

## Draft copy of Tender Advertisement

### **COMMUNITY HEALTH CENTRE, NAUGAON: DIST-JAGATSINGHPUR** **TENDER CALL NOTICE**

**No. 714**

**Dated 31.05.2019**

Sealed Tenders are invited from the eligible registered supplier/firm/organization/SHG for supply of dry diet to in-door patients on annual contract basis in CHC Naugaon for the F.Y 2019-20. The details of terms and conditions are available in Jagatsinghpur district website i.e, <http://jagatsinghpur.nic.in> . Interested supplier/firm/organization/SHG are requested visit the aforementioned website and to submit Tender along with necessary documents to the office of the Superintendent, CHC Naugaon, Dist- Jagatsinghpur on or before 21.06.2019 till 4.00 PM through Speed Post / Regd Post/Courier only.

Superintendent, CHC Naugaon  
Jagatsinghpur

**COMMUNITY HEALTH CENTRE- NAUGAON, DIST- JAGATSINGHPUR**NO 719 / DATE 31/05/2019/1**EXPRESSION OF INTEREST**

CHC Naugaon, Dist-Jagatsinghpur functioning under Dept. of Health & Family Welfare, Govt. of Odisha, invites tender from the eligible registered supplier/ firm/Organization/SHG to prepare and distribute the dry diet on annual contract basis in the CHC Naugaon. The details Terms & Condition, Guidelines etc. including tender paper format is available in the O/o –Superintendent, CHC Naugaon , Dist.-Jagatsinghpur. Last date of submission of tender duly completed in all forms to the undersigned is on or before **21/06/2019 by 4.00 pm through Regd. Post / Speed post / Courier only** with duly super scribed at the top of envelop **“Tender for supply of Diet for CHC Naugaon 2019-20”**. Details i.e. Name, address, Mobile No. etc. should be mentioned over the envelope. The bids received after the due date would not be accepted and liable for rejection.

**Date of Commencement of Sale of the BID Document 01/06/2019 (From 11AM to 4 PM)**

**Last Date & Time of Receipt of Bid Documents 21/06/2019 (up to 4.00 PM)**

**Date of Opening of Tender/Finalization of Tender Process 22/06/2019 (at 4 PM at Conference Hall of CHC Naugaon)**

*Belg*  
*31/5/19*

**(Dr Sunandan Mohanty)**  
**Superintendent, C.H.C Naugaon**  
**Jagatsinghpur**

**COMMUNITY HEALTH CENTRE-NAUGAON: JAGATSINGHPUR**  
**EXPRESSION OF INTEREST**

CHC Naugaon functioning under Dept. of Health & Family Welfare, Govt. of Odisha, invites tender from the eligible registered supplier/firm/Organization/SHG to prepare and distribute the dry diet in the CHC Naugaon for the F.Y 2019-20. The bid is asked as per the decision of Dept. of Health & Family Welfare for outsource the diet preparation and its services to the patients on annual contract basis to the eligible firms.

**Introduction:**

1. This bid is open to Supplier/ Firm / Organization and women satisfying the criteria laid down in this bid document who have the required operational experience in dietary services and its management.
2. Rogi Kalyan Samiti/Diet Vigilance Committee(DVC), CHC Naugaon will select an agency/supplier/firm/organization, 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 Odisha.
5. The hospital administration/ Rogi Kalyan Samiti/DVC, CHC Naugaon 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 indoor 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.
6. The potential bidders can avail the tender / bid document from the office of the concerned health institution by paying Rs.500/- for the bid document and another Rs.500/- towards the processing fee of the bid. The amount paid towards the bid

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document and processing fee would be non-refundable by nature. The cost of tender document and processing fee must be deposited along with the Bid documents by demand draft drawn in favour of "ROGI KALYAN SAMITI, CHC NAUGAON " payable at State Bank of India, Naugaon . The Tender Document is not transferable to any other bidder.

7. 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.

8. The bidder would bear all costs in connection with the preparation of the bid and its submission. The hospital administration/ Rogi Kalyan Samiti, CHC Naugaon 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 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.

11. All the dues related to diet provision will be released as per availability of funds as monthly basis after verification of document by assigned officials.

12. The rate of diet per day per patient should not exceed Rs 75/-(Rupees seventy five only).

#### **Eligibility Criteria:**

1. The bidder should have registered/enrolled under Food Safety Act-2006.
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. If the agency/bidder has provided similar type of services in any public /private health institution/s, it would be the added advantage. The agency/bidder should provide required evidence in this regard.
5. In case of Women SHGs, the hospital administration is free to take suitable decision and may consider relaxation in the overall eligibility criteria.

#### **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.

**Bid Validity:**

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

**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 & up to 31.03.2020. Based on the performance and feedback from different stakeholders, the contract may be renewed for another one year.

**Payment Schedule:**

1. The agency would be paid once in a month based on the case load and number of diet supplied subject to availability of funds. 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 health institution 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 as well as availability of funds. 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 as per availability of funds for the above purpose..

**Tender Fee:**

All Bidders are required to pay Rs. 500/- (Rupees Five Hundred only) towards Tender Fees in the form of Demand Draft drawn in favour of the Rogi Kalyan Samiti, CHC Naugaon . The Tender Fee is Non- Refundable and cannot be claimed by the tendering agency.

**Tender Processing Fee:**

All Bidders are required to pay Rs. 500 (Rupees Five Hundred only) towards Tender Processing Fees in the form of Demand Draft drawn in favour of the Rogi Kalyan Samiti, CHC Naugaon The Tender Processing Fee is Non-Refundable and cannot be claimed by the tendering agency.

**Performance Bank Guarantee:**

The agency, after selection, has to deposit "security money" in shape of Bank Guarantee amounting to Rs.5, 000/- within one week of signing the contract. The Bank Guarantee would remain valid initially till the end of the initial contract period and extendable if the contract gets extended.

**Last Date for Submission of Bid:**

The bid would be submitted in an appropriate form in a sealed envelope on or before **21/06/2019** by 4.00.p.m. through Regd. Post / Speed Post / <sup>Courier</sup> ~~Courier~~ only duly super scribed at the top of Envelope "**Tender for supply of Diet for CHC Naugaon 2019-20**". The bids received after the due date would not be accepted and liable for rejection.

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**Bid Withdrawal:**

After the submission of the bid, if so wished by the bidder, s/he may withdraw the bid with a payment of non-refundable amount of Rs.500/- towards withdrawal processing fee.

**Right to Accept or Reject the Bid:**

Hospital Administration/Rogi Kalyan Samiti/DVC, CHC Naugaon 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 thereby.

**Opening of Bids:**

The bids would be opened on 22/06/2019 at 4 P.M. in the conference hall of CHC Naugaon, Jagatsinghpur, in the presence of the Members from RKS, CHC Naugaon, Jagatsinghpur, Members DVC 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.

**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.

**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 / private health institutions or any such establishments of Government or Private agency;
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. No attachment of bank draft towards processing fee of Rs.500/- and cost of the bid document amounting to Rs.500/-.

**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.

**Address for Submission of Bid:**

The bid should be address to the following; -  
Superintendent CHC Naugaon  
At – Naugaon, Po-Naugaonhat, PS-Naugaon  
Dist. – Jagatsinghpur, PIN-754113

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**Clarification on the Bid:**

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

**Name: Dr Sunandan Mohanty,**

**Designation: Superintendent**

**Telephone No.: 06724-233772, 9439992141.**

**General Information to Bidder:**

1. The successful bidder [also referred here as the supplier, 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 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 health institution.
3. The agency would recruit required number of staff for preparing and serving so that diet can be supplied to the in-door 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 equipments 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 dry diet adhering to the quality norms specified by the health institution. The agency should also prepare and supply 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 person of the health institution and the outsourced agency.
9. The health institution would have the right to monitor the quality of items purchased and used in the diet preparation process.
10. The agency would manage store room waste in a scientific manner with due consultation with the concerned hospital administration as per BMW act-2016.
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 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.

*Handwritten signature*

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 behavior 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 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 Superintendent CHC Naugaon hand appraise them in written about the problem. It is the responsibility of the health institution 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.

#### **Timing of Diet Supply**

The timing of diet supply to the patients is mentioned below for adherence .In no case there should be deviation is 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 9.00 Am- 10.00 Am
2. Lunch Between 1.00Pm-2.00 Pm
3. Dinner Between 8.00 pm - 9.00 pm

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**FINANCIAL PROPOSAL FORM:**

SI No	Diet Type(DRY)	Cost per diet	Cost per patient per day
1	Dry Diet for General Patients		
A	Milk(500 ml)		
B	Biscuits(75 gm)		
C	Nuts/Dry Fruits(40 gm)		
D	Egg (1 No)		
E	Fruits(medium size)(40 gm)		
F	Bread (125 gm)		
	TOTAL		

**SCHEDULE BREAK UP OF DRY DIET PER PATIENT PER DAY**

SI No	Timing/Schedule of dry diet	Name of the dry diet & quantity to be supplied per patient per day	Amount in Rs.
1	Breakfast		
2	Lunch		
3	Dinner		
	TOTAL		

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

Date & Place

Name of the Bidder / Applicant

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**NOTE:**

The Hospital administration 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 <http://jagatsinghpur.nic.in> The Tender cost fee of Rs.1000/-(Non-refundable) by way of separate Demand Draft drawn in favour Rogi Kalyan Samity,CHC Naugaon should be enclosed along with the Technical Bid.

**TENDER PAPER FOR OUT SOURCINGFOR SUPPLY OF DIET FOR 2019-20 FOR  
CHC NAUGAON: JAGATSINGHPUR**

( To be submitted along with Financial Proposal in separate sheet)

1. Name of the Bidder / Applicant:-
2. Whether the Bidder is NGO/ Agency/ SHG (attach proof) :
3. Registration Certificate with Xerox copy (in case of agency) :-
4. Year of relevant experience in diet preparation with proof (If any):-
5. Address of registered / operating office in the District (IF ANY) :-
6. Staff strength (attach payment roll/in case of agency) :-
7. Amount of Tender fee deposited (attach D.D.) :-
8. Amount of Tender Processing Fees deposited (attach DD) :-
9. Financial proposal form duly filled in to be attached:-
10. Income Tax clearance certificate / PAN:-
11. VAT Clearance in form 612 (Valid up to 31.3.2012/in case of agency):-
12. Labour Licence certificate if any (attach Xerox copy/ in case of agency):-
13. Xerox copy of Aadhar Card of the Bidder/Applicant:-
14. Xerox copy of valid food license issued by competent authority:-

Certified that the above information is true to the best of my knowledge and belief.

Seal & Signature of Bidder

Address :-

Contact Number. :-

Date :-

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Bids should be addressed to the **Superintendent, CHC Naugaon, Dist-Jagatsinghpur** & superscribed at the top of Envelope "**Tender for supply of Diet for CHC Naugaon – 2019-20**" by Regd. Post/ Speed Post/ <sup>Courier</sup> ~~Courier~~ only.)

### Instruction for supply of Diet

Name of the Agencies/Organization/Applicant:			
Address with Telephone/Mobile No.			
Sl No	Diet Type	Cost per diet	Cost per patient per day
1	Dry Diet for General Patients		
	<b>Average cost</b>		

1 Dry Diet consists of :-

Milk 500 ml  
 Bread 125 gm  
 Egg 1 pc  
 Nuts/Dry Fruits(40 gm)  
 Biscuit 75 gm  
 Fruits(Med.size) 40gm

Date:-  
 Place:-

Signature of Tenderer

*(Handwritten signature)*