

**TENDER DOCUMENT FOR OUT SOURCING OF PROVIDING  
SERVICES FOR SUPPLY OF DIET TO INDOOR PATIENTS OF THE  
COMMUNITY HEALTH CENTRE, KHARIAR**

**OFFICE OF THE MEDICAL OFFICER IN CHARGE, KHARIAR**

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**LAST DATE FOR SUBMISSION OF TENDER IS 07/01/2020 BY 5.00 P.M**

**DATE FOR OPENING OF TECHNICAL/FINANCIAL BID:**

**THROUGH SPEED/REGD POST ONLY.**

# **OFFICE OF THE MEDICAL OFFICER IN CHARGE** **COMMUNITY HEALTH CENTRE, KHARIAR**

## **Terms of Reference for Outsourced Agency: Draft Contract**

### **1) Invitation to Bid:**

"The Community Health Centre, Khariar, District-Nuapada invites Tender from the eligible registered diet preparation and catering firm to prepare and distribute cooked diet to the Indoor patients. The bid is asked as per the decision of Department of Health & Family Welfare to outsource the diet preparation and its service to the patients on annual contract basis to the eligible firms. The existing diet rates prescribed by Government of Odisha Health & F.W Department is @Rs.75/- for Pediatrics per patient per day, Rs.85/- for General Patients per patient per day Liquid Diet-85/-per patient per day, Dry Diet 75/- per patient per day and Rs.95/- for T.B patients and cancer patients per day inclusive of all taxes. The Tenderers should quote their rates both in figure and words for supply of Diet (cooked food) within the diet rates fixed by the Government as indicated above in the financial Bid. The bidders have to apply in **two bid system i.e. Technical Bid and Financial Bid**. The interested Service Provider are advised to submit two separate sealed envelopes super scribing "**Technical Bid for Providing Services for Supply of Diet to Indoor patients of Community Health Centre, Khariar**" and "**Financial Bid for Providing Services for Supply of Diet to Indoor patients of Community Health Centre, Khariar**" to **Medical Superintendent, CHC, Khariar**". Both sealed envelopes should be kept in a separate third sealed envelope super scribing "**Tender for Providing Services for Supply of Diet to Indoor patients of Community Health Centre, Khariar**".

### **2 Introduction:**

1. This bid is open to agency/agencies and women Self Help Group [SHGs] satisfying the criteria laid down in this bid document who have the required operational experience in dietary services and its management.

2. The Health institution will select an agency, in accordance with the method of selection specified in this bid document.

3. The work details have been mentioned in this bid document for the reference of the bidder and preparing the bid document accordingly.

4. Interested Bidders are invited to submit a "Financial Bid" for providing services required for diet preparation and diet related services as per the standard norm and procedure of the Government of Orissa.

5. The hospital administration reserves the right to reject the selection process at any time prior to the award of the contract, without showing any reasons thereby, keeping the greater interest of in-door patients in mind, the contract of the selected/awarded agency may also be terminated by the hospital administration if prescribed quality standards are not adhered to. However, hospital administration is not bound to show any reasons for cancellation of the bidding process or termination of contract.

6. The potential bidders can avail the tender/bid document from the office of the concerned health institution by paying Rs. 1,000/- towards the bid document and processing fee of the bid. The amount paid towards the bid documents and processing fee would be non-refundable. The cost of tender document and processing fee must be deposited along with the Bid documents by demand draft drawn in favour of "**DIET COMMITTEE, CHC Khariar**" payable at Khariar. The tender Document is not transferable to any other bidder.

7. The bidder is expected to examine all instruction, forms, terms, specifications, and other information in the bid/tender document. Failure to furnish all information required for bidding or to submit the bid may be considered for rejection.

8. The bidder would bear all costs in connection with the preparation of the bid and its submission. The hospital administration would not bear any bid preparation cost and cost for submission of the bid.

9. In case of requirement, the hospital administration would provide required information, based on the request of the bidder, which is necessary for preparing the bid.

10. This bid/tender does not commit to award the contract to engage any agency through negotiations. Further, no reimbursable cost may be incurred in anticipation of award and in such cases' hospital administration would not be responsible to bear such costs incurred by the bidder.

### **3. Eligibility Criteria:**

1 EMD of Rs. 50000/- (Fifty Thousand) only in shape of Demand Draft/Banquers Cheque drawn on **ROGI KALYAN SAMITI,CHC Khariar** must be submitted along with the Tender. The EMD of unsuccessful tenderer will be refunded after Tender Process is over. In case of selected tenderer, the EMD will be refunded after execution of order.

2. The Tenderer must submit valid Labor License (Registration No. & Date) of Labor Department.

3. The tenderer must submit up-to-date food license certificate from the competent authority.

4. The agency must be financially sound and should have minimum pass book balance of Rs.50,000/- (Fifty Thousand) on the day of application of the bid and solvent to manage two three months from his own source in case of non availability of funds which will reimburse as per availability of funds.

5. The bidder must submit a declaration regarding not blacklisted in the form of affidavit before the Executive Magistrate.

6. The bidder must have a minimum of 3 years experience in diet preparation and its supply/services in Govt. Hospitals.

7. The bidder must be a registered/operation office in the district with staff strength not less than 10 members.

#### **4 : Number of Bids:**

1. The bidder can apply only one bid in this tendering/bidding process.

2. In case if a single bidder submits multiple bids, either singly or in collaboration, all bids, except one that is most suitable as per the decision of the hospital administration would be liable for rejection.

**5: Bid Validity: The bid would remain valid for a period of 120 days from the date of submission.**

## **6: Tenure of Contract:**

The selected agency / Bidder would be initially contracted for a period of one year and can be extended for the same period based on the satisfactory performance of the suppliers/ out sourced agency. The performance of the agency must be certified by the management of the health institution before extending or renewing the contract period. During extending or renewing the contract period, the management may think of revising the conditions of the contract as per its suitability without affecting the basic objective.

## **7: Payment Schedule:**

1. The agency would be paid once in a month based on the case load and number of meals supplied. The number of diets prepared during "lunch" would be considered as the benchmark for calculation of number of patients/days or any such norms that is suggested and agreed upon mutually by the hospital administration and the outsourced agency/bidder.

2. The Hospital Administration would verify the bills/vouchers and other supporting document and do needful for payment of the dues to the agency within the seven working days of submission of bills / vouchers/ supporting documents provided funds are made available by the Government of Odisha.

3. The payment will be made regularly as per the above guideline subject to allotment of funds.

## **8: Tender Document & Processing Fee:**

All Bidders are required to pay Rs.1000/- (Rupees one thousand) only towards Tender Document and processing fees in the form of Demand Draft drawn in favour of the **Rogi Kalyan Samiti, CHC, Khariar**. The tender document & processing fee is Non-Refundable and cannot be claimed by the tendering agency.

## **9: Performance Bank Guarantee:**

The agency, after selection, has to deposit "security money" in shape of Bank Guarantee amounting to Rs.50,000/-(Rupees Fifty Thousand) only at the time of signing the contract, which will not be refunded on unsatisfactory performance of the agency. The Bank Guarantee would remain valid initially till the end of the initial contract period and extendable if the contract gets extended.

## **10: Last Date for Submission of Bid:**

The bid would be submitted in an appropriate form in a sealed envelope on or before 07/01/2020 by 05.00 P.M through Regd. Post/ Speed Post/Courier only duly super scribed at the top of envelop " Tender for supply of Diet for Community Health Centre, Khariar 2019-20" & 20-21. The bids received after the due date would not be accepted and liable for rejection.

## **11 : Bid Withdrawn:**

After the submission of the bid, if so wished the bidder, may withdraw the bid with a payment of nonrefundable amount of Rs. 500/- towards withdrawal processing fee. The bid may be withdrawn before 07/1/2020

**12: Right to Accept or Rejection the Bid:**

The administration of the concerned health institution reserves the right to accept or reject any Bid and the bidding process and reject all such bids at any time prior to award of contract, without showing any reason there by.

**13 : Opening of Bids:**

The bids would be opened on the specified date-09.01.2020, time-11.00AM and venue in the presence of the persons nominated by the hospital administration(DIET COMMITTEE) and in presence of the bidders. The bidders would be requested to attend the bid opening and all present bidders shall put their signature on the bid as an evidencing of their attendance.

**14: Bid Evaluation Criteria:**

The bids would be evaluated on cost and quality basis i.e. the cost quoted by the bidder for each category of diet to be supplied to the patients in the hospital. The lowest quoted bidder adhering to the specified quality would be awarded the contract. In case of single tender the selection committee is the competent authority to accept and approve the single tender.

**15 : Disqualification:**

The administration of the hospital, seeking this bid, reserves under its sole discretion to disqualify any bid document if,

1. The bidder submits the bid after the last date of submission of Bid.
2. The bid document does not have the proof of similar nature of work in public health institutions.
3. No registration certificate [photo copy] is attached to the bid document
4. The bidder is blacklisted by any Govt. agency [declaration in this regard in form of Affidavit before the Executive Magistrate is to be given by the bidder]
5. No attachment of bank draft towards Tender document and processing fee amounting to Rs.1000/- and EMD of Rs. 50,000/-.

**16: Adequacy of Information:**

Once the bidder submits the bid document, it will be assumed that the bidder have carefully examined the bid document to his/her entire satisfaction. Once the agency is selected on the basis of its submitted bid, the agency would be responsible to fulfill his/her obligation as per the submitted bid.

**17: Address for Submission of Bid:**

The bid should be address to the following;

**Medical Superintendent CHC Khariar,  
District-Nuapada, Odisha Pin-766107**

**18: General Information to Bidder:**

1. The successful bidder [also referred here as the agency or outsourced agency] would operate from the campus of the concerned health institution and required basic infrastructure would be provided by the health institution to facilitate the smooth operation of the agency.
2. The agency would abide by the cost and quality norms/standards as mentioned in the bid, diet guidelines and communicated to them from time to time by the concerned health institution.

3. The agency would recruit required number of staff for cooking and serving so that diet can be supplied to the in-doors patients in time.

4. The agency would take up free health check-up of the cooking and serving staff from time to time, at least once in three months.

5. The maintenance of kitchen and equipment would be the responsibility of the agency and the agency should ensure that proper care is taken in this regard.

6. The agency would prepare and supply diet adhering to the quality norms specified by the health institution. The agency should also prepare different types of diet as per the indent placed by the health institution keeping in mind the diet requirement of different category of patients.

7. The agency would be responsible for procurement of different items required for preparing diet and storing it properly. The health institution would not be responsible for any loss of procured items.

8. Perishable items would be supplied/ procured on daily basis and for that supplier/suppliers would be identified jointly by the designated persons of the health institution and the outsourced agency.

9. The health institution would have the right to monitor the quality items purchased and used in the diet preparation process.

10. The agency would manage kitchen waste in a scientific manner with due consultation with the concerned hospital administration.

11. At any point of time i.e. during procurement of raw materials, processing, preparation of diet, serving the diet to the patients and cleaning the utensils/instruments, any person from diet committee from the health institution can visit and interact with concerned person. The agency should not have any restriction to this rather the agency would facilitate such process to improve the service quality.

12. The agency would prepare and update the accounts details and maintain other related documents that are required for reimbursement of the expenses on monthly basis. In case of incomplete documents, the hospital administration would not reimburse the incurred cost. The documents to be prepared should be supplied by the health institution before hand and maintained by the agency on daily basis. The financial and non-financial documents would be subject to audit.

13. The behaviors of the serving staff of the agency towards the patients should be conducive and disciplinary action would be taken by the hospital administration, in consultation with the concerned agency, against the person/s violating the behavioral norm.

14. The agency would be responsible to make alternative arrangements in case of situations such as staff strike, local strike [Bandh/Hartal] etc. ensuring that the patients get diets in the appropriate time.

15. The agency would abide by different Government notification, circulars, written instruction etc. published from time to time with regard to the subject. In case of requirement, the hospital administration would provide required clarity to the agency on the related notification, circular etc.

16. Any dispute arising in the process of managing the diet preparation and supply, both the party i.e. the outsourced agency and the hospital administration should discuss and take appropriate decision that is mutually agreeable.

17. The hospital administration reserve the right to cancel the contract of the outsourced agency with prior notification of 30 days (One month) without assigning any reasons thereof. If the outsourced agency wants to quit its service will give a two months notice to the authority.

18. The outsourced agency would provide uniform embedded with its logo to all the staff recruited by the agency. The agency would ensure that the recruited

staff attend their duty with clean uniform and keeping themselves neat and clean while on duty.

Signature

[Name and designation of the person signing on behalf of the agency]

Date & place

Name of the Bidder/Applicants

## 20. Financial Proposal Form: Offer price by the Tenderer

<b>Sl.No</b>	<b>Diet Type</b>	<b>Cost offered per patient per day (Rate should inclusive of all taxes &amp; service charges)</b>
1	General diet	<b>85/-Including Breakfast, Lunch &amp; Dinner</b>
2	Pediatric diet	<b>75/-Including Breakfast, Lunch &amp; Dinner</b>
3	T.B cancer and Burn Patient Diet	<b>95/- Including Breakfast Lunch&amp; Dinner</b>
4	Dry Diet	<b>75/- Including Breakfast, Lunch &amp;Dinner</b>
5	Liquid Diet	<b>85/-Including Breakfast, Lunch &amp; Dinner</b>

Signature

(Name and designation of the person on behalf of the agency)

Date & Place

Name of the Bidder/Applicant

## **21. Supply of Diet**

The bidder will provide \diet to the Indoor Patients as per schedule at their bed side.

1. Breakfast - between 7.30 A.M to 8 A.M
2. Lunch - between 1 P.M to 1.30 P.M
3. Dinner -- between 8 P.M to 8.30 P.M

There shall not be any deviation of timing exceeding 30 minutes maximum.

## **22. Quality of Diet:**

The agency empanelled and assigned with the responsibility of preparation and supply of diet would adhere to the prescribed quality standard under specific diet category (Liquid diet, semisolid diet, diet for diabetic etc). The agency must agree to provide different types of diet, as per the requirement of the patient and indent placed in this regard by the dietician/hospital management.

If the selected diet contractor fails to supply the necessary requirements of diet to the patients in time or any other deficiencies if reported or noticed then the committee reserves the right to compose penalties on the contractor by way of deducting an amount from the diet bill as shall be decided by the committee.

## **23. Fuel for cooking**

1. The Kitchen should have LPG connection for diet preparation with provisions of LPG cylinders by the contractor.
2. As far as possible, coal and wood will be avoided for cooking except under emergency conditions.

## **24. PENALTY**

In case of deficiencies in providing quality service, the authority will have the right to impose penalty as per decision of the Committee which shall be deducted from the monthly bill.

**TENDER PROVIDING SERVICE FOR DIET TO COMMUNITY HEALTH CENTRE,  
KHARIAR, DISTRICT-NUAPADA ODISHA-766107  
NOTICE NO. \_\_\_\_\_// DT. 30/12/2019  
30 /12/2019 BID PERIOD 07/01/2020  
LAST DATE FOR SUBMISSION OF BID:-07/01/2020 BY 5.00 P.M  
DATE OF OPENING OF TECHNICAL/FINANCIAL BID:-09/01/2020 AT 11.00 A.M**

**NAME OF THE BIDDER M/S. \_\_\_\_\_**

Please put \_ in the respective box

**DOCUMENTS: SUBMITTED OR NOT  
(TECHNICAL BID)**

1. Earnest Money Deposit for Rs.50, 000/- 

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2. Valid Labor License. 

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3. Up-to-date Food Licence  
from competent authority 

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4. Financial stability of the bidder  
(Bank account Statement) 

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5. Declaration by the Bidder (Not Black listed)  
In the form of Affidavit before the  
ExecutiveMagistrate. 

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6. Proof of Experience (Minimum 3 years)  
In Diet preparation and its supply & service  
In Govt. Hospitals. 

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07. Plan regarding Implementation of diet  
services at CHC, Khariar 

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**SIGNATURE OF THE BIDDER**