

STATE BANK OF INDIA

INVITES TENDERS UNDER TWO BID SYSTEM for

ENGAGEMENT OF CRECHE SERVICES AT SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM

Last date for submission of Tenders: 11:00 AM (IST) on **27.02.2025**

Opening of Technical Tender: 03:00 PM (IST) on **27.02.2025**

Opening of Financial Tender: 04:00 PM (IST) on **27.02.2025**

Tenders to be submitted to:-

**The Deputy General Manager & CDO,
4th Floor, SBI LHO Building, Poojappura,
Thiruvananthapuram– 695012**

NIT NO: THI/LHO/2025/22

Name & Contact No. of Official concerned in case of any clarification:

SAMBA LAKSHMY R

Land Line No: 0471 2192433

Mobile No. 9447711993

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ADVERTISEMENT PUBLISHED IN NEWSPAPERS

**STATE BANK OF INDIA,
LOCAL HEAD OFFICE, POOJAPURA,
THIRUVANANTHAPURAM**

**ENGAGEMENT OF CRECHE SERVICES AT
SBI LOCAL HEAD OFFICE THIRUVANANTHAPURAM**

Sealed offers are invited from registered agencies/companies with experience in childcare services for operating a creche facility at the premises within SBI Local Head Office, Thiruvananthapuram. The creche facility should provide a safe, nurturing, and stimulating environment for children of SBI employee's (aged from 1 to 10 years). Service Provider shall be responsible for the training, allotment of duties, hours of work and shifts to its personnel deployed for the purpose. The service provider shall have all statutory licenses / clearances / permissions and resources etc., if applicable, for operating the creche facility. Service Provider is required to meet the staffing and other requirements as mentioned in the tender documents.

Further details and application format may be downloaded from Bank's website <https://bank.sbi> under "SBI In the News → Procurement News." Last date for receipt of tenders: up to 11:00 AM on 27.02.2025

Date: 20/02/25

The Deputy General Manager & CDO

TENDER FOR ENGAGEMENT OF CRECHE SERVICES **SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM**

GENERAL INSTRUCTIONS: -

This tender document contains the following: -

1. **Terms and Conditions** to be accepted and submitted along with the Technical Bid.
2. **Technical Bid** proforma to be filled, signed, and submitted along with the following documents:
 - Terms & Conditions
 - Detailed proposal for creche operations, including staff qualifications, curriculum, safety measures, etc.
 - Proof of registration and experience in childcare services
 - Photocopies of relevant licenses and certifications
3. The Technical Bid should be submitted in a separate envelope superscribed as **“TECHNICAL BID FOR ENGAGEMENT OF CRECHE SERVICES AT SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM”**.
4. The Financial Bid proforma to be duly filled and submitted in a separate envelope superscribed as **“FINANCIAL BID FOR ENGAGEMENT OF CRECHE SERVICES AT SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM”**
5. Technical Bid envelope and Financial Bid envelope shall be placed in a larger envelope and superscribed as **“PROPOSAL FOR ENGAGEMENT OF CRECHE SERVICES AT SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM”** Also mention **Name, address, and the contact number of the Agency/Company on the envelope** in a conspicuous place. This envelope shall be submitted to the Deputy General Manager & CDO whose address is as given below on or before the last date and time for submission of offer as mentioned in the newspaper advertisement: -

The Deputy General Manager & CDO
4th Floor, SBI LHO Building,
Poojappura, Thiruvananthapuram- 695012
6. The last date and time for submission of bid shall be 11:00 AM on 27.02.2025 at the above address.
7. Multiple offers by same agency not permitted.
8. Offers not submitted in the specified format or not in compliance of this terms and conditions of the notice inviting bids will be rejected summarily.
9. Technical Bids and Financial bids will be opened in the presence of bidders or their authorized representatives if any present on the specified date and time.
10. Amendments/corrigendum if any, will be published on the Bank's website only. Bidders are requested to check the website for updates.

TERMS AND CONDITIONS: -

- (i) A copy of these Terms & Conditions, duly signed by the authorized representative of the bidder in token of acceptance, must be enclosed with the Technical Bid. Bids not accompanied by signed Terms & Conditions will be rejected. A Service Level Agreement will be executed with the successful bidder on a later date.
- (ii) Bids received with changes/amendments to these Terms & Conditions and conditional bids will be rejected.
- (iii) Bids received by the Bank after the due date and time for submission, as stated in the advertisement, will be rejected.,
- (iv) The financial quote in the Bids/offers shall remain valid for a minimum period of 3 months from the last date for submission, and within the said period, the Bank may enter into a contract with the successful bidder.
- (v) If bids are submitted by an authorized agent, they must submit a duly executed authorization letter clearly specifying the agent's powers and responsibilities; otherwise, the bids may be rejected.
- (vi) The successful bidder must be ready to commence operations within the specified period mentioned in the tender and at the designated location within the SBI Local Head Office, Thiruvananthapuram. The creche facility must meet all applicable safety, hygiene, and regulatory standards. Offers not satisfying these requirements may be rejected.
- (vii) The monthly service charge for the initial contract period of 1 year should be mentioned in the Financial Bid only. Do not include the service charge in the Technical Bid. Incomplete financial bids will be rejected.
- (viii) The creche, its rooms, amenities, furniture, equipment, and other amenities shall be maintained in good condition. The vacant premises for the creche shall be returned to SBI on good condition on the termination of the contract period.
- (ix) Creche to be open throughout the year except on 2nd and 4th Saturdays, Sundays and Bank's holidays. The normal hours of operation are: Monday – Saturday opening not later than 09:30 am and close not earlier than 07:30 pm
- (x) Minimum staffing of the creche should comply to the prevailing Government rules and to the satisfaction of the Bank
- (xi) Combination of claims under both technical bids and financial bids will be taken into consideration for final selection.
- (xii) Furnished premises will be provided by bank. Electricity and water charges will be paid by bank.
- (xiii) Variable costs like purchase of cleaning materials and related materials to be borne by agency.

GENERAL REQUIREMENTS

- (i) Qualified and experienced caregivers/staff with appropriate child development training and background checks. The expected qualification shall be Diploma in Pre School-Education Leadership / Early Childhood Care & Education / Matriculation with thorough knowledge of child caring, child psychology & development
- (ii) The staff-to-child ratio should adhere to regulatory guidelines.
- (iii) A well-defined curriculum/ daily schedule that includes age-appropriate activities, learning, play, and rest. The program should be designed to foster the optimal physical, social, emotional and intellectual development of each child.
- (iv) A system for regular communication with parents regarding their child's progress and well-being. The Firm/agency is to assist each child in the development of positive self-worth through personal successes, positive behaviour guidance and management.
- (v) A grievance redressal mechanism for parents.
- (vi) Meals and other nourishment will be provided by the parents. However, service provider may provide the various guidelines and chart so that meals provided to the child meet the requirements of the Health Promotion Board and to work towards meeting the guidelines of the Healthy Eating in Child Care Centre's Programme.
- (vii) The contract shall be for a period of 1 year (renewable) with a provision for termination by the Bank by giving 1 (one) month's notice. All supporting documents supporting the claims in technical bids to be produced for verification

ADDITIONAL TERMS AND CONDITIONS

- (a) If the creche doesn't function due to factors under control of the agency, including staff shortage, proportionate deductions will be made from the monthly service charge.
- (b) The agency must ensure the safety and well-being of all children enrolled in the creche. The agency alone will be liable for any accidents or incidents occurring within the creche premises and shall be liable to pay compensation/damages thereof.
- (c) The agency shall maintain proper records of children's enrolment, attendance, health information, and any incidents or accidents. These records should be made available to SBI for inspection upon request.
- (d) The agency shall adhere to SBI's policies and guidelines regarding confidentiality and data privacy related to children and their families.
- (e) The agency shall obtain all necessary insurance coverage, including liability insurance and worker's compensation insurance, as required by law.
- (f) The agency shall not sub-contract any part of the services without prior written consent from SBI.
- (g) The agency shall deposit a security deposit of ₹ 25,000/- within 5 days of the contract award, refundable upon successful completion of the contract.
- (h) Definition of force majeure, notification requirements, and Bank's right to terminate in case of prolonged force majeure. In the event of any force majeure causing the agency for delay in the service, awarding authority shall not be liable for any legal obligation. Force majeure shall mean and be limited to the following:

- a) War/Hostility
- b) Riot or Civil Commotion
- c) Earthquakes, fire tempest, lightening or other natural physical disaster.
- d) Restriction imposed by the GOVT (Central or State) or other statutory bodies which prevent or delays the execution of service.

The Agency shall advise the SBI through a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above cause of delay within 21 (twenty-one) days of the occurrences and cessations of such force majeure condition. In the event of delay lasting over one month, if arising out of force majeure the SBI authority reserves the right to cancel the Contract and the provisions governing termination stated under relevant clauses shall apply.

- (i) Agency's responsibility to comply with all applicable laws, maintain necessary licenses and permits, and comply with labour laws. The Firm/agency will be required to provide a quality, secular childcare program, catering for children from 1 to 10 years. The Firm/agency shall provide to the SBI copies of all licensing documentation.

The Firm/agency must be able to uphold all Child Care Licensing regulations and must be able to meet the criteria to obtain a licence from the childcare licensing and standard unit to operate a childcare centre (Day care centre).

- (j) Bank's right to audit records and agency's obligation to cooperate with audits, payment of service charges, GST provisions, proof of salary and tax payments, and adherence to terms and conditions .

For doing the work, the firm/agency will be paid according to the approved Schedule of Rates. The payment for the service will be made monthly basis. The rates given in the order against the quoted price will be binding on both the parties and no change in the rates will be permissible during the contract.

Subject to any deductions which SBI will be authorized to make under the terms of contract that may be applicable while accepting the tender, the firm/agency shall be entitled for payment as under:

"The firm/agency shall prepare and submit monthly bills in proper forms. Payment of amount claimed will be arranged after necessary checks of the correctness of claim, deducting all charges due including income-tax, at the prescribed rate. The aforesaid payment of the bill will ordinarily be made within 15 days of submission. The delay, however, shall neither entitle the firm/agency to claim interest nor terminate contract."

(k) Indemnification against claims and losses

- A claim for services rendered under this contract shall be made by the firm/agency to SBI within three months of such service. If he does not prefer claim within the said period, the agency shall be deemed to have waived its right in respect thereof and shall not be entitled to any payment on account thereof.
 - No claim in respect of under-payment to the firm/agency shall be considered valid or shall be entertained unless a claim in writing is made therefore within three months from the date on which payment of the original claim thereto was made. Any claim for such under- payment not received within the stipulated three months period shall be liable to be summarily rejected by SBI.
 - All payment to the agency shall be made through account payee cheques/NEFT/RTGS.
 - SBI will have the right to recover any inadvertent over payment which might have been made to the firm/agency by SBI by mistake, error, etc or any cause whatsoever from their bills and from the security deposit or any other amounts due to him. In the event of any such recoveries/adjustments being made from the security deposit, the firm/agency shall at once make good deficiency in the amount of the security deposit within 15 days of payment to this effect, failing which SBI will be at liberty to deduct the said amount from the future bills.
- (l) Notice period for termination, return of records and information, assistance with transition, and consequences of termination .

The SBI has the absolute right to terminate the contract at any time by giving one month's notice in writing without assigning any reason whatsoever and SBI shall not be responsible for any loss, damage etc. suffered by the firm/agency/company as a result of such termination of contract.

The SBI shall also have the right to extend the contract in writing on the same terms and conditions or with addition/deletion/modification for a further period of one or more years or for a shorter period until such time as a new firm/agency/company takes over in the event of SBI resorting to the process of appointing a fresh firm/agency/company.

In the event of the firm/agency/firm/agency desiring an earlier termination of contract, he/she shall have to give 2(two) months advance notice to the Bank.

In case of termination of this contract/agreement on its expiry or otherwise, the staff, or personnel engaged and deployed/deputed by the firm/agency, will not be entitled to and will not claim any absorption in the regular or otherwise services of the Bank. The personnel of the firm/agency will not claim and will not be entitled to pay, perks or any other facilities as admissible to the regular/ confirmed employees of the SBI during the subsistence of the contract/agreement and even after the expiry of the Contract/Agreement.

Without prejudice to any of the rights or remedies under this contract, if the firm/agency/bidder dies, the competent authority shall have the option of terminating the contract without compensation to the firm/agency/bidder.

(m) Dispute resolution through arbitration .

All disputes or difference whatsoever arising between the parties out of or relating to the work will be settled by arbitration and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Arbitration & Conciliation Act.

(n) Governing law: Laws of India. Jurisdiction: Courts in Thiruvananthapuram .

The contract shall be governed by and construed according to the laws in force in India. That, any matters of disputes arising out of contract agreement will be subject to jurisdiction of the Courts located in Thiruvananthapuram.

(o) This agreement constitutes the entire understanding between the parties.

The Bank reserves the right to accept or reject any offer without assigning any reason thereof.

Place:

Signature of the authorized signatory
(In token of acceptance of all terms and conditions)

2. TECHNICAL BID

With reference to your advertisement in the local dailies, we offer our services to operate a creche facility at SBI Local Head Office, Thiruvananthapuram.

A). General information:-

| | | |
|----|--|--|
| a) | Name of the Agency/Firm/Company | |
| b) | Registered Address | |
| c) | Name and address of authorized signatory with contact numbers, email ID etc. | |
| d) | Date of Establishment | |
| e) | Details of the License/ Permit | |
| f) | Number of functioning creche facilities as on date | |
| g) | Address of existing Creches | |
| h) | Distance of Registered Agency from Bank Head Office at Poojappura | |
| i) | Nature of ownership (Proprietorship/Partnership/Company/LLC) | |
| j) | Number of employees under payroll | |
| k) | Average Number of children taken care by each staff in creche. | |
| l) | Qualifications of the Child Supervisor | |

Signature of Tenderer

3. TENDER FOR ENGAGEMENT OF CRECHE SERVICES AT SBI LOCAL HEAD OFFICE, THIRUVANANTHAPURAM - FINANCIAL BID (TO BE SUBMITTED IN SEPARATE COVER)

With reference to your advertisement in the local dailies, we offer our services to operate a creche facility at SBI Local Head Office, Thiruvananthapuram.

| SI | Service Type | Age Group | Duration | Amount* |
|----|-------------------------------|------------|-------------------|---------|
| 1. | License Charge | - | - | |
| 2. | Full-Day Care (Regular) | 1-2 Years | 9.30 AM – 7.30 PM | |
| | | 2-5 Years | 9.30 AM – 7.30 PM | |
| 3. | Half - Day Care (Regular) | 1-2 Years | Any 5 Hours | |
| | | 2-5 Years | Any 5 Hours | |
| | | 5-10 Years | Any 5 Hours | |
| 4. | Full-Day Care (Non-Regular) | 1-2 Years | More than 4 Hours | |
| | | 2-5 Years | More than 4 Hours | |
| | | 5-10 Years | More than 4 Hours | |
| 5. | Half - Day Care (Non-Regular) | 1-2 Years | Up to 4 Hours | |
| | | 2-5 Years | Up to 4 Hours | |
| | | 5-10 Years | Up to 4 Hours | |
| 6. | Hourly rate | 1-2 Years | 1 Hour | |
| | | 2-5 Years | | |
| | | 5-10 Years | | |

*Amount to be quoted on monthly basis for License charge, Full-Day care (Regular) and Half-Day care (Regular) and Daily basis for Full-Day care and Half-Day care.

NOTE:

Signature of the tenderer with Seal

1. The rate should be inclusive of all relevant taxes and duties except GST.

Signature of Tenderer