

## **Expression of Interest ('EoI') to run a Crèche facility for children at Management Development Institute Society ('MDI'), Gurgaon, Haryana**

Management Development Institute Society Campus, situated in Sukhrali, Sector-17, Gurgaon, Haryana, is a full-fledged academic campus with on-site housing for its faculty and staff. The faculty and staff members of the Institute seek the services of a professional agency to run/manage a Crèche at MDI Gurgaon for children of employees, enabling a balance between professional and parenthood needs.

**Last date to submit the EoI: July 06, 2026, by 5:00 pm** via email to: [creche.committee@mdi.ac.in](mailto:creche.committee@mdi.ac.in)

For more details, visit [www.mdi.ac.in](http://www.mdi.ac.in).

All interested agencies are encouraged to attend a pre-submission meeting (details to be announced on the website) to clarify doubts.

### **1. Basic Requirements**

- a. The bidder must be a reputed and experienced agency with demonstrated and verifiable expertise in running a Crèche/Day Care facility for children.
- b. The bidder must have at least **two years** of experience and evidence of having successfully run such a facility.
- c. Required hours of operation: **9:00 a.m. to 5:30 p.m., Monday to Friday** and all working days of MDI, **including Restricted Holidays** (as declared by MDI).
- d. The facility shall cater to children in the age group of **6+ months to 12 years**.

### **2. The EoI must include**

- a. An overview of the proposed Crèche facility.
- b. Manpower planning: numbers, type, qualifications, and experience of staff to be deployed.
- c. Present infrastructure available with the agency and experience profile of providing/operating similar facilities.
- d. Necessary infrastructural requirements from MDI (space, furnishing, etc.).
- e. Detailed plans for age-appropriate activities to keep children engaged.

### 3. Key Points to be Noted

a. The agency shall **not sub-contract core caregiving functions** (teachers, nannies, supervisors). Specialised non-core services (e.g., quarterly health check-ups, external activity providers) may be outsourced with MDI's prior written approval.

b. The agency shall provide its own sufficient number of staff (adults who are medically fit and of good moral character) for rendering services.

c. **Police clearance & medical fitness:** The agency shall furnish a valid Police Verification Certificate (issued within the last 6 months) from the local police station. A self-declaration of good moral character and a medical fitness certificate (including TB screening) shall also be submitted. These shall be renewed annually.

d. MDI Gurgaon shall provide basic infrastructure: space, water supply, electricity, campus security, kitchen with basic facilities (for warming milk), refrigerator, air conditioning, and housekeeping/cleaning services.

**All responsibility for the care and safety of children within the Crèche premises shall lie with the agency.**

e. Teachers and maids employed by the agency shall feed/assist infants and toddlers as required.

f. The agency shall provide child development activity support for toddlers and pre-schoolers at par with best day-care standards. Details must be clearly outlined in the EoI.

g. The agency shall provide separate activity support for school-going children (e.g., homework assistance, board games, outdoor games, physical activities).

h. MDI Gurgaon reserves the right to appoint a supervisor/coordinator (individual or committee) to periodically oversee the Crèche's functioning and ensure quality services. Complete cooperation is expected from the agency.

i. MDI Gurgaon shall **not** provide any accommodation for the agency's staff.

j. The agency may be a Sole Proprietorship, Firm, Partnership Firm, Indian Company registered under the Companies Act (2013 or erstwhile Act), registered NGO/Trust, PSU, Statutory Body, or Cooperative Society registered with the appropriate authority, having a running business.

### 4. Site Visit

Interested agencies may visit the existing facility to assess requirements and gain first-hand knowledge of the location. Prior appointment can be made through the contact details on MDI's website.

### 5. Submission Instructions

EoI must be submitted by email to [creche.committee@mdi.ac.in](mailto:creche.committee@mdi.ac.in) by **July 06, 2026, 5:00 p.m.**

**Hard copies** (mandatory) must be submitted not later than **July 07, 2026 (12:00 p.m.)** to:

Prof. Sunil Ashra

The Reception  
Management Development Institute Society  
Mehrauli Road, Sukhrali  
Gurgaon, Haryana – 122007

MDI Gurgaon accepts no responsibility for loss/delay/non-receipt of hard copies. Late or incomplete offers are liable for rejection.

## **6. Validity of EoI**

The EoI shall be valid for **three (3) months** from the last date of submission (or revised submission, if any).

## **7. Modification Rights**

MDI reserves the right to modify the conditions of the EoI at any time without assigning any reason.

## **8. Acceptance/Rejection Rights**

MDI Gurgaon reserves the right to accept or reject any EoI in part or full, without assigning any reason whatsoever.

## **9. Holiday Clause**

If the last date for receipt/opening of EoIs coincides with a holiday, the next working day shall be the effective date.

## **10. Evaluation & Shortlisting Process**

Submitted EoIs will be evaluated based on:

- a. Verification of documents by a duly constituted committee.
- b. Physical visit to the bidder's existing crèches (if required) to check services, amenities, and credentials.
- c. **Presentation** by the agency to the committee. The presentation shall cover: concept of functioning, services offered, manpower planning, infrastructure required from MDI, and details of age-appropriate curriculum/activities.

## 11. Financial Quotes

No financial quotes shall be submitted at this stage.

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## 12. Shortlisting for Financial Bids

The committee will recommend names of shortlisted agencies for inviting financial offers.

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## 13. Final Decision

The decision of the competent authority of MDI, Gurgaon, shall be final and binding on all bidders.

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## Specific Requirements (Operational & Contractual)

1. **Days & hours:** Monday to Friday, 9:00 a.m. – 5:30 p.m., including Restricted Holidays (except gazetted holidays, Saturdays, and Sundays). On Restricted Holidays, the Crèche shall operate with at least 2 staff members.
2. **Closure days:** Saturdays, Sundays, and MDI's Gazetted Government Holidays.
3. **Staff-to-child ratio (baseline):**
  - Infants (1–2 years): **1:3**
  - Toddlers (3–5 years): **1:5**
  - School-going (6–12 years): **1:10**Final ratio to be mutually agreed with the MDI Crèche Committee.
4. **Parent/guardian access:** Parents/guardians may remain inside the Crèche for a maximum of **15 minutes** during drop-off/pick-up. For transition support (e.g., first week of a new child), up to **3 days** of extended presence (max 30 minutes/day) may be allowed with prior approval of the Crèche in-charge. Maids and other family members are **not permitted** inside the Crèche.
5. **Registration & fees:** Prior registration is mandatory. The service provider shall set out hours, fees, policies, and procedures in a written contract with parents (mutually agreed with MDI). The contract shall include names, ages of children, and parent/guardian contact information.
6. **Staff recruitment & changes:** The agency shall recruit the best qualified/experienced teachers, assistant teachers, and nannies. Any new appointment shall be discussed with the MDI Crèche Committee. Any change in staff shall be immediately notified to the Committee, along with contact details of new staff.
7. **Supervision by agency:** The service provider shall pay regular visits to the facility and monitor activities.
8. **Advance notice for usage:**
  - Regular enrolled children: no advance notice required.
  - Ad-hoc/daily usage during peak vacation periods: **minimum 24 hours' notice.**

- Emergency same-day requests may be accommodated subject to availability.
9. **CCTV & privacy:**  
CCTV cameras shall be installed by MDI in common areas (not in washrooms/changing areas). Both MDI and the Service Provider shall have real-time view-only access. Recordings shall be preserved for **30 days**. Parents may request footage through a formal written process in case of legitimate concerns, subject to MDI's approval and applicable privacy laws.
  10. **Data privacy:** The agency shall not share any parent or child personal data (including photos, names, medical information) with any third party without written parental consent and MDI's approval. Compliance with the Information Technology Act, 2000 (and its data protection rules) is required.
  11. **Emergency medical protocol:** The agency shall maintain a first-aid kit and ensure at least one staff member trained in paediatric first aid/CPR is on duty at all times. A written emergency response plan (fire, medical emergency, lockdown) shall be submitted to MDI before commencement of operations.
  12. **Food & nutrition (if provided):** If the agency offers snacks/meals, a weekly menu approved by a nutritionist shall be displayed. Parents must be informed of all ingredients. MDI may conduct random quality checks.
  13. **Inventory & billing:** The Crèche inventory shall be maintained and updated monthly. A copy, along with user billing details, shall be shared with the MDI Crèche Committee every month.
  14. **Term & renewal:** The initial MOU shall be for a period of **3 years**, renewable subject to satisfactory performance.
  15. **Termination & notice:**
    - Either party may terminate the MOU by giving **one month's written notice** without cause.
    - **Immediate termination for cause:** MDI may terminate forthwith (without notice) if the agency commits a material breach (including safety violations, fraud, child abuse, gross negligence, or loss of required licence). The agency may also terminate immediately if MDI fails to pay undisputed fees for more than 60 days.
  16. **Force majeure:** Neither party shall be liable for delays or failures caused by acts of God, pandemic, government orders, natural disasters, or other events beyond reasonable control. Fees shall be pro-rated or suspended during such period.
  17. **Dispute resolution & governing law:** Any dispute arising from this EoI or the subsequent MOU shall first be attempted to be resolved amicably within 30 days. If unresolved, the matter shall be referred to a **sole arbitrator** appointed by mutual consent. Arbitration shall be conducted in Gurgaon under the Arbitration and Conciliation Act, 1996. The courts at **Gurgaon** shall have exclusive jurisdiction.
  18. **Financial bids (later stage):** Shortlisted agencies may include additional charges for infants/toddlers in their financial bids.
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## **Expression of Interest – Response Format (to be filled by bidder)**

1. **Name and Address of the Bidder:**
  2. **Email ID and Telephone Number:**
  3. **Overview of proposed Crèche-cum-Day Care Facility:** (attach separate sheet if needed)
  4. **Manpower details** (numbers, type, qualifications, experience):
  5. **Minimum number of children required for break-even** (operational cost coverage, excluding profit):
  6. **Present infrastructure and experience profile** (especially in Delhi-NCR):
  7. **Infrastructural requirements from MDI** (space, furnishing, etc.):
  8. **References** (minimum 3, with contact details):
  9. **Attachments:** Aadhar card, PAN card, registration certificates (Shops & Establishment, etc.), and any other regulatory affiliations.
  10. **Bank solvency certificate** (issued within last one year).
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# **Annexure – I: Technical Offer**

(To be submitted on bidder's letterhead with signature and seal)

I/we hereby submit the Technical Offer in response to EoI No. EOI/01/26-27/Creche Facility.  
All information provided is true and correct.

**Signature of Bidder with Seal**

**Date:**

**Place:**

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## **Annexure – II: Undertaking**

(On the letterhead of the agency)

To,  
Prof. Sunil Ashra

The Reception  
Management Development Institute Society  
Mehrauli Road, Sukhrali  
Gurgaon, Haryana – 122007

**Subject:** Undertaking for EoI No. EOI/01/26-27/Creche Facility

Sir/Madam,

1. I/We have read, understood, and agree to abide by all terms, conditions, and instructions contained in the EoI.
2. I/We shall provide quality services to the Institute with amenities as mentioned in our EoI.

**Signature of Bidder**

**Name:**

**Address:**

**Telephone No.:**

**Date:**

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## **Annexure – III: Certificate of Non-Blacklisting**

(On the letterhead of the firm)

I hereby certify that the above-named firm has **never been blacklisted** by any Central/State Government, Public Undertaking, or Institute on any grounds.

I also certify that the above information is true and correct. If at any later date any information provided is found to be incorrect, any contract awarded may be **summarily terminated**, the firm shall be blacklisted, and any security deposit shall be forfeited.

**Date:**

**Authorised Signatory:**

**Name:**

**Designation:**

**Contact No.:**

**Seal:**

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