

Evaluation of the Technical Bids

S. No.	Evaluation criteria	Marking scheme	Marks obtained	
			Eukaryocastle Academy	Little Steps
1.	Relevant Experience in years	(i) Less than 2 years of relevant experience: 0 marks (Bidder will be disqualified on this criterion). (ii) 2 years and above but less than 5 years: 5 marks (iii) 5 years and above but less than 8 years: 10 marks (iv) 8 years and above: 15 marks	2023 onwards in Delhi-NCR (2 years and above but less than 5 years) 5 marks 5 marks	2014 onwards in Delhi-NCR (8 years and above) 15 marks
2.	Existing Infrastructure and Facilities provided	(i) 0 marks: No existing facility (self-owned, self-established and self-managed/ franchise) (ii) 5 marks: currently running franchise (1 number) (iii) 10 marks: currently running franchise (>1 number) (iv) 8 marks: currently running self-owned, self-established and self-managed facility (1 number). (v) 16 marks: currently running self-owned, self-established and self-managed facility (>1 number).	currently running 2 facilities in franchise mode (RCB and Gagan Public School) 10 marks	currently running 2 self-owned, self-established and self-managed facilities in 16 marks
3.	On-site inspection of the existing facilities	Parameters to be assessed (2 marks for each parameter): 1. Space design 2. Child safety and security 3. Overall Hygiene 4. Staff interaction 5. Current kids enrolled/Total kids enrolled	10 marks	10 marks
4.	Age group proposed	(i) 0 marks: ≥ 3 -14 years (ii) 2 marks: 2-14 years (iii) 3 marks: 1-14 years (iv) 4 marks: 6 months-14 years	6 months onwards 4 marks	5 months onwards 4 marks
5.	Numbers, Type, Qualification and Experience of staff proposed	Bidders are required to tick on any one of the following: (i) 0 marks — Non-compliant staffing [e.g., ratios worse than Ministry of Women and Child Development (MWCD)] minimums like >1:25 overall or no lower ratio for infants, insufficient numbers for proposed capacity, missing key roles like supervisor/helper, or qualifications/experience below basics) → Ineligible / disqualified on this sub-criterion. (ii) 5 marks — Meets bare minimum MWCD standards (e.g., 1 supervisor + 1 helper per 20–25 children, basic ratios ~1:10 for < 3 years/1:20 for older, supervisor $\geq 12^{\text{th}}$ pass, helper $\geq 10^{\text{th}}$ pass, at least 1–2 years average experience, police verification declared) but no extras or enhancements. (iii) 8 marks — Good staffing plan	Provisionally assigned: 15 marks	Provisionally assigned: 15 marks

		exceeding minimums in some areas (e.g., better ratios like 1:8–1:10 for infants/< 3 years, additional helper/caregiver for peak hours, most staff with ≥ 2–3 years childcare experience, relevant qualifications. (iv) 11 marks — Very good/strong staffing with clear enhancements (e.g., compliant + superior ratios especially for infants (1:5–1:8 for < 2 years), dedicated infant caregiver(s), (v) 15 marks —Excellent/outstanding staffing proposal setting high benchmark (e.g., premium ratios (1:4–1:6 for infants), overstaffed for quality care.		
6.	Detailed plans for age-appropriate activities	(i) 0 marks- No detailed plans OR non-compliant/incomplete: (Ineligible / disqualified on this sub-criterion). (ii) 2 marks- Basic/minimal compliant plans only (iii) 3 marks- Good/satisfactory structured and age-segmented plans (iv) 4 marks- Very good/strong comprehensive and detailed plans with clear objectives (v) 5 marks- Excellent/outstanding innovative, evidence-based, and benchmark-setting plans	5 marks	5 marks
7.	Managerial and interpersonal skills of the service provider (Based on in-person interaction)	(i) 0 marks — No evidence provided OR severely inadequate/non-relevant (e.g., no past feedback, no management structure, complaints of poor communication or mismanagement in references) → Ineligible / disqualified on this sub-criterion. (ii) 2 marks — Basic/minimal evidence meeting standard expectations (e.g., generic organizational structure, some client letters confirming satisfactory service delivery and basic communication, no major issues reported in past operations). (iii) 3 marks- Good/satisfactory evidence showing reasonable managerial and interpersonal strengths (e.g., clear management hierarchy, positive client feedback on timely reporting/parent interactions, examples of handling grievances or staff coordination effectively in previous day care/childcare setups). (iv) 4 marks — Very good/strong evidence with clear demonstrations (e.g., detailed approach to parent	5 marks	5 marks

		engagement/communication protocols, testimonials highlighting empathy/responsiveness, evidence of proactive managerial oversight (e.g., regular audits, training coordination), strong references from similar facilities praising interpersonal handling). (v) 5 marks — Excellent/outstanding evidence setting a high benchmark (e.g., exceptional client testimonials/feedback emphasizing superior managerial efficiency, proactive crisis management, outstanding parent/stakeholder relations, innovative communication tools (e.g., apps/portals for updates), proven track record of high satisfaction in day care/childcare with no complaints, strong organizational policies on interpersonal aspects).		
	Total marks obtained		54	70