of Tender / revised Tender (if any).

1. For clarification and additional Information:

parvarishlbc@gmail.com

2. The Institute reserves the right to modify the conditions of the Tender, at any time, without assigning any reasons for the same.

3. Lakshmibai College reserves the right to accept/reject any TENDER in part or full, without assigning any reason whatsoever.

4. If the last date of receiving/opening of the TENDER coincides with a holiday, then the next working day shall be the receiving/opening date.

5. The agencies submitting their TENDER will be evaluated for further shortlisting based on the following:

1. Verification of Tender documents by committee constituted for the purpose;
2. Physical visit of crèches (if required) to check the services, amenities and credentials of the bidder by the committee constituted for this purpose for recommending the names of agencies suitable for inviting financial offers;

6. The names of the suitable agencies qualifying technical criteria will be recommended by the committee for opening financial offers.

7. Based on the scrutiny of financial offers vis-a-vis services offered by the bidder, the competent authority of the Institute will approve the name of the agency suitable to run Crèche cum Day Care Centre at Lakshmibai College.

8. The decision of the Institute in the matter will be final and binding to all the bidders.



## **Tender to establish Crèche cum Day Care Centre**

### **Annex – I – Technical Bid**

- 1.Name and Address of the Bidder:
- 2.Email ID and Contact Telephone Number of the Bidder:
3. Please enclose an overview of proposed “Crèche-Cum-Day Care Centre
4. Please provide details about the Numbers, Type, Qualification and Experience of staff to be provided by agency for operating the “Crèche-Cum-Day Care Centre”.
5. Please provide details regarding present infrastructure available with the agency and experience profile of providing/operating such facilities.

#### Number of Students enrolled

- i. For the year 2018
  - ii. For the year 2017
  - iii. For the year 2016
  - iv. Total number of students at present for the centre.
  - v. Total number of students till date (both past and present enrolment)
  - vi. How many branch offices/centres are being managed by your organization. Give details each of them.
6. Please mention steps taken to maintain health and hygiene by the agency and tie ups with doctors and any health awareness program carried on etc.
  7. Please mention whether training programs are carried out for the staff and regular health checkups of the staff to ensure staff is healthy and fit to be a caregiver.
  8. Please provide an undertaking that the staff deployed will be paid as per existing norms/rates of Minimum Wages.
  9. Please mention operating timing details of crèche.
  10. References: At least five references should be provided.

Signature of the Bidder with Seal



**Tender to establish Crèche cum Day Care Centre**

**Annexure-II  
UNDERTAKING  
(ON LETTER-HEAD OF THE AGENCY)**

To  
The Principal  
Lakshmibai College, University of Delhi  
University of Delhi  
Ashok Vihar-III

Name of the Bidder \_\_\_\_\_ Due date: \_\_\_\_\_

Sir,

1. This is to certify that I/We before signing this Tender 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 of the Tender.
2. I/We shall provide quality services to the Institute with amenities as mentioned in our Tender.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone Number



**Tender to establish Crèche cum Day Care Centre**

**ANNEXURE – III**

**CERTIFICATE**

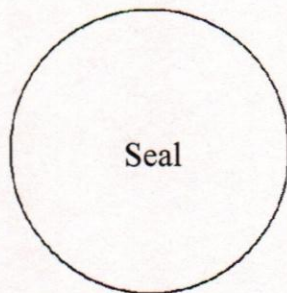
**(to be provided on letter head of the firm)**

I hereby certify that the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Place:



Authorized Signatory

Name:

Designation:

Contact No.:



**Tender to establish Crèche cum Day Care Centre  
Annexure- IV**

**Financial Bid Format**

Age- Group	Time	Full Day		Half-Day		Day-Wise
		8:30-5:30 (9 Hours)		0-5 hours		Max 5 hours
		LBC Staff	Outsiders	LBC Staff	Outsiders	
Infant Care Program) (6months- upto 2 years)						N/A
Pre-School/Play School (2yrs – upto 5 years)						N/A
After-School Care Program  (5years- upto 10 years)		N/A				(only for LBC Staff)

Signature of the Bidder with Seal