

TENDER DOCUMENT

**Contract for providing Creche Management Services
at CSIR-NAL, Bengaluru**

**Tender Ref. No.:
D24015/27/2026-S.VI**

I N D E X

NAME OF WORK: Providing Creche Management Services
at CSIR-NAL, Bengaluru

Sl. No.	PARTICULARS	PAGE NO.
1.	Tender Schedule	3
2.	Notice Inviting Tender (Section-I)	4 – 10
3.	Format of Bid securing declaration form	7
4.	Format of Undertaking-cum-Declaration	8
5.	Instructions to Bidders (Section-II)	11 – 14
6.	General Conditions of Contract (Section-III)	15
7.	Scope of work (Section-IV)	16 – 23
8.	Financial Bid/BoQ	24
9.	Check list	25

TENDER SCHEDULE

01.	Name of the Work	Providing Creche Management Services at CSIR-NAL, Bengaluru	
02.	Tender Reference No.	D24015/27/2026-S.VI	
03.	Tender Fee (Non-refundable)	0 (zero)	
04.	Earnest money deposit (EMD)	Bid Securing Declaration form to be submitted	
05.	Tender Publishing Date	16/09/2026	1800 Hrs.
06.	Bid Document Download /Sale Start Date & Time	16/09/2026	1800 Hrs.
07.	Clarification through e-portal – Start Date & Time	16/09/2026	1800 Hrs.
08.	Clarification through e-portal – End Date & Time	20/09/2026	1800 Hrs.
09.	Bid Submission Start Date & Time	16/09/2026	1800 Hrs.
10.	Bid Submission End Date & Time	26/09/2026	1800 Hrs.
11.	Bid opening date and time	28/09/2026	1000 Hrs.

Note:-

- a. CSIR-NAL may at its discretion extend / change the schedule of any activity by intimating the bidders through a notification on the e-tendering portal <https://etenders.gov.in>.
- b. Corrigendum if any, will be uploaded only on e-tendering portal. It is the responsibility of bidders to check at the website or their registered Email ID / Mobile No.
- c. Clarification after the due date stipulated above will not be entertained and no request for extension of date on any grounds will be granted / entertained.

The tender document does not imply that the CSIR-NAL is bound to select bid(s), and it reserves the right to accept or reject any or all bids, or cancel the tender process, or abandon the procurement of the services, or issue another tender for identical or similar services without assigning any reasons thereof. CSIR-NAL also reserves the right to call off tender Process at any stage without assigning any reason.

SECTION: I
NOTICE INVITING TENDER
D24015/27/2026-S.VI

1. Tenders are invited from the reputed, experienced, well established and registered agencies/organizations through the NIC CPP e-tendering portal by the Director, CSIR-NAL for “Providing Creche Management Services at CSIR-NAL, Bengaluru” initially for a period of two (02) years and extendable by one more year, subject to satisfactory performance in the first year.
 - 1.1 Details of requirement are at Scope of work section of this NIT.
 - 1.1.1 The tendering process is online at CPP e-portal URL address <https://etenders.gov.in>. Aspiring bidders may go through the tender document by “Guest User” login.
 - 1.1.2 Prospective bidders are advised to get themselves registered at CPP Portal, obtain “Login ID” & “password” and go through the instructions available in the Home Page after login to the CPP-portal <https://etenders.gov.in>. They should also obtain Digital Signature Certificate (DSC) in parallel which is essentially required for submission of their application.

1.2 The following 2 type of bids shall be submitted by the bidders: -

1.2.1 Technical Bid

The bidder shall submit their application only at CPP Portal <https://etenders.gov.in>. Bidders are advised to follow the instructions provided in the tender document for online submission of bids. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

The bidders should upload the following scanned documents **ONLINE** in support of their meeting each criterion mentioned below in “**Technical bid**”: -

Sl. No.	Qualifying Requirement	Document(s) to be submitted
1.	Bid Securing Declaration	Scanned copy of Bid Securing Declaration Form (format enclosed). On bidders Letter Head. In case the bidder fails to submit the Bid securing declaration form in the prescribed format and on letter head, the bid will be outrightly rejected and will not be evaluated.
2.	Undertaking-cum- Declaration	Scanned copy duly signed with company's seal on bidders Letter Head (format enclosed). In case the bidder fails to submit the Undertaking-cum-Declaration form in the prescribed format and on letter head, the bid will be outrightly rejected and will not be evaluated.
3.	Should have an Office in Bengaluru.	Scanned copy of Proof of Address of Bengaluru Office (Like GST Reg., Trade License, valid rent agreement of office etc.)
4.	MSE/ Start Up (if applicable)	i) Scanned copy of UDYAM registration certificate for MSE ii) Scanned copy of Startup registration certificate for Startup.
5.	Establishment Registration Certificate No/Licence No. of the agency	Registration Certificate /Licence of the agency issued by Labour Commissioner (Central/State)
6.	Should have ESIC Registration certificate	Scanned copy of ESIC Registration certificate
7.	Should have EPF Registration certificate	Scanned copy of EPF Registration certificate
8.	Should have GST Registration Certificate	Scanned copy of GST Registration certificate
9.	Should have Permanent Account Number (PAN)	Scanned copy of PAN Card

10.	Income Tax returns for last 3 Assessment Years (AY)	Scanned copy of Income Tax returns for last 3 Assessment years (2023-24, 2024-25 & 2025-26)
11.	Financial capability: Turnover of more than ₹50,00,000/- Lakhs per annum.	Scanned copy of audited turnover certificate for three years up to 2025-2026.
12.	Present clientele list and performance certificate	Scanned copy of Present clientele list and performance certificate from Government establishments / Autonomous Bodies/ Public Sector Undertakings / R&D institutions/established private sector/other similar organization.
13.	Should have experience in providing the services (mentioned in scope of work) at least for 3 years ending on 31-03-2026 to Government establishments/ Autonomous Bodies/ Public Sector Undertakings/R&D institutions/established private sector/other similar organization	Scanned copy of Completion Certificate with value of the contract along with names, address and contact details of clients shall be uploaded with the bid for verification. The Bidder must have successfully executed at least one (1) order of ₹ 20,00,000/- OR 2 orders each of ₹12,00,000/- OR 3 orders each of ₹10,00,000/- for similar service(s) in last three years to any Government establishments/ Autonomous Bodies/ Public Sector Undertakings / R&D institutions /established private sector/other similar organization
14.	Scanned copy of all the pages of the Tender Document with Sign & Seal	To be signed, scanned and uploaded

Note: - Kindly upload relevant documents scanned as a single document.

Non-uploading of the documents mentioned above may lead to rejection of bid.

No price details should be given or hinted at in the Technical bid.

In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.

CONDITIONAL BIDS WILL BE REJECTED.

The bidder shall be totally responsible for uploading of all the documents online as listed above.

The tender document does not imply that the CSIR-NAL is bound to select bid(s), and it reserves the right to accept or reject any or all bids, or cancel the tender process, or abandon the procurement of the services, or issue another tender for identical or similar services without assigning any reasons thereof. CSIR-NAL also reserves the right to call off tender Process at any stage without assigning any reason.

(TO BE SUBMITTED IN TECHNICAL BID)
(To be submitted on Bidder's Letter Head)
BID-SECURING DECLARATION FORM

Date: _____

Bid No. _____

To

THE DIRECTOR
CSIR-NAL
PB No. 1779
HAL airport road
BENGALURU-560017

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

(a)	have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
(b)	having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration).

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of: (insert complete name of Bidder)

Dated on _____ day of _____ **(insert date of signing)**

Corporate Seal (where appropriate)

Note:

1. In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.
2. Bid Security declaration must be signed in by the Proprietor/CEO/MD or equivalent level of Officer of the company.

(TO BE SUBMITTED IN Technical bid)
(To be submitted on Bidder's Letter Head)
UNDERTAKING-CUM-DECLARATION

Name of work: Providing Creche Management Services at CSIR-NAL, Bengaluru.

Tender No.: **D24015/27/2026-S.VI**

I / we hereby certify that I / we have read the entire terms and conditions of the tender document which shall form part of the contract agreement and I /we shall abide by all the conditions / clauses contained in its entirety for the above works.

1. I / We do hereby declare and state that none of my/our near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director / Proprietor / Partner or holding any other post in my/our Firm/Company. I / We further undertake to intimate the names of persons, if any who are working with me / us in any capacity or are subsequently employed by me / us and who are near relatives to any officer in CSIR-NAL.
2. I/We do hereby declare that Shri/Smt/Dr.....
Designation..... is my close relative and working indivision of CSIR-NAL.
3. I / We do hereby declare and state that our Firm / Company has not been blacklisted / debarred by CBI / CVC / CSIR-NAL or any Department of Govt. of India / State Govt/PSUs/Corporation.
4. I / We do hereby declare and state that our Firm / Company is not under liquidation, court receivership or similar proceedings and is not bankrupt.
5. I / We do hereby declare that no previous transgressions occurred in the last 3 Years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprise in India that could justify his exclusion from the tender process.
6. I / We do further declare and state that all the above information given by me/ us is true to the best of my/our knowledge and in case if it is found to be false / incorrect, CSIR-NAL shall have the absolute right to take any action as deemed fit / without any prior intimation to me/us.

Signature of Bidder / Authorized Signatory(with company Seal)

Note: Strike out whichever is not applicable

1.2.2 Financial Bid

The hourly fees chargeable per child shall be quoted in the format provided and no other format is acceptable. The Financial Bid has been given as a standard **BOQ format** with the tender document.

Bidders are required to download the BOQ file, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed.

Once the complete details have been filled, the bidder should save and submit it online.

The rate quoted by the bidder shall remain unchanged during the currency of the contract.

The bidders who quote NIL charges/consideration, their bid shall be treated as unresponsive and will not be considered.

In case two or more bidders offer same rate, then the bidder having highest turnover by taking the average of immediately preceding three years will be considered as L1.

Tax rate will be governed as per Government orders.

1.3 BID OPENING PROCESS

The bid opening process is described below: -

1.3.1 Technical Bid:

Bid containing documents as per Para 1.2 (uploaded by the bidders) shall be opened on date & time mentioned in Tender schedule.

If any clarification is needed from the bidder about the deficiency in the uploaded documents in Technical bid, it will be asked to provide it through CPP Portal or email if required. The bidder shall upload the requisite clarification /documents within date and time specified by CSIR-NAL, failing which it shall be presumed that bidder does not have anything to submit and bid shall be evaluated accordingly.

The intimation regarding acceptance/rejection of their bids will be through CPP Portal.

1.3.2 Financial Bid:

Financial bid of only those bidders shall be opened, who are found meeting all the requirements of Technical bid. The date and time of opening of Financial bid will be updated on CPPP at a later date.

Sd/-
Sr. Controller of Administration

SECTION: II

INSTRUCTIONS TO BIDDERS

2 Tender document:

2.1 The tender document consists of 4 sections. The bidder shall go through all these sections:

Section-I : Notice Inviting Tender

Section-II : Instructions to bidders

Section-III: General Conditions of Contract

Section-IV: Scope of work

Bidders shall comply with each clause of all the above 4 sections.

2.1.1 Bidders willing to participate may download the digitally signed tender document on-line from CPP e-Procurement portal at <https://etenders.gov.in> and submit digitally counter-signed tender document on-line at the same portal.

2.1.2 The instructions in the tender document are binding on the bidder and submission of the tender shall imply **unconditional acceptance** of all the terms and conditions by the bidder.

2.1.3 The Quotations received without 'Bid Securing declaration form' will be summarily rejected.

2.1.4 The prospective bidders may call 080 2508 6047 for tender related queries.

2.1.5 Purchase Preference Policies of the Government:

CSIR-NAL reserves its right to grant preferences to the following categories of eligible Bidders under various Government Policies/ Directives:

i) Bidders from Micro and/ or Small Enterprises (MSEs) under Public Procurement Policy for the Micro and Small Enterprises (MSEs) Order, 2012 as amended from time to time.

MSEs interested in availing such benefits must enclose with their offer the UDYAM Registration Certificate with the UDYAM Registration Number as proof of their being MSE registered on the UDYAM Registration Portal. The certificate shall be of latest but before the deadline for the bid submission. Failure to enclose/upload such document may lead to non-availing such benefit.

ii) Start-ups Bidders under Ministry of Finance, Department of Expenditure, Public Procurement Division OM No F.20/2/2014-PPD dated 25.07.2016 and subsequent clarifications.

2.2 Amendment to Tender document:

At any time, prior to scheduled date of submission of bids, CSIR-NAL, if it deems appropriate to revise any part of this tender or to issue additional data to clarify and interpretation of provisions of this tender, it may issue addendum / Corrigendum to this tender. Any such addendum / corrigendum shall be deemed to be incorporated by this reference to this tender and binding on the bidders. Addendum /corrigendum will be notified through CPP e-Procurement portal at <https://etenders.gov.in>.

2.3 Clarifications of Bid Documents:

Bidder, requiring any clarification of the tender documents may submit their queries, if any, through provision of CPP Portal at <https://etenders.gov.in> and CSIR-NAL shall not respond to any queries sent through any other means.

2.3.1 Request for clarifications received from bidders shall be responded by CSIR-NAL till the schedule date and time indicated in the Tender Schedule or as extended thereto by CSIR-NAL.

2.3.2 Replies to Clarifications by CSIR-NAL will be uploaded through CPP e-Procurement Portal. The bidders are advised to visit the same at <https://etenders.gov.in> regularly.

2.3.3 Clarifications and other documents, if and when issued by CSIR-NAL, shall be in relation to the tender and hence shall be treated as their extension.

2.3.4 CSIR-NAL neither take guarantee about accuracy of any response, nor does undertake to answer all the queries that have been posted by the Bidders.

2.3.5 In order to provide reasonable time to bidders to take the amendments made by CSIR-NAL into account for preparing their bids, CSIR-NAL may, at its discretion, extend the deadline for the submission of bids suitably.

2.4 CSIR-NAL shall summarily reject a bid as non-responsive if found valid for a shorter period than specified in the Tender documents. Only in exceptional circumstances, CSIR-NAL may request the bidder's consent for an extension to the period of bid validity. The request and the responses thereto shall be made in writing.

2.5 Post Tender Qualification for Technical Evaluation:

Apart from the eligibility conditions as specified in the tender, the following shall also be considered for the evaluation:

2.5.1 If any document submitted in Technical bid is found to be false or fabricated, the bidder shall be debarred from participating in CSIR-NAL tendering process as per CSIR-NAL regulations.

2.5.2 Director, CSIR-NAL reserves the right to reject any or all tenders, without assigning any reasons thereof, and to call for any other details or information from any of the bidder.

2.6 Composition of Bids and General Guidelines for bid process:

- 2.6.1 Bidders shall submit their bids as per scheduled date & time through CPPP at <https://etenders.gov.in> only.**
- 2.6.2 Bidders shall submit the tender before the deadline as specified in the Tender Schedule of this tender document. E-tender CPP Portal shall not allow bidders to submit their tender after the scheduled date & time.
- 2.6.3 The Technical bid will be opened online by CSIR-NAL at the time and date as given in the Tender schedule. Time and date for opening Financial bid will be updated later. All the statements, documents, certificates etc., uploaded by the bidders shall be downloaded and verified for evaluation.

2.7 E-Tendering General Guidelines:

- 2.7.1 The bidder may correct, modify or withdraw his bid after submission but prior to scheduled last date & time of submission.
- 2.7.2 To assist in the examination, evaluation and comparison of bids, CSIR-NAL may, at its discretion ask the bidder for the clarification / confirmation of compliance of its bid. The request for clarification /confirmation of compliance and the response shall be through query provision available in CPP e-tendering portal.
- 2.7.3 Bidders may submit their response to CSIR-NAL queries through provision of CPP Portal Only.
- 2.7.4 No post bid clarification / confirmation of compliance at the initiative of the bidder, shall be entertained.
- 2.7.5 **Preparation / Submission of Bids:** Bids shall be prepared and submitted in TWO parts: the first part shall comprise of the Technical Bid and the second part shall comprise of Financial bid specifying the price offer to be uploaded in CPPP.
- 2.7.6 **Language and Currency:**

The bidder shall quote the rates in English language and in international numerals. The rates shall be in whole numbers. The rates shall be written in both figures as well as in words. Over writing is not permitted. In case of disparity in figures & words, the rate in words will be considered. In the event of the order being awarded, the language of all services, manuals, instructions, technical documentation etc. provided for under this contract will be English. The bidders should quote only in Indian Rupees and the bids in currencies other than Indian rupees shall not be accepted.

- 2.7.7 It shall be clearly understood and noted that Financial Bid of the tender document is for pricing alone. Any conditional financial bid will not be entertained.

- 2.7.8 Tenders, in which any of the particulars and prescribed information are missing or are incomplete, in any respect and/or prescribed conditions are not fulfilled, shall be considered non-responsive Bid and are liable to be rejected. If the bidder gives wrong information in his/her tender, CSIR-NAL reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the security deposit.
- 2.7.9 CSIR-NAL reserves the right to reject any or all tenders without assigning any reason. The Financial bids of the bidders who do not qualify in Technical bid evaluation shall not be opened. CSIR-NAL also reserves the right at its sole discretion not to award any order for which the tender is called. CSIR-NAL shall not pay any cost incurred in the preparation and submission of any tender or any cost incidental to it.
- 2.7.10 CSIR-NAL shall evaluate the Bids to determine whether they are complete, the documents have been properly signed and the bids are in order.
- 2.7.11 No correspondences / representations shall be entertained from the bidders after opening of Financial Bid of the Tender during the tendering process.
- 2.7.12 Date of submission and opening of tender can be extended at the sole discretion of the Competent Authority.

2.8 BID EVALUATION

- 2.8.1 For the purpose of evaluation, the bidder with the lowest fees chargeable per child shall be declared as L1.
- 2.8.2 The bidders who quotes NIL charges/consideration, their bid shall be treated as unresponsive and will not be considered.
- 2.8.3 In case two or more bidders offer same fees, then the bidder having highest turnover by taking the average of three years will be considered as L1.

Note: i) The financial quotes for fees should only be in rupees and should not contain any percentage symbol (%) following the quoted number.

ii) The financial quotes containing percentage symbol (%) will not be considered.

2.9 Award of Contract:

The award of contract shall be intimated to the successful bidder by CSIR-NAL through Letter/ e-mail/CPPP.

SECTION: III

GENERAL CONDITIONS OF CONTRACT

3. The e-Tenders as per the prescribed form are invited in open limited tender two bid system:

- (i) Technical Bid**
- (ii) Financial Bid**

- 3.1 Not more than one Tender shall be submitted by a bidder. Not more than one concern in which an individual is interested as Proprietor and / or partner shall tender for the execution of the same work. If they do so, all such Tenders shall be liable to be rejected.
- 3.2 No single firm shall be permitted to submit two separate tender applications.
- 3.3 The right to accept the tender in full or in part / parts will rest with CSIR-NAL. The bidder is bound to perform the contract at his quoted rates. However, CSIR-NAL does not bind itself to accept the lowest tender and reserves to itself the authority to reject any or all the tenders received or cancel the tender without assigning any reason thereof. No claim whatsoever will be entertained on this account.
- 3.4 The Submission of a tender by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the job to be done/service to be carried out and of conditions and local conditions and other factors bearing on the execution of the nature of specified job.
- 3.5 Canvassing in connection with Tenders is strictly prohibited and the Tenders submitted by the bidders who resort to canvassing will be liable to be rejected.
- 3.6 On acceptance of the Tender, the name of the representative(s) of the agency who would be responsible for taking instructions from the Director, CSIR-NAL or his authorized representative, which shall be communicated to the CSIR-NAL.
- 3.7 Notification of Award of contract will be made through CPPP.
- 3.8 All rates shall be quoted in Financial Bid only.
- 3.9 Incomplete and conditional tenders are liable to be rejected.**
- 3.10 The bidder shall duly attest all corrections, cancellation and insertions.
- 3.11 The bidder has to declare that none of his/her/their near relatives is posted in CSIR-NAL as officer responsible for award and execution of this particular tender/work and that no employee of CSIR-NAL is a Director / Proprietor / Partner or holding any other post in his/her/their Firm/Company. The bidder has to further undertake to intimate the names of persons, if any who are working with him/her/them in any capacity or are subsequently employed by him/her/them and who are near relatives to any officer in CSIR-NAL(Annexure-A).

Note:- The term “near relative” means wife, husband and parents, grandparents, children, grandchildren, brothers, sisters, uncle, aunty and cousin and their corresponding in-laws.

SECTION: IV

4.1 SCOPE OF WORK

Name of the work: Providing Creche Management Services at CSIR-NAL, Bengaluru

- 4.1.1 **Responsibility:** Agency shall be responsible and accountable to CSIR-NAL for the Management, Operation and Performance of the Day Care facility with prime vision on '**Safety**' of the kids.
- 4.1.2 **Day care Program:** The Day Care program and mechanism of activities for kids shall be designed by the agency. The Agency has to take consent from CSIR-NAL for initiating extracurricular activities for kids.
- 4.1.3 **Eligibility of kids:** The day care facility is extended only for the wards of employees of NAL, State Bank of India - NAL Branch, Post Office – NAL Branch, Kendriya Vidyalaya, NAL Campus and NAL Vidyodaya Nursery School. Outside kids are not allowed in the Campus for availing day care facility.
- 4.1.4 **Space:** The Agency shall carefully and diligently handle the building provided for rendering day care services. The inside premises of the Creche to be kept in neat, tidy and hygienic condition. They shall further keep CSIR-NAL indemnified against any loss to the property and assets. No alteration that affects the basic structure of the premises shall be done by the Agency. To deliver possession of the said premises in good order and proper condition after expiration of the said term. CSIR-NAL shall have further right to adjust and / or deduct any of the amounts as aforesaid from the deposit due to the Agency under this Contract.
- 4.1.5 **Furnishing:** The Agency shall provide Infrastructure for the Day Care i.e., Furniture, Cots & Beds, Indoor Playing Equipment / Toys, Kitchen Materials, CCTV installation, drinking water and other materials / infrastructure for Day Care Centre.
- 4.1.6 **Ratio of kids with care takers:** One designated Supervisor to be provided by the Agency with the following ratio of kids with Caretaker

Ratio of Caretakers (Kids : Caretakers)

- | | | |
|------|---------------|-------|
| i. | 0-2 Yrs | - 1:1 |
| ii. | 2-3 Yrs | - 8:3 |
| iii. | 4-6 Yrs | - 8:2 |
| iv. | 6 Yrs & Above | - 8:1 |

- 4.1.7 **Day and Time:** Day Care Services to be made available on all working days including Saturdays with timings from 8:00 am to 6:00 pm.

4.1.8 Records and Registers: The agency shall keep accurate records pertaining to its operation of the day care Centre such as Admission/enrolment register for recording profile of children, attendance register of children, functionaries, medical record of children, visitor register, fee register, etc.

4.1.9 Staff deployed by the Agency:

The following shall be the Agency's responsibility with regard to staff deployed by them for providing Creche Management Services at CSIR-NAL:

- i. Supervisors should be Graduate or NTT education qualification.
- ii. The Staff shall be Medically and Physically fit.
- iii. Agency shall ensure that the staff are punctual, disciplined and remain vigilant in performance of their duties.
- iv. The staff shall be trained and sensitized about nutritious preparations that are suitable for children, and they must cook with due care and cleanliness.
- v. Police verification of the staff will be required to be done by the agency.
- vi. The staff shall be capable of maintaining the register with details of the staff such as name, address, phone, age, etc.
- vii. Agency shall be liable for payment of wages and all other dues which they are entitled to.
- viii. Agency shall at his own cost, take necessary insurance cover in r/o of the staff deployed for the aforesaid services.
- ix. Agency shall be solely responsible for any accidents or injuries to the staff. CSIR-NAL shall not be liable for any claims/compensation due to such accident / injury / death.

4.1.10 FEE STRUCTURE:

The hourly fees chargeable per child quoted by the bidder in the BOQ shall be the base for calculation of monthly fees for the services. No additional fees should be charged. The rates quoted in the financial bid shall remain unchanged during the entire tenure of the contract.

4.1.11 TRAINING OF FUNCTIONARIES:

The agency should not only provide custodial care to children but also contribute to the overall development of the child. The agency shall recognize that running of a crèche is not an unskilled job but requires proper and appropriate training. It is therefore imperative that all crèche workers and helpers be specially trained in child care before deployment.

The workers and helpers shall be trained to teach personal hygiene habits to the children, provide proper arrangement for sleep and rest of children, maintain records and registers, etc.

4.1.12 Number of kids for day care centre:

The number of children presently enrolled at the creche is as given below:

- 0-2 years : 0 children
- Above 2 years : 40 children

The above numbers are only for reference and the number may increase or decrease any time. The agency shall not insist CSIR-NAL upon the minimum count of kids required to run the Day Care Centre.

4.1.13 Financial relationship: No payment will be made by CSIR-NAL. Fee structure as quoted in the BOQ will be collected directly from the parents of the kids by the Agency. Further, there will not be any financial agreements / transactions between CSIR-NAL and the staff of Agency.

4.1.14 Reporting: The Agency shall notify / report to CSIR-NAL regarding any changes, issues, queries related to Day Care Facility which will adversely affect either party in complying with its responsibilities hereunder.

4.1.15 Governing Law:

- The Agency shall agree to comply with all applicable laws.
- The Agency shall at his own cost, take necessary insurance cover in respect of the aforesaid services rendered to CSIR-NAL and shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act 1970, Employees' State Insurance Act, Workman's Compensation Act 1923, Payment of Wages Act 1936, The Employees' Provident Fund (and miscellaneous provisions) Act 1952, Payment of Bonus Act 1965, The Minimum Wages Act 1948, Employer's Liability Act 1938, Employment of Children Act 1938, Maternity Benefit Act and/or any other rules/regulations and/or statutes that may be applicable to them.
- That the Agency shall be solely responsible for any violation of provision of the Labour Laws or any other statutory provisions and shall further keep CSIR-NAL indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Agency's failure to fulfill any of the obligations hereunder and / or under the said acts, rules/regulations and/or any bye-laws or rules framed under or any of these, CSIR-NAL shall be entitled to recover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Performance Security submitted by the agency.

4.2 Responsibilities of CSIR-NAL:

4.2.1 Furnishing: CSIR-NAL is responsible for providing the furnishing and maintenances which includes building, water and electricity for the Creche to the Agency at free of cost for delivering Day care facility as per the Agreement.

4.2.2 Assistance / Services to the Agency: CSIR-NAL will provide Cleaning services of the surroundings of the Creche building.

4.2.3 Medical facility: First Aid Medical facility shall be provided on Emergency basis and services of CSIR-NAL Health Centre can be availed during working hours in respect of the kids. Only consultation shall be provided to the staff deployed.

4.2.4 Inspection: CSIR-NAL shall have the right to review and monitor the functioning of the Day Care Centre. Also CSIR-NAL shall have right for surprise inspection of the Day Care Centre.

4.3 VALIDITY OF TENDER:

The Tender for the work shall remain open for acceptance for a period of Ninety (90) days from the date of opening of Technical Bid.

4.4 AWARD OF CONTRACT:

The contract will be awarded to the successful bidder whose bid has been determined to be substantially responsive and has been determined to be lowest evaluated bid. The award of contract shall be intimated to the successful bidder by CSIR-NAL through letter/ e-mail.

4.5 PERFORMANCE SECURITY:

4.5.1 The successful bidder should submit Performance Security in the form of an Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank or online payment in an acceptable form in favour of the Director, NAL, Bengaluru to the extent of ₹2,00,000/- (Rupees Two Lakhs only) which should be valid during the currency of the contract period with a grace period of 2 (two) months. The Performance Security shall be returned only on satisfactory completion of the contract.

4.5.2 After termination / expiry of the contract, the Performance Security held by CSIR-NAL will be released to the agency within a period of two months' subject to realization of dues, if any to be made from the agency.

4.5.3 CSIR-NAL shall have unqualified option to forfeit the Performance Security if the agency failed to carry out the services as per the terms and condition of the contract without prejudice to other rights and remedies available to CSIR-NAL. Any sum of outstanding dues against the Agency including any amount on acceptance and liquidated damages shall be recovered from the Performance Security. CSIR-NAL shall also have the rights to forfeit or appropriate towards the damages or losses that may be sustained by CSIR-NAL due to any act / commission or defaults by the Agency.

4.6 PERIOD OF CONTRACT

The period of contract is initially for a period of 02 (two) years and shall be extended for another year subject to satisfactory performance as per the terms and conditions of the contract. In case of additional requirement of services during the

period of agreement, the Agency should be able to provide the same as may be required on similar terms and conditions from time to time. The performance of the agency shall be evaluated by CSIR-NAL after a period of 11 months for continuation of the contract beyond the first 12 months.

4.7 PAYMENT

- 4.7.1 No payment shall be made to the agency from CSIR-NAL.
- 4.7.2 The payment for availing the services will be made directly by the Parents / Guardians of the children.
- 4.7.3 In the event of any dispute in this regard, the decision of CSIR-NAL shall be final and binding on the Agency.

4.8 AGENCY'S OBLIGATIONS & LIABILITIES

- 4.8.1 The agency shall ensure quality creche care facility by providing a safe and secure environment for children with an emphasis on their cognitive development.
- 4.8.2 The agency shall ensure cleanliness of the facility. It must be ensured that the facility is well-lit and adequately ventilated. The environment of the creche should be akin to the child's home atmosphere.
- 4.8.3 The agency shall maintain a fully stocked First Aid & Medicine Kit at all times, including pediatric medicines for common ailments (fever, diarrhea, cold, etc.), ORS packets, thermometers, and minor injury supplies. Parents of the kids must be contacted in case of emergencies.
- 4.8.4 The agency shall ensure to equip the facility with basic, safe cooking and feeding equipment, ensuring utensils are cleaned strictly before and after use. The food provided to the children must have adequate nutritional value as per government prescribed guidelines.
- 4.8.5 The agency shall ensure appropriate arrangements for breastfeeding mothers to conveniently visit the creche for feeding the kid at any time.
- 4.8.6 The agency shall at his own cost maintain sufficient number of experienced manpower. The services to be provided under this agreement have to be performed with utmost care, diligently and without causing any damages to the properties of the Laboratory.
- 4.8.7 The agency will comply with / obey /abide by the provisions of the labour laws which are in force such as contract labour (Regulation and Abolition) Act 1970, contract labour (Regulation and Abolition) Central Rules 1971, workmen's compensation Act 1923, Child Labour (Prohibition and Regulation) Act 1986, Minimum Wages Act, 1948, Minimum Wages (Central) Rules 1950, Payment of Wages Act 1936, Employees Liability Act 1938, or the modifications thereof or any other laws relating thereto and the rule made thereunder and their amendments made from time to time.
- 4.8.8 The agency shall indemnify CSIR-NAL against any payment to be made under and for observance of the Contract Labour (Regulation & Abolition) Act, 1970 and Rules made there under without prejudice to his right to claim indemnity.

- 4.8.9 The laws aforesaid shall be deemed to be a part of this contract and any breach thereof shall be deemed to be a breach of this contract.
- 4.8.10 The Manpower engaged and deployed by the agency are the employees of the agency and as such they have no right to claim any compensation or regular appointment in CSIR-NAL whatsoever.
- 4.8.11 In case of any damage caused to the property / equipment of the Lab. by the deployed Manpower of the agency, the value of the damage, as assessed by the Officer deputed by the Director, CSIR-NAL for the purpose, shall be recovered from the Agency after due notice.
- 4.8.12 The agency should ensure safety of Manpower deployed by them during the execution of the work at the Laboratory. If any of their manpower happens to meet with any accident, injury or loss of life etc., the responsibility for payment of compensation under applicable Acts rests with the Agency and this Laboratory will be free from all such encumbrances.
- 4.8.13 The agency's Manpower should strictly follow the security rules of this Laboratory, when they are at work in the Laboratories' premises.

4.9 INDEMNIFICATION:

The Agency shall indemnify CSIR-NAL, defend and hold harmless against all demands, claims, actions, suits, causes of action, losses, judgments, liabilities, damages, fines, penalties, demands, forfeitures, or any other liabilities or losses for any kind whatsoever, including costs and expenses which arise out of or are in any manner connected with the day care Services provided at CSIR-NAL.

4.10 ARBITRATION

- 4.10.1 In the event of any question/dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the Delhi International Arbitration Centre for appointment of Arbitrator to adjudicate the dispute.
- 4.10.2 The award of the Arbitrator shall be final and binding on the parties. The Arbitrator may give interim award(s) and/or directions, as may be required.
- 4.10.3 Subject to the aforesaid provision, the Arbitration and Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the Arbitration proceedings under this clause.

4.11 PENALTIES/LIABILITIES

The Agency shall be responsible for faithful compliance of all the terms and conditions of this agreement. If the Agency violates any of the terms and conditions of this agreement or not meeting any of their obligations or commits any fault or his services are not to the entire satisfaction of officer authorized by the Director of the Lab in this behalf, penalty as deemed fit, but not exceeding 10% of the work award value / per month will be imposed.

Further in case of major breach of agreement affecting the organization, the Contract may be immediately terminated and Performance Security shall be forfeited in full.

4.12 DEFICIENCY IN SERVICE:

The agency will be under observation for a period of three months initially. In case of any deficiency in services by the agency, the Director, CSIR-NAL shall be at liberty to impose penalty by giving an opportunity of being heard in person. The decision of the Director, CSIR-NAL shall be final and binding on the agency. CSIR-NAL shall have further right to adjust, readjust, or deduct any of the amounts out of the security deposits of the agency in case of premature termination of the agreement due to deficiency in services wholly attributable to the agency / agency.

4.13 FORCE MAJEURE

A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an Act of God (like a natural calamity) or events such as war, strike, riots, crimes (but not including negligence or wrongdoing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligation when prevented by such events from fulfilling their obligations under the contract. It does not excuse a party's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post facto. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of FM for a period exceeding 90 (Ninety) days, either party may at its option terminate the contract without any financial repercussion on either side. Nothing in this Clause shall relieve the Agency of any obligation relating to the safety, security, protection or lawful custody of children, to the extent such obligation can reasonably be performed during the Force Majeure Event.

4.14 TERMINATION OF CONTRACT

- 4.14.1 The contract can be terminated by either party by giving three months' notice. However, if the services of the Agency are not satisfactory, the Director, CSIR-NAL reserves the right to terminate the contract by giving a notice of one month. The agency shall not cease to render the service facility until the CSIR-NAL makes alternate arrangements thereof and informed the agency accordingly.
- 4.14.2 CSIR-NAL may also give written notice and without compensation to the agency to terminate the contract if the agency becomes unwilling, bankrupt or otherwise insolvent without affecting its right of action or remedy as hirer.
- 4.14.3 Upon termination, under and with reference to this clause, the agency shall be entitled to be paid for the work actually performed up to the date of termination in accordance with the provisions of the contract, but shall not be entitled to any other claim or compensation whatsoever, including (but not limited to) any claim or compensation for any expenditure incurred by the agency in or for any equipment's, materials or facilities or for any loss in the profit or anticipated profit of the agency.
- 4.14.4 The agreement shall be deemed to have been terminated on the expiry of the contract period unless CSIR-NAL has exercised its option to extend this contract in accordance with the provisions, if any, of this contract.

4.15 SUBLETTING OF CONTRACT

Subletting / subcontracting either whole or in part in any form is not permissible.

4.16 ACCIDENT / DAMAGES / CLAIMS / LIABILITIES:

The agency shall be solely responsible for all accidents or personal injuries to the manpower employed by them. However, First Aid Facilities will be provided by the Laboratory.

4.17 CONTRACT AGREEMENT

- 4.17.1 All Terms & Conditions of the tender/NIT as mentioned in Section-I to IV and Award letter placed on successful bidder or any other relevant letter, shall form the part of the agreement to be made with the CSIR-NAL.
- 4.17.2 The contract agreement shall be executed on a non-judicial Stamp Paper of value ₹500/- as per CSIR-NAL format within one month from the date of award of contract and cost of the same shall be borne by the Agency.

Date:

Signature of Bidder /
Authorized Signatory
(with Company Seal)

Validate

Print

Help

Item Rate BoQ

Tender Inviting Authority : The Director, CSIR - NAL, Bengaluru - 560017.

Name of Work: as per Tender Specifications & Terms

Contact No : 080 2508 6047/6046, Email: arun.sankarrr@csir.res.in

TENDER NO. D24015/27/2026-S.VI

Name of the Bidder/ Bidding Firm / Company :

Quotation No. & Date :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns (only cells coloured in Blue) , else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only).

Sl. No	Item Description	Unit Quantity (per child)	Currency INR / Other	Hourly Fees chargeable per child (inclusive of all applicable taxes) - A	Monthly fees chargeable per child for Half Day (Upto 5 hours per day) (A*26*5)	Monthly fees per child for Full Day (more than 5 hours and upto 10 hours per day) (A*26*10)
1	Fees chargeable per child	1	INR		0	0
Quoted Rate in Figures			0.00			
Quoted Rate in Words			INR Zero Only			

THIS PAGE IS FOR REFERENCE ONLY. THE QUOTATION SHOULD BE SUBMITTED ONLY THROUGH THE UPLOADED BOQ IN THE FINANCIAL BID.

Page | 24

CHECK LIST

Creche Management Services at CSIR-NAL, Bengaluru

Tender Ref. No.: D24015/27/2026-S.VI

Technical Bid

1	Scanned copy of Bid securing Declaration Form	Yes / No
2	Scanned copy of Undertaking-Cum-Declaration duly signed with company's seal, as per Annexure-A.	Yes / No
3	Scanned copy of Proof of Address of Bengaluru Office (Like GST Reg., TradeLicense, Rent agreement of office etc.)	Yes / No
4	Scanned copy of UDYAM registration certificate(for MSE) /Startup registration certificate (for startup)	Yes / No
5	Registration Certificate / Licence of the agency issued by Labour Commissioner (Central/State)	Yes / No
6	Scanned copy of ESIC Registration certificate	Yes / No
7	Scanned copy of EPF Registration certificate	Yes / No
8	Scanned copy of GST Registration certificate	Yes / No
9	Scanned copy of PAN Card	Yes / No
10	Scanned copy of Income Tax returns for last 3 Assessment years (2023-24, 2024-25 & 2025-26)	Yes / No
11	Scanned copy of audited turnover certificate for three years up to 2025-2026.	Yes / No
12	Scanned copy of Present clientele list and performance certificate	Yes / No
13	Scanned copy of Completion Certificate with value of the contract	Yes / No
14	Signed and scanned copy of Scope of work	Yes / No

