

OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER; DHENKANAL

Order 3054/No. 17.12.18

TENDER NOTICE

Sealed tenders are invited from the eligible registered diet preparation and catering firm to prepare and distribute diet in the District Head Quarter Hospital, Dhenkanal on annual contract basis. The details, Term & condition Guideline etc. including tender paper format can be downloaded from the district web site www.dhenkanal.nic.in. The tenders in the prescribed format along with all relevant documents should reach the office of the undersigned by 31.12.2018 till 5:00 P.M through Regd. Post / Speed Post / Courier only. The envelope should duly super scribed on top of Envelope as "Tender for supply of Diet for DHH, Dhenkanal- 2018-19". The tender will open on 04.01.2019 at 03.00 P.M. The undersigned reserves the right to reject any or all the quotations without assigning any reason thereof.

Sd/P.K Behera
Chief District Medical & Public
Health Officer,
Dhenkanal

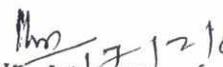
Memo No. 3055/dt. 17.12.18

Copy forwarded to the Collector & District Magistrate, Dhenkanal/ Tahasildar /C.S.O/E.O. Municipality, Dhenkanal for information and necessary action with a request to publish the above notice in their notice board.


Chief District Medical & Public
Health Officer,
Dhenkanal

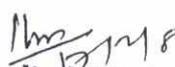
Memo No. 3056/dt. 17.12.18

Copy forwarded to the Editor, The Samaj / Sambad for information with a request to publish the notice in their daily News Paper within the cost of ₹ 5000/- and submit the bills along with paper cutting to this office for necessary payment.


Chief District Medical & Public
Health Officer,
Dhenkanal

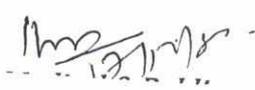
Memo No. 3057/dt. 17.12.18

Copy forwarded to the District Medical Officer (M.S) - Cum - Superintendent (Member Secretary ,R.K.S) Dhenkanal for information and necessary action.


Chief District Medical & Public
Health Officer,
Dhenkanal

Memo No. 3058/dt. 17.12.18

Copy along with the copy of Tender Notice, term & condition and tender paper forwarded to the District Information Officer, Dhenkanal for information and necessary action. He is requested to upload the diet tender of DHH Dhenkanal in the Website & Public www.dhenkanal.nic.in for wide publication.





**OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH
OFFICER, DHENKANAL**

Ph No. (06762)-226040
Mail: admomeddkl@gmail.com

SHORT TENDER CALL NOTICE

Sealed tenders are invited from the eligible registered diet preparation and catering firm to prepare and distribute diet in the District Head Quarter Hospital, Dhenkanal, on annual contract basis. The details, term & condition guideline etc. including tender paper format can be downloaded from the district web site www.dhenkanal.nic.in. The tenders in the prescribed format along with all relevant documents should reach the office of the undersigned by 31.12.2018 by 5 PM through Regd. Post / Speed Post / Courier only. The envelope should duly super scribe on top of Envelope as "Tender for supply of Diet for DHH, Dhenkanal 2018-19". The tender will open on 04.01.2019 at 03.00 P.M. The undersigned reserves the right to reject any or all the bids without assigning any reason thereof.

Sd/- P.K Behera
Chief District Medical & Public Health Officer,
Dhenkanal

PKB
12/12/18
Chief District Medical &
Public Health Officer
Dhenkanal

**OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER
DHENKANAL**

**Terms of reference for Outsourced agency:
Draft Contract**

1) Invitation to Bid:

The District Health Administration, DHH Dhenkanal invites tender from the eligible registered diet preparation and catering firm to prepare and distribute cooked diet to the Indoor patients of District Head Quarter Hospital, Dhenkanal. Effective Women Self Help Groups [SHGs] can also apply. The bid is asked as per the guidelines/decision of Department of Health and Family Welfare to outsource the diet preparation and its services to the patients on annual contract basis to the eligible firms. All the dietary services in the hospital should be provided as per govt. guideline (please down load it from website). The existing diet rates prescribed by Government of Odisha, Health & Family Welfare Department is @Rs.50/- for general/pediatric patients per patient per day & @Rs.60 for TB/Cancer patients per patient per day inclusive of all taxes. The bidders 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 in 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 District Headquarters Hospital, Dhenkanal" and "Financial Bid for Providing Services for Supply of Diet to Indoor patients of District Headquarters Hospital, Dhenkanal" to Chief District Medical & Public Health Officer, Dhenkanal". 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 District Headquarters Hospital, Dhenkanal.

2: Introduction:

1. This bid is open to agency/agencies and effective women Self Help Groups [SHGs] satisfying the criteria laid down in this bid document who have the required operational experience in dietary services and its management. Preference will be given to the effective Self Help Group those fulfill all the criteria.
2. The Health institution will select an agency, in accordance with the method of selection specified in this bid document.

1/11/18
12/12/18
Chief District Medical &
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Dhenkanal

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 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.
6. The potential bidders can download the tender / bid document from the tender section of district web site www.dhenkanal.nic.in or from the office of the concerned health institution by paying Rs.3, 000/- for the bid document and the processing fee of the bid in shape of demand draft. The amount paid towards the bid document and processing fee would be nonrefundable. The cost of tender document and processing fee must be deposited along with the Bid documents by demand draft drawn in favour of "ROGI KLAYAN SAMITI, DHH Dhenkanal". 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.
8. 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.


Chief District Medical &
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Dhenkanal

3. Eligibility Criteria:

- 1) EMD of Rs.50,000/- (Fifty thousand) only in shape of demand draft/bankers cheque drawn on Rogi Kalyan Samiti, DHH Dhenkanal must be submitted along with the tender. The EMD of the unsuccessful tenderer will be refunded after tender process is over.
- 2) The tenderer must submit valid labour license (Regd No & Date) of labour 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.10,00,000/- (ten lakhs) on the day of application of the bid and solvent to manage five to six month 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 coy of the bank pass book for last 3 years along with copies of IT returns and solvency certificate to the tune of Rs.15.00 lakhs (Rupees fifteen lakhs) issued by the appropriate authority.
- 5) The bidder must submit a declaration regarding not black listed 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 Hospital.
- 7) The bidder must submit copies of audit report and I.T return for last 3 years.
- 8) The bidder must submit valid GSTIN clearance certificate/ EPF/ESI registration certificate.
- 9) The bidder must submit valid service tax registration certificate with updation.
- 10) The tendered or the personnel employed by him should not have any criminal record. He shall must be produce an up to date certificate from the concerned Superintendent of Police.
- 11) The agency must be a registered body under appropriate law of the State or Central Government and having the documentary evidence in this regard.
- 12) The bidder must be a registered/operation office in the District with staff strength not less than 10 members.
- 13) The agency must submit a plan regarding implementation of diet services at DHH Dhenkanal.

12/12/18
Chief District Medical &
Public Health Officer
Dhenkanal

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 will remain valid for a period of 120 days from the date of submission.

6. Tenure of Contract:

The selected agency would sign a contract with the administration / management of health institution. The period of the contract would be initially for 12 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 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 and do the needful for payment of the dues within seven working days of submission of bills / vouchers / supporting documents provided funds are made available by the Govt of Odisha.
3. The payment will be made regularly as per the above guideline subject to allotment of funds. If allotment not received from Govt, the bidder will not force to the Authority for payment of diet bill in each month from other Account as loan basis, it is the sole responsibility of the bidder to supply diet to the hospital unit/upterped in respect of not received payment.

11/12/18
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Public Health Officer
Bhenkanal

8. Tender Document and Processing Fee:

All Bidders are required to pay Rs. 3000/- (Rupees Three Thousand only) towards Tender Document and Processing Fees in the form of Demand Draft drawn in favour of the Rogi Kalyan Samiti, DHH Dhenkanal. The Tender Document and 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.1,00,000/-(One lakhs) 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 31.12.18 at 5:00.P.M. through Regd. Post / Speed Post only duly super scribed at the top of Envelope."Tender for supply of Diet for DHH, Dhenkanal -2018 -19". The bids received after the due date would not be accepted and liable for rejection.

11. Bid Withdrawal:

After the submission of the bid, if so wished by the bidder, she/he may withdraw the bid with a payment of non-refundable amount of Rs.500/-towards withdrawal processing fee. The bid may be withdrawn before 02.01.2019 at 11 AM.

12. Right to Accept or Reject 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, time, and venue in the presence of the Purchase 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.

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Chief District Medical &
Public Health Officer
Dhenkanal

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 eligible bidder having will all valid documents and fulfilled all the tender criteria adhering to the specified quality would be awarded the contract. In case of single tender the 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;

- a) The bidder submits the bid after the last date of submission of bid;
- b) The bid document does not have the proof of similar nature of work in public / private health institutions or any such establishments of Govt. or Private agency.
- c) No Registration certificate [photo copy] is attached to the bid document.
- d) The bidder is blacklisted by any Govt. agency [declaration in this regard is to be given by the Bidder duly Affidavit before the Executive Magistrate is to be given by the bidder]
- e) No attachment of bank draft towards tender document and processing fee of Rs.3,000/- 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; -
Chief District Medical & Public Health Officer, Dhenkanal
At / P.O. /Dist.- Dhenkanal-759001

1/12/18
Chief District Medical
Public Health Officer
Dhenkanal

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 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 cooking 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 kitchen and 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 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 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 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 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.

1/12/18
Chief District Medical &
Public Health Officer
Dhenkanal

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/persons 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 CDM & PHO / DMO (MS)-cum-Superintendent, Dhenkanal and 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 otherwise the decision of the hospital administration and diet committee is final.

18. The hospital administration reserves the right to cancel or renew the contract of the outsourced agency with prior notification of 30 days (1 month) without assigning any reason thereof. If the outsourced agency wants to quit its service will give a two months notice to the authority.

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.

(The tender paper format & financial proposal format attached separately. Bidders are required to download both and submit the same duly filled in.)

M. S. Patel
12/12/18
Chief District Medical &
Public Health Officer
Dhenkanal

19. Financial proposal form:

Sl no.	Diet type	Cost per Meal			Cost per patient per day
		Breakfast	Lunch	Dinner	
1.	General diet	Pediatric			
		Adult			
2.	Diabetic diet				
7.	Diet for Cancer, T.B., Burn				

Signature

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

Date & Place

Name of the Bidder / Applicant

1/12/18
Chief District Medical &
Public Health Officer
Dhenkanal

20. Diet Menu as per financial proposal:

Sl no.	Week	General Diet @Rs.50/- per day			Pediatic Diet @Rs.50/- per day			T.B., Burn, Cancer @Rs.60/- per day		
		Breakfast	Lunch	Dinner	Breakfast	Lunch	Dinner	Breakfast	Lunch	Dinner
1	Sunday									
2	Monday									
3	Tuesday									
4	Wednesday									
5	Thursday									
6	Friday									
7	Saturday									

Signature:

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

Date & Place:

Name of the Bidder / Applicant:

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Chief District Medical &
Public Health Officer
Dhenkanal

21. Supply of Diet:

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

1. Breakfast- between 07.30 A.M to 08.00 A.M
2. Lunch- between 1 P.M to 01.30 P.M
3. Dinner- between 8 P.M to 08.30 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, 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 requirement 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.

Signature:

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

Date & Place:

Name of the Bidder / Applicant:

11/11/12
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Chief District Medical &

**Checklist of Documents(certified copy) enclosed with Tender to
prove the technical eligibility**

1. Name of the Bidder / Applicant:-

2. Whether the Bidder is NGO/Agencies/SHG:-

Sl No.	Name of document	Status		Remarks
		Submitted	Not submitted	
1.	EMD of Rs.50,000/- in shape of D.D/ Bankers cheque			
2	Valid Labour license certificate, if any			
3	Up to date Food license certificate			
4	Minimum Passbook balance of Rs.10 lakhs on the day of application.			
5	Financial Turnover certificate for last 3 years.			
6	Solvency certificate to the tune of Rs.15 lakhs			
6	Affidavit regarding not black listed of the agency			
7	Experience certificate in diet preparation and distribution in 100 bedded hospital or more (minimum for 3 years)			
8	Audit report & I.T Return for last 3 years			
9	Service tax registration certificate			
10	GSTIN number with clearance certificate (valid up to 31.03.2018)			
11	Up to date certificate from S.P regarding Criminal record			
12	Address of registration / operating office in the district			
13	EPF registration certificate and last challan of EPF			
14	ESI registration certificate			
15	Amount of tender document and processing fee deposited (attached D.D.)			
16	PAN card of the organization			
17	Financial proposal form duly filled in to be attached.			
18	Staff strength (attach payment roll)			
19	Activity report of the organization			
20	Certificate regarding registered/operation office in the District			
21	Certificate on plan regarding implementation of diet services at DHH Dhenkanal.			
20	Others, if any			

Note : put YES, if submitted and NO, if not submitted.

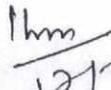
Signature of the Bidder

Address:-

Telephone / Mobile no.

Date.

(Bid should be addressed to the Chief District Medical & Public Health Officer, Dhenkanal super scribed at the top of Envelop "Tender for supply of Diet for DHH, Dhenkanal-2018-19" by Regd. /Speed post/ courier only.


 12/12/18
**Chief District Medical &
Public Health Officer
Dhenkanal**