



**EXPRESSION OF INTEREST FOR SUPPLY OF DIET TO INDOOR  
PATIENTS OF KOSTHA CHC UNDER SULIAPADA BLOCK OF  
MAYURBANJ DISTRICT**

**TENDER CALL NOTICE NO- 186 DT:21.02.2024**

<b>DATE OF COMMENCEMENT OF TENDER</b>	<b>:22.02.2024</b>
<b>LAST DATE &amp; TIME OF RECEIPT OF BIDS</b>	<b>:02.03.2024 Up to 4.00 P.M</b>
<b>DATE &amp; TIME OF OPENING OF BIDS</b>	<b>:04.03.2024 at 11.00 A.M</b>
<b>MODE OF RECEIPT OF TENDER</b>	<b>:SPEED POST/ REGD POST/ COURIER</b>

*Handwritten signature and date: 21-2-24*

**OFFICE OF THE SUPERINTENDENT KOSTHA CHC, MAYURBHANJ**

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

**1) Invitation to Bid:**

“The Superintendent Kostha CHC, Mayurbhanj invites EOI from the eligible registered diet preparation and catering firm to prepare and distribute cooked therapeutic and non-therapeutic diet to the Indoor patients. Women self-help group [SHGs] can also apply. 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.95/- for Paediatrics per patient per day, Rs.110/- for General Patients per patient per day , Rs.120/- for High protein Diet per patient per day, Rs.95/- for Dry Diet Patients per patient per day, Rs.110/- for Liquid Diet per patient per day . The Tenderers should quote their rates both in figure and words for supply of Diet (cooked food) with in the diet rates fixed by the Government as indicated above in the financial Bid. The bidder 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 **"EXPRESSION OF INTEREST FOR SUPPLY OF DIET TO INDOOR PATIENTS OF KOSTHA CHC UNDER SULIAPADA BLOCK OF MAYURBANJ DISTRICT"**”.

**2) Introductions:**

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 is not bound to accept any bid/s, and reserves the right to terminate 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 prescribe quality standards are not adhered to.



6. 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.

7. 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.

8. 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.

9. 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. The bidder should have a registered / operation office in the district with staff strength not less than 5 members.

2. The bidder /outsourced agency should be having relevant experience in diet preparation, diet service and overall management of diet in hospital or similar government and/or Non-Government establishments.

3. The bidder should have minimum experience in diet preparation and its supply/services in public or private institutions.

4. The agency must be a registered body under appropriate law of the State or Central Government having the documentary evidence in this regard.

5. Up-to-date food license certificate from the Food Safety Officer, Mayurbhanj duly attested by a Gazetted Officer with seal.

6. The Tenderer or the personnel employed by him should not have any criminal record. He shall have to produce an up-to-date certificate from the concerned Superintendent of Police.

7. EMD of Rs.5,000/- (Five thousand) only in shape of Demand Draft / Bankers Cheque drawn in favour of "Rogi Kalyan Samity, Kostha CHC" payable at Kostha, Mayurbhanj should be submitted along with the Tender. The EMD of unsuccessful tender will be refunded after Tender Process is over. In case of selected tenderer, the EMD will be refunded after execution of order.

8. In case of Women SHGs, the Hospital Administration/ Tender Committee is free to take suitable decision and may consider relaxation in the overall eligibility criteria.



#### **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/ Tender Committee would be liable for rejection.

#### **5 Bid Validity:**

The bid would remain valid for a period of 90 days from the date of submission.

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

The selected agency / Bidder would be initially contracted for a period of one year from the date of award of the contract. Based on the performance and feedback from different stakeholders, the contract may be renewed for another two year.

#### **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 first seven working days of submission of bills / vouchers/ supporting documents provided funds are made available by the Government of Odisha.

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

The bid would be submitted in an appropriate form in a sealed envelope on or before dt.02.03.2024 by 4 P.M. The bids received after the due date would not be accepted and liable for rejection.

#### **9 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.

#### **10 Opening of Bids:**

The bids would be opened on the specified date, time and venue in the presence of the persons nominated by the hospital administration 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.





### **11 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.

### **12 Disqualification:**

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

1. The bidder submit the bid after the last date of submission of Bid;
2. GST registration certificate copy.
4. Food Licence
3. Undertaking that the bidder is not blacklisted by any Govt. agency [declaration in this regard in form of Affidavit before the Executive Magistrate is to be given by the bidder]
4. Either Bank draft towards EMD of Rs.5000/-.
5. Financial Bid – Annexure- B

### **13. 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.

### **14. Address for Submission of Bid:**

The bid should be address to the following;

**Office of the Superintendent Kostha CHC,  
Suliapada, Mayurbhanj  
Pin-757084**

### **15. Clarification on the Bid:**

In case the bidder seeks further clarifications/he may contact the following designated person for correspondence and providing clarification on the bid.

**Name: Dr.Siddeswar Marndi**

**Designation: Superintendent Kostha CHC**

**Telephone No.:9439995700**

### **16. 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 monetary 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, the dietician and / or any person from 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 beforehand and maintained by the agency on daily basis. The financial and non-financial documents would be subject to audit.
13. The behaviours 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 behavioural 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/Applicant





ANNEXURE-B

17. Financial Proposal Form: Offer price by the Tenderer

Sl. No.	Diet Type	Cost Offered per patient per day
1	General Diet	
2	Paediatric Diet	
3	High Protein Diet	
4	Dry Diet	
5	Liquid Diet	

Signature

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

Date & Place

Name of the Bidder/Applicant





### **18. 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 2 P.M
3. Dinner - between 8 P.M to 9 P.M

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

### **19. 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.

### **20. 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.

### **21. 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.

  
Superintendent Kosta CHC,  
Mayurbhanj