



High Commission of India
Male (Maldives)

Request For

Expression of Interest (EOI)

For Selection of Agency

For running a Creche

at Chancery building of High Commission of India, Male (Maldives)

DISCLAIMER

THIS REQUEST FOR PROPOSAL IS NOT AN OFFER BY THE HCI, Male, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTERESTED BIDDERS FOR SELECTION TO RUN A CRECHE. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THE RFP PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY HCI, MALE WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY.

1. Purpose of the EOI

High Commission of India, Male intends to appoint an agency for running/managing Creche for children with age ranging from 6 months to 10 years either through any professional agency or NGO on an annual contract extendable upto three years on year to year basis. As running/ management of Creche is a professional work involving dedication and sincerity towards little kids, this organisation invites bids (technical & financial) from experienced and well established agencies who are ready to provide their services with utmost care.

2. Eligibility Criteria/Pre-Qualification Criteria

The Agencies who fulfill the following minimum eligibility criteria shall be eligible to apply.

(a) Should have satisfactorily handled/done solely Creche or Day Care Centre during the **past three years** ending previous day of last date of submission of tenders.

Three similar services of managing/running Creche/Day Care Centre with children total strength of 10 in each facility in different age groups viz 6 months to 10 yrs

OR

Two similar services relating to managing/running Creche/Day Care Centre with total Children strength of 15 in each facility in different age groups viz 6 months to 10 yrs

OR

One similar services relating to managing/running Creche/Day Care Centre with total Children strength of 20 children in different age groups viz 6 months to 10 yrs

(b) Similar works services/experience means manning/running responsibility of Creche/Day Care Centre independently in any Institutional campus/Office campus/Office-cum-Residential campus/Residential Campus in Delhi/New Delhi and adjoining NCR area.

(c) Average annual financial turnover should be at least **MVR 1 Lakhs** or more during each of immediate preceding three financial years.

(d) Any NGO or other agency/firm/individual having expertise and experience in running/managing Creche/Day Care Centre solely located in Male or its adjoining area only can participate in the bid.

(e) Agencies that are debarred or blacklisted by any Govt Departments or any other organisation/society whatsoever are not eligible to participate in the bidding process. A Certificate is to be submitted along with the bid by the bidders to the effect that they are not debarred or blacklisted by any Govt Department or private agency and neither any case is pending or is under investigation on charges of corruption, unfair trade practices, mishandling/abusing children. In the event of any false information or/and on revealing of any such fact later, even if work is awarded, it shall be withdrawn.

3. Bid Document and its submission

3.1 Bid Format:

The EOI is being invited from the reputed well established firms/NGOs/ individual. **Both Technical Bid and Financial Bid shall have to be submitted by the bidder in separate sealed envelopes superscribing clearly the nature of the bid. Both these bids have to be submitted together in one sealed envelope superscribed as “Expression of Interest for selection of Agency for running Creche”.**

3.2 The Bid shall contain bidder profile, detailed presentation delineating organizational strength, key areas of expertise, financial capability, status of the bidding agency along with special awards/appreciation for the work done or any other relevant details during the preceding three years and giving relevant experience of identical work done during last ten years. HCI, Male does not intend to charge any amount from the selected agency towards award of contract/provisioning of services. Should the bidder consider necessary to provide any information/their own view point for the proposed work, it may submit the same along with the bid. It may be noted that the selected bidder shall be required to submit Performance Guarantee within 10 days from the date of receipt of selection/award letter equivalent to an amount of 10% of bid value which will remain valid for 60 days beyond the period of contract.

3.3 Copies of Response:

Respondents must submit one (01 Nos) hard copy along with soft copy of presentation to the designated point of contact by the date and time specified in the EOI.

3.4 Validity of Bid:

The bids submitted by the bidders would remain valid for minimum of **180 days** calculated from the last date of submission.

3.5 Response Date/Time/Venue:

Responses to this EOI are due on or before **06.01.2025** latest by **1700** hours. The Bid envelope super-scribed as “EOI for selection of Agency for running Creche” must be submitted to the designated point of contact viz. **Head of Chancery, 4th Floor, High Commission of India, Male (Maldives) situated in Hulhumale.**

4. Opening and Evaluation of Bids:

4.1 The Bids will be opened on **09.01.2025** hrs. The Evaluation shall be carried out based on the documents submitted by the bidder for bid, subsequent presentation before the committee comprising of officers of HCI, Male and discussions with them.

4.2 Evaluation Criteria:

The technical bids received against this EOI will be analyzed by the evaluation committee based on the qualifying criteria and presentation/discussions with the bidders. Preference will be given to the experienced and dedicated/sincere firms/individuals/NGOs carrying out the similar job successfully with supporting documents.

Assessment Criteria for Technical Bid

S.No	Criteria	Marks
1	Experience in the field	Less than 5 years: 5 5-8 years: 10 more than 8 years : 15
2	No. of personnel under the organization (Details of staffs with their Employment Insurance and years of experience in your firm to be mentioned)	5 —10 personnel : 5 10 — 20 personnel : 10 more than 20 personnel : 15
3	No. of Creches managed in other Organizations and their details	Less than 5 : 5 5 — 8: 10 more than 8 : 15
4	Financial Turnover	MVR 1-2 Lakh: 5 MVR 3-5 Lakh: 10 More than MVR 5 Lakh: 15
5	Any awards from Government offices or commendations from previous users, in the last 5 years	5 awards: 5 5 — 8 awards: 10 more than 8 awards : 15
6	ISO certificates/equivalent certificate from recognized authorities	5

Financial bids of only the technically qualified service providers shall be opened by the evaluation committee. Thereafter, the award of work shall be on L1 basis.

5. Selection of Agency/Award of Contract

5.1 The bid evaluation committee would recommend selection of bidders based on available documents, presentation/discussions held with the bidders and would evolve its own method of evaluation which may include the physical inspection of current daycare/creche facilities run by the bidders.

5.2 The successful bidders will have to enter into an agreement with HCI, Male comprising of various clauses agreed upon amicably between both parties. Suitable and mandatory changes will also be added in the agreement for smooth execution of the contract.

6. Terms and Conditions of Engagement

6.1 Responsibilities of the Creche Day Care Centre Running Agency

Subsequent to signing of the contract agreement, the agency shall take charge of encumbrance's free site from HCI, Male and shall nominate a Supervisor/Executive for execution of the Creche activities under intimation to HCI, Male.

The other supporting staff/employees shall also be deployed simultaneously by the selected agency for carrying out all the required jobs for manning the Creche in befitting manner to ensure that the premises are maintained and children are given due care to make the Creche as an exemplary example for others.

The selected agency shall execute all the activities essentially required to make the Creche management/functioning interesting.

The selected agency shall adhere to the **“National Minimum Standards and Protocol for Creche”** stipulated by the Ministry of Women and Child Development. **(may be obtained from HCI, Male)**

The selected agency will be provided space and utilities in terms of water, electricity, telephone connection (if needed). Internal Furnishing and supply of play & learning materials and first aid kit should be provided by the selected agency.

The Creche will remain functional from **0800 hrs to 1900 hrs** on Weekdays which can be extended if required. Creche facilities may be provided on weekends on demand.

All the employees/staff members deployed by the selected agency shall in no way be related to HCI, Male or Govt of India nor these organizations shall be responsible for any act/service of such manpower deployed for manning the Creche. All such responsibilities/liabilities related to the employees/staff engaged and deployed for Creche shall be of the selected agency.

All the employees/staff members deployed by the selected agency shall be medically fit & should not suffer from any contagious disease and also to be verified by police. Medical fitness and Police verification certificates be obtained and submitted to HCI, Male in respect of all personnel working at Creche. These employees would also be medically examined at such periodical intervals as decided by HCI, Male.

The minimum qualification for Creche Supervisor will be A level/class-12 equivalent Standard passed. For Helper, it should be class- O level/10th equivalent passed. However, the age limit for both categories should be between 18 to 45 yrs at the time of appointment. In genuine cases, however, this age limit can be relaxed subject to recommendation/ approval of Joint Management Committee/Competent Authority. Further, all the appointed staff for creche by the selected agency should have minimum prescribed qualification and requisite training done through approved training centre at the time of appointment itself, so as to enable them to understand and cater to the individual needs and development capabilities of the children. The training will be provided by the probable bidder/service provider from their own resources.

The selected agency shall not be allowed to sub contract or entrust management of the Creche to any other agency/person.

No food/eatables/beverages (other than water) will be provided by HCI, Male even on payment basis. The children are allowed to consume their own food provided by their parents.

The selected agency will also ensure safety of children, their health checkups via their parents/ guardians at intervals as decided by HCI, Male, to ensure that no health related issue crops up with the children.

The Agency shall deploy minimum one supervisor and two attendants irrespective of minimal strength of children. In case, the supervisor or any of the attendants remain absent or take leave, a replacement shall be provided by the selected agency, so that the services are not hampered.

The selected agency shall keep complete detail of children, their parents including telephone and residential addresses. The enrollment forms of children duly filled in by the parents should be available with the available staff in Creche. The Creche managing agency will maintain basic record/registers which could be inspected any time during working hours
(i) Admission/Enrollment Register for recording profile of children and their parents details etc. (ii) Attendance Register of Children (iii) Attendance Register of functionaries (iv) Health Checkups including immunization of the child (v) The medical record of children to be shared with doctor (vi) Parents' meeting register (vii) Visitors' register.

The deployment of staff for managing the Creche will be as under :-

S.No	Children - Age Group	Number of Children	Manpower Requirement	
			Number of Creche Supervisor	Helper (Female Manpower Only)
(a)	6 Months to 10 Years	10	1	2
		20	2	2
		30	3	3
		40	3	4
		50	3	5
Total		max 50	3+5 = 8 numbers	

The selected agency would be a consultative partner of HCI, Male in carrying out public works and procurement for the creche inventory.

The selected agency would provide access to live CCTV coverage of the Creche to the authorize guardian on demand.

The agency will not carry out any such activity which is prejudicial to the existing rules, regulations and prevalent practices governing running of Creche facility. In case anything is brought to the notice of HCI, Male, the contract/award of work would be terminated by giving notice of 15 days. In such a case, the Performance Guarantee shall also be forfeited in addition to initiation of suitable action as per applicable law.

The agency will be responsible and accountable for its belongings and also for the entire space/area provided along with infrastructure inclusive of all items of any kind provided by HCI, Male, accident, loss of money or theft or any personal accident etc. whatsoever. The agency shall indemnify HCI, Male for all acts and deeds directly or indirectly performed for Creche. Any insurance required or considered appropriate by the agency, the amount of premium or related expenditure will be borne by it and in no case HCI, Male would be responsible or liable for the same.

The Joint Management Committee of HCI, Male would be overall responsible to oversee the affairs of running of Creche. HCI, Male shall have the right to make inspection of the Creche area and its functioning at any time.

As this work is being assigned with mutual coordination/cooperation and consent basis, in case of any disagreement or dispute concerning running of Creche, the same will be resolved amicably with mutual consent and in case the matter remains unresolved, it shall be resolved by an Arbitrator to be appointed, with approval of Govt of India, for the purpose with the mutual consent. The award of the arbitrator shall be final.

The bidder participating in this bidding process must not have a conflict of interest of any kind with any other party/bidder/individual, whatsoever.

7. Other Conditions/Guidelines:

7.1 Applicants must acquaint themselves fully about the assignment and the local conditions before submitting the Proposal. They may visit the site with prior intimation to **Head of Chancery, Tel No: 4004190 during office hours on any working day between 1100 hrs to 1630 hrs.**

7.2 For any other queries, Applicants are requested to reach out via email or contact on the numbers provided.

7.3 The Applicant shall submit the Proposal in the form and manner specified in the text and Appendices of the RFP. There is no RFP / Tender fees required to be paid. **An Earnest Money Deposit of MVR 10,000/- (MVR Ten Thousand only)** through Bankers' Cheque/Pay Order/Bank Guarantee shall be paid in favour of High Commission of India, Male.

7.4 An Applicant is eligible to submit only one Proposal.

7.5 HCI, Male reserves the right to reject any Proposal if, at any time, a material misrepresentation is made or discovered, or the Applicant does not provide responses or clarifications sought by HCI, Male within the stipulated period.

7.6 The proposals must reach before the stipulated date and time of submission. Late submission shall not be accepted, due to any reason

whatsoever viz. postal delay etc.

7.7 The Applicant should sign each page of the Proposal including the RFP/EOI. Additional pages should also be signed & stamped.

7.8 HCI, Male reserves the right to modify any part of the RFP any time before submission of the proposals, giving sufficient notice to all the Applicants to respond. Changes may be communicated to all the Applicants through physical or electronic means viz. through website of HCI, Male. The Applicants are required to acknowledge the receipt of the changes.

7.9 The selected agency is required to provide to HCI, Male its services without prejudice or conflict of interest, in a manner that best suits the interests of the HCI, Male.

7.10 Penalty:

HCI, Male reserves the right to decide the nature of violations and the penalty to be imposed.

s. No.	Service level agreement	Penalties for non-compliance
1	Non deployment of total manpower as per the caregiver to child ratio defined in scope of work	Two occasions/month of unavoidable absence may be excused. However, beyond two such occasions, penalty of MVR 200/day/person would be levied. The successful service provider must endeavor to provide suitable replacement immediately in such scenarios.
2	If the employee is found responsible for disobedience/ misconduct	In case of disobedience/misconduct by the employee of the service provider, the employee should be replaced within 48 hrs by the service provider. Failing which, Ministry may impose suitable penalty of MVR 400/day.
3	Poor maintenance of hygiene standards at any area of the facility	In case of grave misconduct, HCI, Male reserves the right to any action as per the extant law of the land, as deemed appropriate.
4	CCTV System not operational	The service provider will be given grace period of 48 hours to repair the CCTVs, beyond which, a penalty of MVR 200/day to a maximum of MVR 1000/month would be levied.
5	Delay in attending to Emergency/ Health Issues/ Medical Conditions	Fine of MVR 10,000 to be levied
6	Cumulative Penalty	Failure of Service Provider to provide

		requisite standards as mentioned in RFP may lead to HCI, Male issuing Show cause notice to the service provider and imposition of penalty. Failure to honour the terms of contract and repeated violation may lead to termination of contract and blacklisting of the service provider and encashment of Bank Guarantee.
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8. Terms of Payment

The terms of payment will be discussed and decided with the selected bidder during the signing of contract.

9. Jurisdiction

This Award of work/agreement is subject to the jurisdiction of HCI, Male in Maldives only.

10. EOI/Award of Work Cancellation:

HCI, Male reserves the right to withdraw this EOI at any stage if HCI, Male feels that such action is in the interest of HCI, Male or otherwise. The selected agency would be required to give at least three months' notice to HCI, Male, if its management intends to cancel the contract/agreement for the assigned job.

11. Designated Point of Contact:

HCI, Male's official single point of contact for this EOI and the delivery point for responses and correspondence is:

Head of Chancery,
4th Floor, High Commission of India, Male (Maldives)
Hithigas Magu Goalhi-4
Telephone No.- 4004194
email: hoc.male@mea.gov.in / attadm.male@mea.gov.in

12. Technical and Financial Bid Forms:

FORM-A TECHNICAL BID

1. EARNEST MONEY DEPOSIT (EMD)		Demand Draft No. ____dated _____for MVR.____(MVR only) drawn on (Name of the Bank) _____in favour of High Commission of India, Male, payable at Male, Maldives(To be enclosed with technical bid in a separate envelope)
Bidder/Contractor Agency Profile		
or. No.	Required information	
1.	Name and registered address of the agency/firm/company	
Z.	Legal status & incorporation details of business establishment (individual / proprietor, partnership firm, limited company, corporation, cooperative society, etc.) (Please attach self-certified copies of incorporation certificate viz. Certificate of Registration from Registrar of Companies or Registrar of Firms or Letter of Proprietorship)	
3 .	Name, designation, and telephone no. of the contact person/ authorized representative Tel. No. Mob. No. Fax No. E-mail id	
4.	Month and Year of commencement of specified business. (Please attach proof as prescribed)	
5.	Statutory details (Please attach self- attested photocopies) i. Registration number of the agency	

	(As per Shop and Establishment act.) ii. PAN No.	
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iii. PF - Registration number iv. ESI — Registration number v. GST — Registration number					
s. Income Tax Return details for AY 2023-24 or applicable document		Gross Income		Net Income	
7. List of present and past clients of the bidder to whom he has provided services					
relating to designing/operating/ management of crèche/day-care (Please use separate sheet for each) as per the following format. (Please attach self-certified copies of work orders issued by concerned organization for previous as well as ongoing contracts, duly indicating the specified key indicators)					
Sr No	Name of the organization with complete postal address	Name and designation of the contact Person with Tel./Mobile No(s)	Period of work completion	Nature of work	Value of contract
8. Details of the Resource Persons					
Sr. No	Resource	Role	No. of Resources & their qualifications	Duration (months)	
9. Financial Capabilities. Please provide the following details of specified business & attach year-wise audited balance sheet and P&L account (Statement of accounts) from FY 2021-22. Please also attach self-certified copies of company auditors/chartered accountants' certificate for annual turnover & certifying that the bidder is engaged in specified category of business during the intended period)					
Details		FY 2021-22	FY 2022-23	FY 2023-24	
Annual Turnover					
10.	Details of pending litigation, details of terminated/abandoned contracts due to litigation. If yes, please provide complete details with nature of complain/litigation (If there is pending litigation, terminated/abandoned contracts due to litigation and other cases, the tender bids are liable to be rejected as per terms & conditions of the tender document)				

Submission of all the documents mentioned above along with declaration, is mandatory. Non submission of any of the documents above shall render the bid to be rejected.

I, _____ Son/Daughter/
spouse of
Shri/Ms. _____ Proprietor/Partner/Director,
authorized signatory of the Company /Agency /Firm _____
_____, is competent to sign this tender bid form;

2. I have carefully read and understood all the terms and conditions of the tender document and undertake to abide by them;

The information/documents furnished along with the above bid are true and correct to the best of my knowledge and belief. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Date:

Place:

Seal:

Signature of authorized

Full Name:

Name of the bidder/bidder agency

**FORM-B
FINANCIAL BID**

Having examined the tender document, inspected the location of the creche facility and having submitted the technical bid, in prescribed Form-A, for the same, I/we, the undersigned, hereby submit the financial bid (Form- B) in relation to running/managing a cr che facility for Ministry of External Affairs as under:

Rate Chart			
	Particulars	Rate	Amount (MVR)
1.	Cost of furnishing (one time)		
2.	Salary for Supervisors (per person/ per annum)		
3.	Salary for attendants (per person/ per annum)		
4.	Costs of Playing materials		
5.	Costs of Learning materials		
6.	Maintenance Costs		
7.	Applicable Taxes (if any)		
	Total		

Total Value of Contract: _____(In

MVR words:

DECLARATION BY THE BIDDER

I/We hereby certify that the information's furnished above are true and correct to the best of my/our knowledge and belief. In case any discrepancy is found in the above statement at any stage, the contract shall be liable to be terminated.

I/We also certify that the rates have been quoted after understanding properly the 'Scope of Work', 'Terms & Conditions', and other details specified in the 'Tender Document'

Date:

Full Postal Address & Tel.
Signature of authorized person

Place:

Full Name:

Seal:

Name of the bidder/bidder agency

13. DISCLAIMER

1. The information submitted in response to this EOI may be subject to public release (as per RTI norms). Therefore, it is advisable not to include proprietary or confidential business information in the response. Vendors responding to this notice assume the risk of public disclosure if confidential information is included.

This notice is not to be construed as a commitment by the HCI, Male to contract for services. Please be advised that HCI, Male will not pay for any information provided as a result of this notice and would neither recognize nor reimburse any cost associated with any EOI submission.

14. SCHEDULE :

Date of Notice of Inviting Tender	12.12.2024
Last date of submission of Technical and Financial bid	06.01.2025
Date & Time of Opening of Part-I - Technical Bid of tenders	09.01.2025
Date & Time of Opening of Part-II- Date & Time of Opening of Financial Bid in presence of authorized representatives of the bidders who choose to be present	To be informed later