



OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER,
NAYAGARH, ODISHA

Tender No. 01/20-21

Date: 28/07/2020

**Notice for Invitation of Tender for Diet Services in different COVID Health Facilities of
Nayagarh District**

Date for Availability of Tender	: 29/07/2020 to 04/08/2020
In the website of the district	: www.nayagarh.nic.in
Last Date for Submission of Tender	: Date 04/08/2020 & Time 5.00 p.m.
Place, time & venue of Opening Tender	: Date 05/08/2020 & Time 11.00 a.m. in the Office chamber of CDM & PHO, Nayagarh
Address for submission	: Office of the CDM & PHO, Nayagarh At/Po/Dist- Nayagarh Pin-752069
Cost of Tender Document	: Rs 1,000/ (one thousand only) (Non Refundable)
Earnest Money Deposit (EMD)	: Rs. 5,000/- (Five Thousand only)

The Hospital also reserves the right to accept or reject summarily any or all the tenders without assigning any reason whatsoever.

The Bidders may download the Tender Documents directly from the Website available www.nayagarh.nic.in from **29/07/2020 to 04/08/2020**. The tender Paper will be received through Regd. Post/Speed Post/Courier Services only. The Tender cost fee of Rs.1000 (one thousand only) (Non-refundable) by way of separate Demand Draft drawn in favour of **ZSS NON NRHM FUND, NAYAGARH** should be enclosed along with the Technical Bid.


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TENDER DOCUMENT

For providing Services of Diet for patients, doctors & staff attached for

1. COVID CARE CENTRE (CCC) – LATHIPADA, NAYAGARH (40 BEDDED)
2. COVID CARE CENTRE (CCC) – PTS, NAYAGARH (190 BEDDED)
3. COVID CARE CENTRE (CCC)-MCH KAHANDAPADA, NAYAGARH (75 BEDDED)

NOTE: Bed strength may be increased as per requirement in the above mentioned facilities and new Covid Care Centres may be established as per requirement.

GUIDELINES FOR DIET MANAGEMENT

Department of Health & Family Welfare | Government of Orissa


26-2-2020
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1.0 Introduction to the Guidelines:

1.1 Key Features of the Guidelines:

1.1.1 These guidelines highlight the dietary practices to be followed in the Covid health facilities adhering to the prescribed cost norm for patients, doctors & staff attached for Covid Management.

1.1.2 It highlights the diet requirement for patients, doctors & staff attached for Covid Management

1.1.3 It highlights the dietary management practices to be followed in Covid health facilities and role of different stakeholders in the process.

1.2 Objective and Applicability of the Guidelines:

1.2.1 Present guidelines are meant for the Covid health facilities to strengthen and streamline the dietary services and its management.

1.2.2 These guidelines would be applicable to all the Covid health facilities which have required provision for in-door patients.

1.2.3 In case, if in-door/bed provision is not available in any Covid health facilities but based on the advice of the doctor / in-charge of the Covid health facilities, if a person is kept under watch in such Covid health facilities, she/he would be entitled for availing diet as per the norm of the Government.

1.2.4 Unless it is followed by any other notification / order of the Government, present guidelines would be applicable for all types of in-door patients superseding earlier notification/s made by Government in this connection.

1.2.5 This is omnibus guideline which supersedes all previous guidelines on this subject.

1.3 Duration of Effectiveness of the Guidelines:

1.3.1 Government may issue revised circulars / notifications from time to time, if so required, after careful examination of the outcome of these guidelines. The beneficial dimensions of these guidelines would be examined after its implementation, not exceeding three months time, and if so felt necessary, further extension would be made to make it more suitable for the patients.

2.0 Revised Cost Norm for Diet:

SN	Category	Revised Rate of Diet per Patient per Day inclusive all taxes & charges
1	COVID Patients	240.00
2	Doctors & Paramedical staffs etc engaged in COVID	240.00

3.0 Right to Access Diet:

3.1 Right to diet, as per the prescribed standard of diet, adhering to the quality and quantity, is reserved for all the in-door patients.

3.2 Any in-door patient, if not allotted with bed but admitted as in-door patient would be entitled to avail the diet as per the prescription of the doctor and advice of the dietician.

3.3 During admission to the in-door, every patient would have a diet advice slip [please find the format attached] which would be treated as diet entitlement slip for the in-door patients till discharged from the Covidhealth facilities.

4.0 Timing of Diet Supply:

The timing of diet supply to the patients is mentioned below for adherence. In no case, there should be deviation in time, not exceeding 0.30 hrs for each category of diet timing. The diet preparing and distributing contractor would be advised accordingly

1. Breakfast: Between 7.30 am to 8.00 am
2. Lunch: Between 12.30 pm to 1.30 pm
3. Evening Snacks Between 4.30 pm to 5.30 pm
4. Dinner: Between 8.00 pm to 9.00 pm

5.0 Cooked and Dry Food Diet:

5.1 Dry diet would be provided to the in-door patients where provision for number of in-door patient is less than 50. The Covid health facilities that have more than 50 or 50 beds would be provided with cooked diet.

5.2 Dry diet would be provided three times i.e. during breakfast, lunch and dinner like that of cooked diet.

5.3 Dry diet would encompass Milk, Biscuits, Nuts/Dry Fruits, Egg, Bread and Fruits [of medium size]. If required and felt it necessary by the Dietician / Medical Officer, fresh fruit juice would be provided looking at the condition of the patient and the diagnosis.

6.0 Outsourcing Diet Preparation & Supply:

6.1 Outsourcing for diet preparation and its supply/distribution is applicable for the cooked diet only. For dry diet, the concerned Covidhealth facilities would procure and distribute the diet. The Covid health facilities would procure dry diet from the empanelled agencies, empanelled specifically to supply dry food items like biscuits, milk, fruits etc.

6.2 **Deit menu includes provisioning of 4 ltrs packed mineral water of reputed brand like Bisleri, Kinly, Aquafina etc per patient per day. All food items must be supplied with good, disposable, non toxic packaging from which food can be consumed directly. Packaging sample to be produced at the time of opening of the tender. The agency should have food trolley (minimum 6 nos. of trolleys) and sufficient manpower for easy distribution of the packed food & water bottles in indoors and other areas.**

6.3 Preparation and distribution of diet [cooked food] would be outsourced to the private agencies at the different Covid health facilities.

6.4 Existing Government / Departmental norm will be followed for identification and enrolment of agency for diet preparation & distribution. The agency would be selected on **Cost and Quality** basis. Authority is not bound to accept the lowest price quoted by the bidder. Transparent tendering process will be adopted for the selection of the agency ensuring quality and standards of diet. The Terms of References for the agency is annexed to the guidelines for reference [the terms of reference should be modified according to the suitability of the Covid health facilities].

6.5 The agency empanelled and assigned with the responsibility of preparation and supply of diet would adhere to the prescribed quality standards.

- 6.6 The selected agency would sign a contract with the administration / management of Covid Health facilities. The period of the contract would be initially for 3 months and can be extended for the same period based on the satisfactory performance of the supplier / outsourced agency. The performance of the agency must be certified by the management of the Covid health facilities 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.
- 6.7 The health facilities would take care to ensure that the items [packaged ones] supplied or used for cooking have not surpassed the date of expiry. In case of perishable items, the quality of supply, as per the prescribed standard would be adhered to by the supplier / outsourced agency. In case, if the management of the hospital feels that the supplied items, perishable or non-perishable, are not up to the standard norm, they would return the items to the concerned agency on the spot of receiving. If so wished by the management, a penalty may be charged to the empanelled supplier for negligence and taking risk of providing poor quality materials. Quality review of the supplied items would be done by the authorities of the concerned Covid health facilities time to time.
- 7.0 Times of Procurement:**
- 7.1 Though, diet preparation and supply system would be outsourced, still, the Covid health facilities should have an eye on the quality of the raw materials procured for cooking. In case of dry diet, it is equally applicable to verify the quality of diet supplied by the outsourced agency / empanelled supplier.
- 7.2 The raw materials for cooking [in case of cooked diet] especially vegetables, milk etc. should be procured on daily basis, either in the morning hour and/or in the evening hour, based on the suitability. Same procedure should also be adopted for dry food procurement.
- 7.3 Certain non-perishable and packaged items may be procured once in a week or once in two-three days time such as condiments and would be stored properly to avoid wastage / loss.
- 8.0 Quality Assurance of Raw Materials:**
- 8.1 The materials / commodities to be supplied by the empanelled supplier/s, either for cooking or as dry food should be in line with the quality norm of the Government. One person should be assigned at the Covid health facilities level to look after the quality aspect of the supplied items.
- 8.2 Quality inspection of supplied materials is mandatory for dry diet on day basis. For the raw materials supplied by different suppliers for preparation of cooked diet, quality check would be done on day basis during procurement / supply.
- 8.3 Procurement should be planned to ensure that expected strike/s, prolonged holidays and/or any such unprecedented circumstances should not affect the diet preparation and its supply to the in-door patients.
- 9.0 Storage of Commodities / Raw Materials:**
- 9.1 Storage of commodities / raw materials would be the responsibility of the outsourced agency. However, it is to be monitored from time to time by the dietician / assistant dietician of the Covid health facilities or any other persons assigned for the purpose. The perishable and non-perishable items should be stored as per the storage specification norms.
- 9.2 Care should be taken to avoid quality degradation of the food commodities due to humidity, rodents, insects etc.
- 10.0 Fuel for cooking:**
- 10.1 The kitchen should have LPG connection for diet preparation with provision of additional cylinder.

10.2 As far as possible, coal and wood should be avoided for cooking excluding emergency cases.

11.0 Diet Certification:

Diet prepared [cooked] / procured [dry diet] on day to day basis should be certified by the dietician before its distribution. The diet certification would be with regard to quality, test and its adherence to the specified menu.

12.0 Constituting Diet Vigilance Committee [DVC]:

For monitoring and supervision of diet preparation, distribution, ensuring diet quality and overall management of diet, Diet Vigilance Committees [DVC] will be constituted. In every Covid health facilities Authorised Medical Officer (AMO), Covid Hospital Manager and other medical staff of the concerned hospital decided by the AMO.

13.0 Role of DVC in Monitoring & Supervision:

Diet Vigilance Committee will overall supervise the diet preparation and distribution process. The Diet Vigilance Committee would do regular surprise check to see the aspects like- quantity and quality check of the diet, timeliness in supply of diet, hygiene and other related aspects and report to the head of the concerned Covid health facilities on a periodic basis [time frame is to be decided by the Authorised Medical Officer (AMO) & Authorised Administrative Officer (AAO)]. The committee members will interact with the in-door patients on quality and quantity of diet and discuss accordingly with the outsourced agency.

14.0 Role & Function of Dietetics Section in the Covid health facilities:

The dietetics section would be expected to perform important functions in dietary services and management. The basic responsibility of dietetics section would be;

1. Menu Planning;
2. Food purchasing [if not outsourced and in case of dry diet supply];
3. Purchase of requisition of needed equipment and supplies;
4. Establishment and maintenance of safe food storage practices;
5. Selection, training, assignment of duties, supervision of personnel;
6. Supervision of departmental sanitation;
7. Establishment of adequate records and supervision of record keeping, budget planning, etc.

15.0 Role of Dietician / Nutritionist/ Incharge:

1. Periodic check of the quality of food materials
2. Diet related counselling services to the patients during admission and discharge
3. Prescribing diet for patients based on the diagnosis
4. Monitoring the food preparation process and kitchen cleanliness
5. Pre-distribution, quality check of diet following self-testing procedure
6. Monitoring food handling
7. Interacting with patients and getting feedback on diet quality, diet menu etc.

Apart from this, the dietician would be responsible for the management of therapeutic diets including modifications of the general menus to meet the needs of the patient and maintaining diet records;

The dietician / in-charge or members of his/her team would prepare the diet distribution chart based on the placed indent by the ward boy/sister. The dietetics section would maintain records on day basis for the audit purpose. The dietetics section would also be responsible to deal with empanelled contractors and ensure qualitative diet supply to the patients as per the norm.

16.0 Sanitary Measures:

Required sanitary measures would be taken up in and outside the kitchen to prevent any contamination of food during its preparation or distribution. The Hospital Sanitation Committee should take up the following measures to ensure cleanliness.

1. Periodic sanitary inspection of cooking & serving equipments; at least once in a day;
2. Daily inspection of food conveyors, kitchen equipment and service equipment;
3. Supervise handling and disposing of garbage and waste;
4. Supervising cleanliness in the kitchen & taking appropriate measures
5. PPE Kits will be supplied to the food distributors in the indoor by the authorities of the concerned Covid Health facilities.

17.0 Store and Stock:

- 17.1 The agency outsourced for diet preparation [cooked diet only] would be responsible for maintaining the store and stock. The agency should assign the responsibility of store keeping to person/s recruited by him/her;

18.0 Cleanliness:

Kitchen Staff: The kitchen staff should wear clean uniform while on duty and keeping themselves clean i.e. keeping hands cleaned properly including finger nails before cooking, limited conversation among them while cooking and serving, keeping utensils clean and maintaining kitchen cleanliness.

Dishes/Utensils: Cleaning the dishes properly, before and after the use, would be the responsibility of the outsourced agency. However, it would be monitored by the Hospital Sanitation Committee from time to time. The dishes are to be cleaned and sterilised before and after use so that possible contamination can be avoided. Before service, it should be ensured that the dishes are properly cleaned, sterilised and dried. After the use, all the soiled dishes will be collected and placed in one place for washing. The soiled dishes should be cleaned with hot and soapy water. After wash, the dishes should be cleaned to leave no water stain on the dishes. Again before serving, the dishes should be inspected and used. To avoid contamination, which is expected between the cleaning and serving, the dishes should be cleaned once again with boiled water before serving.

19.0 Food Handling:

The persons, who are handling food, should follow the followings.

1. Keeping their hands clean and use glove for serving. They should not touch food in bare hand.
2. They should wash their hands properly after visiting the toilet and before handling food.
3. Cover cuts, burns and other raw surfaces with water-proof dressings while handling food.
4. Ensure that food is supplied as per the consumption specification of foods [hot/warm/cold] and as per the direction of the dietician.
5. Cover the main food container and protect from flies and other pests before and after serving.
6. Person/s suffering from a discharging wound, sores on hands or arms, discharging nose or who is suffering from attacks of diarrhoea or vomiting should not handle food items, either during


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preparation or serving. Persons with such problems should be brought in to the notice of the catering manager for taking remedial measures.

7. However, all the persons associated in diet preparation and its distribution should undergo regular free health check up in the concerned medical Covid health facilities periodically, at least once in every three month and more particularly during sickness.

20.0 Other Key Requirements:

- 20.1 The food after preparation should be checked and tested by the cook at the kitchen level and further verified and certified by the dietician / medical officer in-charge. If the quality and condition of food is found unsatisfactory, it should not be served and alternative arrangement should be made by the outsourced agency.
- 20.2 Smoking in the public place including kitchen is strictly prohibited.
- 20.3 Premises should be maintained and kept clean. This involves washing floors at least three times in a day supplemented by sweeping. Using dampening agents, as often as may be necessary and cleaning all walls and other surfaces at least once in a week. All cupboards, drawers and other fixtures should be kept scrupulously clean and free from all articles other than those for which they are intended.
- 20.4 Personal cleanliness on the part of the staff should be maintained. Other personal equipment/s should be washed and changed frequently.
- 20.5 The refrigerator should be kept thoroughly cleaned and defrosted at least once in a week.
- 20.6 Infestation by rats, mice and other rodents is dangerous as they can spread infection. All practicable steps should be taken to eliminate this source of infection such as maintaining the premises thorough repaired and cleaned, removing food scraps promptly and immediately, using impervious receptacles with tightly fitting covers for the storage of foods, fly-proof system etc.

21.0 Record Keeping:

Records related to diet such as number of meals supplied in a day, records of direct procurement in case of dry diet etc. are to be maintained at the Covid health facilities level. All such documents maintained must be certified / signed by the dietician/In charge with the counter sign of the AMO.

22.0 Audit of Accounts:

All the expenditures incurred towards procurement, preparation and supply of diet would be audited at the end of the financial year. In case, if so desired, management audit would be conducted by the Government on quarterly / half yearly basis.

A 1.0 Diet Menu:

Table 2: Suggestive diet Menu				
Day	Breakfast	Lunch	Sanacks	Dinner
Monday	Idley, Sambar Chatney, Tea	Rice, Dal, Aloo Besan Curry/Aloo pakudi curry	Fruit, Biscuit & Tea	Rice, Dal Tadka, Aloo Soyabeen Curry, Bhaja, Rice Kheer
Tuesday	Puri, Guguni, Tea	Rice Dal, Aloo parwal masala, Bhindi do piaz, Raita, Pickle	Fruit, Cake & Tea	Rice, Dalma, Chhole Masala, Bhaja, Semiya Kheer
Wednesday	Upma, Guguni, Tea	Rice, Dal, Chicken/ Paneer, Chips, Boondi Raita	Fruit, Aloo Bonda & Tea	Rice, Dal, Mushroom Curry, Bhaja, Fruit Custard
Thursday	Uttapam, Guguni, Tea	Rice, Dalma, Mix Veg curry, Bhaja, Khata	Fruit, Bread Sandwich & Tea	Rice, Dal Tadka, Aloo Soyabeen Curry, Chinees Vegetable, Golapjamun/Malpua
Friday	Semiya Upma, Guguni, Tea	Rice, Dal, Egg curry/Mushroom Curry, Chips, Mix Raita, Pickle	Fruit, Biscuit & Tea	Rice, Dalma, Mix Veg Curry, Bhaja, Suji Halwa
Saturday	Poha, Guguni, Tea	Rice, Dalma, Parwal masala, Bhaja, Khata	Fruit, Cake & Tea	Rice, Dal, Chhole masala, Bhaja, Semiya Kheer
Sunday	Chakuli, Aloo Buta Curry, Tea	Rice, Dal, fish Curry/Paneer, Chips, Raita, Pickle	Fruit, Samosa & Tea	Rice, Dal, Mudhi Ghanta/ Mushroom, Aloo Bhendi Keema, Rice Kheer

Note:

The diet menu is suggestive and may change as per the availability of the proposed items. The concerned dietician / medical officer would be the final authority to take appropriate decision on the menu without compromising the quality.

[Signature]
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Annexure IV: Terms of Reference

Terms of Reference for Outsourced Agency: Draft Contract

The "terms of reference" to be prepared by specific Covid health facilities should have the following points, apart from other details based on the requirement of the specific Covid health facilities.

VI.1 Invitation to Bid:

The Chief District Medical & Public Health Officer, Nayagarh invites tender from the eligible registered diet preparation and catering firm to prepare and distribute diet in the concerned Covid health facilities. The bid is asked as per the decision of Department of Health and Family Welfare for outsource the diet preparation and its services to the patients on Quarterly contract basis to the eligible firms. Authority is not bound to accept the lowest price quoted by the bidder.

VI.2 Introduction:

1. Bidders have to apply separate sealed envelope written above Technical Bid & Financial Bid for each Covid health facilities as mentioned below:
 - COVID CARE CENTRE (CCC) – LATHIPADA, NAYAGARH (40 BEDDED)
 - COVID CARE CENTRE (CCC) – PTS, NAYAGARH (190 BEDDED)
 - COVID CARE CENTRE (CCC)-MCH KAHANDAPADA, NAYAGARH (75 BEDDED)
2. The Covid health facilities will select an agency, in accordance with the method of selection specified in this bid document
3. The bed strength of the above mentioned facilities may be extended as and when required.
4. The work details have been mentioned in this bid document for the reference of the bidder and preparing the bid document accordingly.
5. 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.
6. 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 reason 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 reason for cancellation of the bidding process or termination of contract.
7. The potential bidders can avail the tender / bid document from the office of the concerned Covid health facilities by paying Rs.1000/- (one thousand only) for the bid document. The amount paid towards the bid document 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 **ZSS NON NRHM FUND, NAYAGARH** payable at **Nayagarh**. The Tender Document is not transferable to any other bidder. The bidder have to submit separate Demand Draft & documents if applied for more than one Covid Health Facility.


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8. The bidder is expected to examine all instructions, 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 consider for rejection.
9. 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.
10. 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.
11. This bid / tender does not commit to award the contract or 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.

VI.3 Eligibility Criteria:

1. The bidder should have a registered / operating office with staff strength not less than 10 members.
2. The bidder / outsourced agency should have 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 must have sound track record with a financial average turnover of Rupees 15.00 (fifteen) lakh of the last three audited years i.e.2016-17, 2017-18 & 2018-19.
4. The bidder should have a minimum of 3 years experience in diet preparation and its supply / services.
5. If the agency has provided similar type of services in any public /private Covid health facilities/s, it would be the added advantage. The agency should provide required evidence in this regard.
6. The agency must be a registered body under appropriate law of the State or Central Government and having the documentary evidence in this regard.
7. The bidder must have valid Labour License.
8. The bidder must be submitted a declaration regarding not blacklisted in the form of affidavit before the executive Magistrate.
9. The bidder must be registered with Food Safety Act compulsorily
10. The bidder must have a PAN Number & GST no.
11. The agency must be financially sound and should have minimum pass book balance of Rs 2,00,000 (Two lakh) on the day of application of the bid and solvent to manage two/ three months or above from his own source in case of non availability of funds which will reimburse as per availability of funds. The agency should submit the self attested copy of bank pass book for last three years and solvency certificate to the tune of Rs 2.50 lakhs (Two and half lakh) issued by any bank or appropriate authority.

VI.4 Number of Bids:

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

VI.5 Bid Validity:

The bid would remain valid for a period of 120 days from the date of submission.

VI.6 Tenure of Contract:

The selected agency / bidder would be initially contracted for a period of three months from the date of award of the contract. Based on the performance and feedback from different stakeholders, the contract may be renewed quarterly basis.

VI.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. Hereby, it is mandatory for the Covid health facilities to pay the dues to the agency within the first seven working days of each month, based on the submitted bills / vouchers in the prescribed format. The hospital administration would verify the bills, vouchers and other supporting and do the needful for payment of the dues within seven working days of submission of bills / vouchers / supporting documents.

VI.8 Tender Fee:

All Bidders are required to pay Rs. 1000/- (one thousand only) towards Tender Fees in the form of Demand Draft drawn in favour of the ZSS NON NRHM FUND, Nayagarh. The Tender Fee is Non-Refundable and cannot be claimed by the tendering agency.

VI.9 Performance Bank Guarantee:

The Bidder have to submit EMD Rs 5,000/- (Five thousand only) in shape of Demand Draft, Favour of **ZSS NON NRHM FUND, Nayagarh, Payable at Nayagarh** along with application form. Unsuccessful bidder will get refund the EMD within 30 day of complete of tender process. Any information given by the bidder found by the authority the EMD will be forfeited. Performance Security shall be Rs.1,00,000/-. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) in favour of **ZSS NON NRHM FUND, Nayagarh, Payable at Nayagarh** Covid health facilities wise within 21 days of notification of award or execution of contract, whichever is earlier.

VI.10 Last Date for Submission of Bid:

The bid would be submitted in an appropriate form to the CDM & PHO, Nayagarh in a sealed envelope on or before **04/08/2020 at 5 pm**. The bids received after the due date would not be accepted and liable for rejection.

VI.11 Right to Accept or Reject the Bid:

The administration of the concerned Covid health facilities 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. Without any self attested/ signed supporting document, tender paper Cost & EMD the bid will cancel.


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VI.12 Opening of Bids:

The bids would be opened on the **05/08/2020, 11.00 AM** at the office of CDM & PHO, Nayagarh 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.

VI.13 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.

VI.14 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. Valid Agency Registration certificate
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 is to be given by the bidder]
5. Non submission of copy of PAN & GST Registration Certificate.
6. No attachment of bank draft towards Tender paper fee of Rs.1000/-(one thousand only) and EMD of Rs 5,000 (five thousand only) in favour of ZSS NON NRHM FUND, Nayagarh.

VI.15 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 fulfil his/her obligation as per the submitted bid.

VI.16 Address for Submission of Bid:

The bid should be address to the following;
Chief District Medical Officer, District Head Quarter Hospital, Nayagarh, All bid must reach on or before **04/08/2020, 5.00 pm.**

VI.17 General Information to Bidder:

1. Unsatisfactory performance by the successfully assigned bidder, authority right to reserve forfeits the E.M.D.
2. The successful bidder [also referred here as the agency or outsourced agency] would operate from the campus of the concerned Covid health facilities and required basic infrastructure would be provided by the Covid health facilities to facilitate the smooth operation of the agency.
3. The agency would be abided 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 Covid health facilities.
4. The agency would recruit required number of staff for cooking and serving so that diet can be supplied to the in-door patients in time.
5. 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.


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6. The maintenance of kitchen and equipments would be the responsibility of the agency and the agency should ensure that proper care is taken in this regard.
7. The agency would prepare and supply diet adhering to the quality norms specified by the Covid health facilities. The agency should also prepare different types of diet as per the indent placed by the Covid health facilities keeping in mind the diet requirement of different patients.
8. The agency would be responsible for procurement of different items required for preparing diet and storing it properly. The Covid health facilities would not be responsible for any loss of procured items.
9. Perishable items would be supplied / procured on daily basis and for that supplier / suppliers would be identified jointly by the designated person of the Covid health facilities and the outsourced agency.
10. The Covid health facilities would have the right to monitor the quality of items purchased and used in the diet preparation process.
11. The agency would manage kitchen waste in a scientific manner with due consultation with the concerned hospital administration.
12. 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 the Covid health facilities 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.
13. The behaviour 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 cases of situations such as staff strike, local strike [*Bandh/Hartal*] etc. ensuring that the patients get diet in the appropriate time.
15. The agency would be abided by different Government notification, circulars, written instructions 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. For any grievance, the agency would approach to the designated person of the concerned Covid health facilities and appraise them in written about the problem. It is the responsibility of the Covid health facilities to comply with the grievance and solve it within a maximum of one month time and decision should be communicated to the agency in the written form.
17. 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.
18. The hospital administration reserves the right to cancel or renew the contract of the outsourced agency with prior notification of 7 days without assigning any reason thereof. The same condition is also applicable for the outsourced agency in case the agency wants to quit its service.
19. 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.


28.2.20
C.D.M. & P.H.O
Nayagarh

PART-1

Technical Format for out sourcing of Diet Services

Sl No.	Name of Document	Status		Remarks
		Submitted (Page No.)	Not Submitted (Page No.)	
1	Name of the Bidder/Applicant			
2	Weather the Bidder is NGO/Agencies/SHG			
3	Amount of tender fee & processing fee deposited			
4	Copy of Registration Certificate			
5	3 years experience in diet preparation and its supply /services in public or private facilities (Enclose proof document)			
6	Experience in any public /private Covid health facilities/s (Enclose proof document)			
7	Address of the registered office			
8	Specimen signature & Telephone number of the authorised signatory firm /agency			
9	PAN No. & GST No (Attested Copy of certificate to be attached)			
10	Food License from competent Authority			
11	Audited report of last 3 years i.e. 2016-17, 2017-18 & 2018-19			
12	Proof of Staff Strength			
13	Copy of Labour License			
14	Whether firm has been blacklisted Yes or No (Submit the affidavit of declaration)			

Note: Page no must be mentioned. If not mentioned, then the bid may be rejected by the authority.

DECLARATION: *It is certified that the above information submitted by me/my firm is true and best of my knowledge and if any information is found false at any point of time then the whole offer/tender may be cancelled. I have suppressed no facts in the tender which could debar me to participate in the tender. If it is revealed after opening of the tender that any fact is suppressed by me, tendering authority shall have the right to reject my tender along with other punitive action against me as per law. Again I agree & will abide with the terms & conditions fixed by the authority.*

Place:

Signature & seal of the authorized signatory)

Date:


28.7.20
C.D.M. & P.H.O
Nayagarh

PART - 2

VI.21 Financial Proposal Form:

SN	Particulars	Cost per Meal (Rs.)				Total Cost per person per day inclusive all taxes & charges
		Break fast	Lunch	Evening Snacks	Dinner	
1	Diet					

Signature

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

Date & Place

Name of the Bidder / Applicant

[Handwritten Signature]
08/02

C.D.M. & P.H.O
Nayagarh