



MEGHALAYA BASIN DEVELOPMENT AUTHORITY (MBDA)

Headquarter, Nongrim Hills, Shillong

Meghalaya- 793003

Phone: +91-364- 2522921/2522992

Website: www.mbda.gov.in, E-mail: admin.mbda@gov.in

No. MBDA/03/2022-23/259

Dated Shillong, the 30th July, 2022

Request for Proposal (RFP)

The Meghalaya Basin Development Authority invites proposal from qualified childcare provider agencies that can offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child. The agencies must be currently operating a similar licensed program within the State of Meghalaya.

Detail information's regarding the scope of work and services expected from the agencies is provided in **Section: 3, Terms of Reference** in RFP document which can be accessible from the MBDA website www.mbda.gov.in

The proposals should be submitted in two sealed envelopes; one, the Technical proposal and the other for financial proposal. Both the envelopes should be kept in one single envelope and sealed. Queries to be sent via email to mbdaprocurement@gmail.com on or before August 3, 2022 by 5:00PM. Responses will be shared accordingly to interested parties.

Date of Issue of RFP: **30th July, 2022**

Last date and time of submission: **16th August, 2022 upto 05:00 PM**

Sd /-

(Gunanka DB, IFS)

Executive Director

Meghalaya Basin Development Authority

**REQUEST
FOR
PROPOSAL
(RFP)**

**For MBDA
Childcare/Crèche Services**

**Office Address: O/o Meghalaya Basin Development Authority (MBDA)
C/o, Meghalaya State Housing Financing Cooperative Society Ltd.
Campus,
Nongrim Hills, Shillong - 793003**

SECTION-1: LETTER OF INVITATION

**RE: LETTER OF INVITATION TO SUBMIT PROPOSALS FOR THE
CHILDCARE/CRECHE SERVICES FOR THE MEGHALAYA BASIN
DEVELOPMENT AUTHORITY (MBDA).**

The Meghalaya Basin Development Authority invites proposal from qualified childcare provider agencies that can offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child. The agencies must be currently operating a similar licensed program within the State of Meghalaya. The agencies must demonstrate clear and measureable evidence that has a corporate philosophy that reflects the best practices in Early Childhood Development (ECD).

Meghalaya Basin Development Authority has approx. 700 employees across the State of Meghalaya wherein there are about 46% of female employees within the organization and there are about 200 employees deployed in SPMU, Shillong with a percentage of approx. 45% female employees. It is also a well known fact that in today's competitive environment it is highly essential for both the parents to earn livelihood and the situation becomes complicated when they have kids. And from employer's point of view it becomes very essential that each and every employee work in an environment where they are able to focus on what they are doing and increasing the quality and efficiency of their output. This facility when provided will be one step closer in creating an environment for the existing working mother and future mother as well.

Detail information's regarding the scope of work and services expected from the agencies is provided in **Section: 3, Terms of Reference** in this RFP document.

Agencies will be selected based on "Pre-Qualification & Evaluation of eligible agencies followed by selection through Technical Evaluation" criteria described in this RFP.

The RFP comprises the following sections:

Section-1: Letter of Invitation

Section-2: Factsheet

Section-3: Terms & Reference

Section-4: Terms of Conditions

Section-5: Financial Proposal Format

Section-6: Pre-qualification & Evaluation Form

Section-7: Technical Proposal Submission Form

Section-8: Evaluation & Selection Criteria

SECTION-2: FACTSHEET

Request for Proposal (RFP) document made available to the applicants	30-07-2022
Last Date for Receiving Queries	03-08-2022
Response to Queries	To be notified accordingly
Last Date for Receipt of Proposals (Sealed Enveloped)	16-08-2022
Opening of Proposals received within the stipulated time	To be notified accordingly
Technical Presentation	To be informed accordingly
Letter of Award	To be intimated to the selected Agency
Start Date	To be intimated to the selected Agency
Method of Selection	Quality Based Selection(QBS)
Contact Details	Meghalaya Basin Development Authority (MBDA), Nongrim Hills, Shillong – 793003 Contact No.

SECTION-3: TERMS OF REFERENCE

Organizational Background: Meghalaya Basin Development Authority

The Meghalaya Basin Development Authority (MBDA) was established in 2012 to develop a state wide institutional ecosystem for environmentally sustainable, economically inclusive development with a focus on micro and small scale enterprises. Through its different initiatives, MBDA targets significant social change along the entire development value chain: it motivates citizens to take initiative, provides knowledge inputs to stakeholders, invests in community-led development projects, enables entrepreneurs' engagement with markets, and helps build the physical and social infrastructure required for market development in the state. More broadly, MBDA also focuses on ensuring a paradigm shift in public service delivery by facilitating a citizen-centric, demand-based approach to governance in Meghalaya. Thus, it has re-conceptualized citizens as "*development partners*" not "*beneficiaries*", catalyzed people's aspirations, and created the spirit of enterprise in the state's citizens through a variety of knowledge, communications, and institutional platforms. The use of crèche facility is proposed to be extended to children of MBDA staff between the age group of 6 months to 7 years of all employees including temporary, daily wage, consultant and contractual personnel.

Purpose of RFP: The purpose of this "Request for Proposal" (RFP) is to solicit a qualified provider of childcare services at Meghalaya Basin Development Authority (MBDA). A successful provider must at a minimum demonstrate evidence of the following:

1. Proven experience operating a childcare center in a first-class and professional manner.
2. An educational program or services focused on promoting optimal physical, social, emotional and intellectual development of each enrolled child.
3. A program or service that will charge reasonable, yet competitive rates to the public.

Objective of the Services:

1. To ensure a quality childcare/daycare services between the age group of six months to seven years.
2. To facilitate child's physical and mental development by age specific activities at the crèche.
3. To provide programs that develop the children's language and literacy skills,

Scope of Work & Deliverables:

The Agency will be required to provide full childcare/daycare and be responsible to offer a nurturing and educational program that ensures the optimal physical, social, emotional and intellectual development of each enrolled child.

Deliverables:

The selected agency is expected to deliver the minimum performance standards as indicated below and the “**National Minimum Guidelines for setting up and running Crèche’s under Maternity Benefits Act, 2017.**”

1. Ensuring each child receives an individual program/session based on his/her needs.
2. Day care facility and serving areas are clean and sanitary at all times.
3. Providing a safe, secure, healthy, pleasant and attractive environment.
4. The Agency shall be responsible in facilitating & services required for running the Childcare/Daycare center including all the logistics arrangements and other maintenance works that may be required to take place as mentioned below; which shall be at its sole cost & expenses of the agency during the period of contract.
 - a. **Hiring of Staff:** Ensuring hiring of the best & skillful staff that possesses the following traits;
 - Being Patience
 - Communication & Monitoring Skills
 - Positive & Empathy
 - Enthusiastic & Energetic, etc.
 - b. **Kid’s Safety Measures:** To ensure that kids are safe from physical injury, complete area of the room shall be padded to avoid any sharp edges or sharp corners. First Aid kits shall also be made available too.
 - c. **Health Safety & Food Maintenance:** To ensure the health safety of the kids, it may be proposed to mothers to have their food packed and sent along with kid’s bag which will be served to the kids.
 - d. **Traceability:** All enroll kids will be tagged with badges only if the numbers of kids are more.
 - e. **Security Measures:** CCTV scanner shall be installed which will probably be under company’s security coverage scope.
 - f. **Kids Learning Tools:** To make available all the basic learning tools and play items to enable the kids to develop their basic motor skills and for higher age their basic reading skills.

- g. **Operations:** Crèche operation timing can be flexible based on the working hours and timing of the parents. Therefore, the crèche preferably operation should open for minimum 8 hours i.e. from morning **9:00am to evening 6:00pm** or beyond depending on the need of the MBDA staff.
- h. **Intake Capacity:** Initial maximum intake would be for 20 kids capacity.
- i. **Cleanliness & Hygiene:** To ensure the child care center are clean and tidy both inside & premises. Disinfecting of all materials & items available in the center like table tops, counter tops, chairs, toys & others.
- j. **Site Work and Infrastructure/Space:** Agency shall be responsible for any required “Site Work”. Site work shall mean all interior improvements; including maintenance & renovation work required placing the child care center in accordance with all applicable laws and licensure requirements set forth by the “**Ministry of Women & Child Development**” under “**National Minimum Guidelines for setting up and running Crèche’s under Maternity Benefits Act, 2017.**”
- Preferably at the ground floor to ensure safety of children
 - The centre should have concrete (pukka) structure as per CPWD norms.
 - A crèche centre must have a minimum space of 10 to 12 sq. ft. per child to ensure that children can play, rest, and learn.
 - Note: An ideal centre should have covered as well as open space area. Some of which should be shaded along with a kitchen and a child friendly toilet facility.
 - The room should have proper light and should be well ventilated.
 - There should be no unsafe places like open drains, deep and large pits, garbage bins etc. near the centre.
 - The centre must have a safe and potable drinking water source with a water purifier installed.
 - Ramps and hand rails for better accessibility.
 - There should be demarcated separate areas for different age groups-under 3 yrs and 3-6yrs olds each for sleeping, cleaning, eating, conducting activities and breastfeeding.

Training & Qualifications:

1. The selected agency will be responsible in providing training to the care givers in related law and procedures in India. They shall also be required to provide onsite training and childcare and all safety measures and other related childcare concern.
2. Pre-employment screening and evaluation of the child care shall be required to assess suitability of prospective care givers prior to assignment to the childcare and provide the pre-screened forms upon successful bidding for records to MBDA.

Duration of Contract:

1. The initial term of the contract shall be up to three (03) years with three (3) successive one (1)-year renewal options, subject to negotiation and based upon the mutual agreement of the parties.
2. The option to extend the term of the contract will be subject to the Child care agent's compliance with minimum performance standards outlined in the TOR of this Request for Proposals and the terms of the existing contract agreement.

Cost: The Childcare Agency will be responsible for payment of all other operational cost including personnel, security, parking and the cost of utilities.

SECTION-4: TERMS & CONDITIONS

1. Basic Mandatory Requirements:

- a. Certificate of Incorporation/ Registration Certificate along with PAN Card/GST Registration No./Service Tax No./12A Certificate.
- b. Name & Designation of the authorized person to whom all references and communication shall be made.
- c. Declaration of submitting as Independent agencies from the authorized signatory.
- d. Evidence of having a Registered Office - either copies of lease agreements together with copies of receipts for payment of rent for the last 03 months OR copy of ownership document of the property indicated as the registered office.
- e. Relevant experiences - Copies of Work Order/ Sanction Orders/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided (if any).

The above documents must be submitted together with the proposals. Agencies are strongly advised the above requirements documents will be evaluated during the bids meeting.

2. Technical Proposal:

The Child Care Agency is required to submit a proposal written in English language and include the following information;

- a. An Executive Summary of the Child care agent's Business Plan that details:
 - i. Provide a summary profile of the agency/organization, including year founded, form of organization, number and location of offices and existing child care development facilities, number of employees, childcare rates charged, and general condition of firm's financial condition. List any professional organization accreditations held by the firm/organization.
 - ii. Briefly describe your history and background, demonstrating a minimum of 2 years prior experience managing or operating childcare development facilities.
 - iii. Project vision describing Child care agent's goals and vision for the Child Care Center, including a statement of educational philosophy and mission
 - iv. The capacity to handle the project in terms of human resources. A summary of the current staff, including center directors and teachers; describe their qualifications,

specialized experience and technical competence in Child Care Center Agency and other relevant experience, tenure with the organization, and any specialized trainings or degrees they may have (Attach resume).

- v. A brief summary of: how the organization defines or aspires to provide quality care to children; current engagement practices.
- vi. Child care agent may also submit additional written materials that expand on the organization's goals and vision, such as handbooks and parent information and resources.
- vii. A proposed schedule for beginning operations of the Child Care Center.

3. Financial Proposal:

- a. In preparing the financial proposal, the Child Care Center Agency is expected to provide all itemized costs associated with the assignment.
 - i. **A Cost Proposal that includes:**
 - A cost-per-week (or rate structure) for each category of user.
 - Identify any anticipated additional out - of - pocket costs to registrants besides monthly charges.
 - Specify the services to be included in the child care centre (e.g., food, special classes, etc.)
 - Specify the number of hours of care per day the monthly fee reflects.
 - Indicate, if appropriate, what charges will be for additional hours
- b. An estimated three (3)-year operating budget for the entire services.
- c. The Agency shall express their price in rupees, while those in percentage shall be applicable in rupees as well.
- d. The Proposals must remain valid for 90 days after the submission date. During this period, the Child Care Center Agency is expected to keep available the professional staff proposed for the assignment. The Client will complete negotiations during this period.

SECTION-5: FINANCIAL PROPOSAL FORMAT

Sl. No.	<u>Monthly Charges For Running & Manage Creche of 20 Children (Exclusive of GST)</u>	Total Amount (Inclusive of all charges applicable plus GST*)
	In words: Rupees: _____	

SECTION-6: INFORMATION FORM

Please submit your RFP to mbdaprocurement@gmail.com with a copy mark to hrd.mbda@gov.in by the deadline stated on the tender specification. Any questions you may have can be directed to the same email address:

1. Basic Details Of Your Organisation:

1.1	Name of the organization in whose name the proposal would be submitted:	
1.2	Contact name for enquiries about this proposal:	
1.3	Contact position (Job title):	
1.4	Address: Postcode:	
1.5	Telephone/Mobile:	
1.6	Email address:	
1.7	Website address(if any):	
1.8	Company Registration number (if this applies):	
1.9	Please specify registering body:	
1.10	Charities or Housing Association or other Registration number (if this applies).	
1.11	(Please tick one) i) A public limited company? ii) A limited company? iii) A partnership iv) A sole trader v) Other (please specify)	
1.12	Name of (ultimate) parent company (if this applies):	

SECTION-7: TECHNICAL PROPOSAL SUBMISSION FORM

The Child Care centers should provide their proposal as below;

Sl. No.	Children Age Group	No of Children	Manpower Requirement		
			No. of Creche Supervisor	Teaching Faculty	Helper (Female Manpower only)
A)	6 Months to 7 years	Max.	1 (One only)	1 (One only)	Minimum
Total count:					

SECTION-8: EVALUATION & SELECTION CRITERIA

The quality-based selection shall involve invitation of prequalified Child Care Center Agency to submit their preliminary project proposals. These shall be the top three (3) proposals for each Child Care Center Agency, with the highest quantitative scores, will be short listed by the Evaluation Committee and the best proposals comprising the Schedule, Scope of Work Breakdown and Pricing shall be evaluated by the committee. The evaluation shall be based on the technical proposal and the financial proposals submitted. The points to be awarded for each criterion are detailed herein:

Sl. No.	Mandatory Requirement	Documents Required	Documents Submitted (Yes/No)
A	MAIN EVALUATION (10 Marks)		
A1	Legal Entity – Certificate of Incorporation/ Registration Certificate along with PAN No./GST Registration No./Service Tax No./12A Certificate to be submitted.	Certificate of Incorporation/ Registration Certificate along with PAN Card /GST Registration No. /Service Tax No./ 12A Certificate	
A2	Operation – The Agency shall have been in operation for past 03 years as 31 st March 2022 and filed ITR for last three FYs (2019-2020, 2020-2021, 2021-2022).	Last three FYs Audited Financial Statement duly signed by a Chartered Accountant	
A3	Consortium – No consortium/ associations/subcontracting shall be allowed in this project.	Declaration of submitting as Independent agencies from the authorized signatory	
A4	Blacklist – Applying Agency shall not have been blacklisted in last three years by any Central/State Govt. Ministry in India or Public Sector Undertaking or any Government Agencies	Undertaking by the Authorized Agency	
A5	Authorized Representative - A Power of Attorney in the name of the person signing the proposal.	Original Copy Power of Attorney	
B	RELEVANT EXPERIENCE (30 Marks)		
B1	Relevant Experience - Applying agency shall have prior experience in implementing Creche/ Child Care/Day Care Centre projects etc.	Copies of Work Order/ Sanction Orders/ Engagement Letters/ Completion Certificates or equivalent documentary evidence shall be provided as proof.	

B2	Mention below that best represent experience your services in providing Child Care Services/Day Care Center/ Crèche's.	
B2.1	Name of the organization/Project	
	Address & Location	
	Project Size or No. of children's managed per center	
	Contact Person of the Agency/Service provided	
	Contact No. & Email ID	
	Service/Contract Period	
B2.2	Name of the organization/Project	
	Address & Location	
	Project Size or No. of children's managed per center	
	Contact Person of the Agency/Service provided	
	Contact No. & Email ID	
	Service/Contract Period	
B2.3	Name of the organization/Project	
	Address & Location	
	Project Size or No. of children's managed per center	
	Contact Person of the Agency/Service provided	
	Contact No. & Email ID	
	Service/Contract Period	
C	KEY PERSONNELS: (20 Marks) (Mention the key personnel's employed at the Agency/Crèche including the director)	
C1	Key Head Office Staff	<i>Attached CV & copy of academic certificates (Yes/No)</i>
C1.1	Name of the Staff	
	Designation	
	Highest Qualification	
	Years of Experience	
C1.2	Name of the Staff	
	Designation	
	Highest Qualification	
	Years of Experience	
C1.3	Name of the Staff	

	Designation	
	Highest Qualification	
	Years of Experience	
C1.4	Name of the Staff	
	Designation	
	Highest Qualification	
	Years of Experience	
C1.5	Name of the Staff	
	Designation	
	Highest Qualification	
	Years of Experience	
D	STATEMENT OF METHODOLOGY (10 Marks)	