

OFFICE OF THE SUPERINTENDENT, CHC BANPUR, KHORDHA

Email: reportschcbanpur@gmail.com, superitendentchcbanpur@gmail.com
Phone No-06756-253379/69

Order No 1120 //

Date 17.10.2019 //

TENDER CALL NOTICE

Sealed tenders in two bid systems (technical & financial) separately are invited from the eligible Registered diet catering Firms / Suppliers / Agency/ Women Self Help Groups [SHGs] (Home District) having valid GST Registration Certificate, food license having relevant experience in the field of distribution diet to public or private health institution. The bidders should give their technical & financial proposal separately in two envelopes & should put both into another cover super scribed as **“TENDER FOR SUPPLY OF DIET FOR CHC BANPUR, KHORDHA FOR THE YEAR 2019-20”** with contact number of authorized person. The tender should reach the office of the undersigned through registered post/ speed post / courier only. The detail terms & conditions in the form of tender paper will be available at www.khordha.nic.in. The last date of receiving of tender paper will be 30/10/2019 by 4 P.M.The tender will be opened on 01/11/2019 at 11 AM in the presence of the bidders or their authorized representatives in the office of the undersigned, CHC BANPUR, KHORDHA. Earnest money amounting to Rupees 10,000/-(Rupees Ten thousand only) in shape of Demand Draft drawn in favour of “Rogi Kalyan samiti CHC Banpur” payable at Banpur is to be attached to the tender paper. The Earnest money thus deposited shall be refunded to the unsuccessful bidders after finalization of tender process. The tender received after scheduled date & time shall not be entertained. The undersigned has no responsibility for any delay on part of the bidder. The undersigned reserves the right to reject or cancel any/all tender papers without assigning any reason thereof.

N.B — The tender paper will be rejected if the bidder changes or omit any clause or annexure of the bid document.

DP Mahapatra
17.10.19
-Sd-

SUPERINTENDENT

CHC BANPUR, KHORDHA

DP Mahapatra
17.10.19
SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA

Terms of Reference for Outsourced Agency

Invitation to Bid

The **Community Health Centre, Banpur**, Khordha under Department of Health and family Welfare, Government of Odisha, invites tender from registered diet catering Firms / intending Suppliers / Agency/ Women Self Help Groups [SHGs] (Home District) having valid GST Registration Certificate, food license. The bidders should give their proposal in envelope cover super scribed as **"TENDER FOR SUPPLY OF PATIENT DIET OF CHC BANPUR, KHORDHA FOR THE YEAR 2019-20"** with contact number of authorized person. The sealed tender should reach the office of the undersigned on or before 30/10/2019 up to 4PM through registered post/ speed post/ Courier only.

Introduction:-

1. This bid is open to diet catering Firms / intending Suppliers / Agency/ Women Self Help Groups [SHGs] (Home District) 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. The hospital administration is not bound to accept any bid/s, and reserves all the right to terminate the selection process at any time prior to the award of the contract, without showing any reason thereof . 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.
5. The potential bidders can avail the tender / bid document from district wbsite [www. Khordha.nic.in](http://www.Khordha.nic.in).
6. 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.
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 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.
10. All the disputes are subject to Khordha district Jurisdiction only.

L.P. Malapatra

17-10-19

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CHC BNPUR KHORDHA**

Eligibility Criteria:

1. The bidder should have valid Registration Certificate, food license.
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 should have a minimum of 3 years experience in diet preparation and its supply / services in public or private institutions.
4. If the agency has provided similar type of services in any public /private health institution/s, it would be the added advantage. The agency should provide required evidence in this regard.
5. The agency must be furnished copy of valid Registration certificate of GST, PAN and FOOD LICENCE CERTIFICATE ISSUED BY THE COMPETENT AUTHORITIES.
6. The Agency should be submitted an affidavit from the Notary Public that not black listed from anywhere and regarding genuineness of the documents submitted by them with the Bid.
7. The original tender paper with terms and condition of the scheduled duly signed by the tenderer at the bottom of each page with seal should be submitted with the tenderer.
8. 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. 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 available allotment 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.

Tender Processing Fee:

All Bidders are required to pay Rs. 2100/- (Rupees Two Thousand One Hundred only) towards Tender Processing Fees in the form of State Bank of India Demand Draft drawn in favour of the ROGI KALYAN SAMITI, Banpur payable at Banpur.. The Tender Processing Fee is Non-Refundable and cannot be claimed by the tendering agency.

Performance Bank Guarantee:

1. The agency, after selection, has to deposit "security money" in shape of Bank Guarantee amounting to Rs.10000/- (Rupees ten thousand) Only which should not be less than 20 % of the total reimbursable amount 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: 30/10/2019

D. Mahapatra
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CHC BNPUR KHORDHA

The bid would be submitted in an appropriate form in a sealed envelope on or before 30/10/2019

up to 4 PM .The bids received after the due date would not be accepted and liable for rejection. The bids received in scheduled date and time will be opened on 01/11/2019 at 11 AM at o/o CHC Banpur.

Right to Accept or Reject the Bid:

The administration of the concerned health institution reserves all 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 thereof.

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.

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

2. The bidders submit the bid after the last date of submission of bid.
3. 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 agency (Govt / Private) [declaration in this regard is to be given by the bidder].
5. No attachment of documents like valid self attested photocopy of GST/PAN/FOOD LICENCE CERTIFICATE etc.

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

Address for Submission of Bid:

The bid should be address to the following;

TO,

THE SUPERINTENDENT, CHC BANPUR

DIST: KHORDHA

PIN: 752031

STATE: ODISHA.

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17-10-19

**SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA**

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 the health institution can visit and interact with concerned person. The agency should not have any restriction to this rather the agency would facilitate such process to improve the service quality.
12. The agency would prepare and update the accounts details and maintain other related documents that are required for reimbursement of the expenses on monthly basis. In case of incomplete documents, the hospital administration would not reimburse the incurred cost. The documents to be prepared should be supplied by the health institution before hand and maintained by the agency on daily basis. The financial and non-financial documents would be subject to audit.
13. The 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 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 designated person of the concerned health institution 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.

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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 all 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.
- a) 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.
- b) The hospital administration reserves the right to cancel or renew the contract of the outsourced agency with prior notification depending up on the performance. In case the agency wants to quit their service a prior notification of one month must be given to the undersigned before termination of contract.
- c) As per revised rate Govt.of Odisha Health & Family Welfare Department Resolution Order No-6123 dt-02.03.2019 the following rates mentioned bellow:-

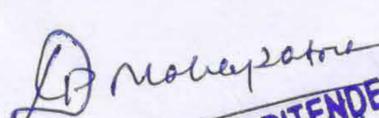
S.L No	Category of Diet	Diet rate per bed per day (in rs)
1	General Diet	85/-
2	Paediatrics diet	75/-
3	Dry Diet	75/-
4	Liquid diet	85/-
5	High Protein Diet for TB/ Cancer / Burn Patients	95/-

D. Mahapatra
 17-10-19
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 CHC BNPUR KHORDHA

TERMS & CONDITIONS FOR ACCEPTANCE OF TENDER FOR DIET

(DRY)

1. Sealed bid should reach in the Office of the Superintendent, CHC Banpur by 4 p.m on or before 30/10/2019 by Speed/Registered post only. Bid received beyond the aforesaid time & date will be returned to the sender unopened.
2. The Technical Bid (Cover — A) submitted by the bidder will be opened in the OFFICE of Superintendent, CHC Banpur on 01/11/2019 at 11 AM in presence of the Bidder or his duly authorized representatives. However absence of any bidder will not be a legal impediment at the time of opening of bid.
3. Reputed firms/agencies having appropriate & proper valid registration are eligible to participate in the bidding process & quote for all the items.
4. Sealed covers containing the bid in the prescribed form should be submitted in 2 (two) separate sealed covers i.e. Technical Bid (Cover —A) & Financial Bid (Cover — B). Both the covers should be put into a third cover which should be super scribed as “BID FOR SUPPLY OF DIET(DRY)FOR CHC BANPUR FOR THE YEAR 2018 — 19”.
5. Bids should be typewritten/ computerized & every correction in the bid should invariably be attested by full signature of the bidder with date before submission, failing which the bid will be ineligible for further consideration. Corrections done with correcting fluid should also be duly attested.
6. The rates should be quoted in Indian currency only both in words & figures against each item. However the rates quoted in words shall prevail if there is difference between words & figures. Bidder shall not quote his own rates for any item other than the item specified in the list. Price quoted in any other currency will be rejected.
7. The price quoted by the bidder shall not in any case exceed Rs.75/-(Rupees Seventy five only) for Pediatric patient per day per patient.
8. The rates quoted by the bidder in the tender paper will be final & binding for the stipulated period & on no account any modification / adjustment in the price will be entertained till the completion of tender period.
9. The supplier should quote the rate basing on the prevailing market price of different items. If the rate quoted by supplier seems very lower than that of prevailing market rate, the Committee shall reject the tender of the same bidder.
10. No bidder shall be allowed at any time on any ground whatsoever to claim revision of or modification in the rates quoted by him due to clerical or typographical error, committed by the bidder in the bid forms shall not be considered after opening the bids. Conditions such as “SUBJECT TO AVAILABILITY” will not be considered under any circumstances & the bidders those who have given such conditions shall be treated as incomplete & for that reason shall be summarily rejected.
11. The terms & conditions and the quoted price of the bids shall remain valid for a period of 12 months from the date of agreement or the extended period if any whichever is later.
12. In the event of the date being declared as a holiday for Govt. Of Odisha the due date of submission of bids & opening of bids will be, the following working day at the scheduled time & place.
13. The Superintendent, Banpur CHC will be at liberty to terminate without assigning any reasons the contract either wholly or in part. The bidder will not be entitled to any compensation whatsoever in such termination.
14. If the approved bidder either fails to execute as delivered the stipulated time or unsatisfactory performance if any detected, the Superintendent, Banpur CHC is empowered to take any action as deemed proper.
15. If the successful bidder fails to execute the agreement or deposit the required security amount within the specified time or withdraws his tender after acceptance of his bid owing to any other reasons/he is unable to undertake the contract, his contract will be cancelled. He will also be liable for all losses sustained by the hospital administration,


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CHC BANPUR KHORDHA

by reasons of such breach such as fail to execute the work delayed in execute the order & liability to pay any difference between the prices accepted by him & those ultimately paid for the work done by other. Such damages shall be assessed by the hospital administration, whose decision is final & binding in the matter.

16. The Superintendent, SVPPGIP Cuttack reserves the right to reject or to accept the bids for supply of diet (Dry) to the indoor patients of the hospital.
17. The contractor will abide by all the rules and regulation relating to labour laws and this will be his / her sole responsibility. The hospital authority will not be a party at any stage to any kind of dispute relating to the above. In case of any liability arises due to non-performance by the agency, under no circumstances the Hospital authority shall be liable for the same.
18. Any damage/ pilferage to the hospital property due to mishandling carelessness of the Agency or his workmen will be recoverable from the Agency's bill & all materials issued to the Agency shall be his sole responsibility for safe custody during the period of the contract and will furnish a declaration in the prescribed form at Annexure-III in this regard.
19. The Agency should depute a dedicated staff to manage diet system and to interact with the hospital authorities. His contact number should be available to hospital authorities.
20. The Hospital Authority will not be liable for payment of any compensation against any personal accidents benefit during the time of work.
21. During execution of work, the Agency should follow all standard norms of safety measures / precautionary to avoid accidents/ damages to men machines & buildings etc. On non performance to this clause suitable fines as decided by the hospital authority will be imposed.

Signature

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

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SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA

TECHNICAL BID (COVER—A)

1. Forwarding Letter
2. Cost of tender paper @ Rs. 2100/- in the shape of Bank draft / money receipt.
3. Certificate of 01 years experience in diet supply to Govt. Hospital/Reputed Private Health Institution duly signed by the Authority of concerned Health Institution
4. Up to date GST registration certificate in prescribed format..
5. Firm Registration Certificate from appropriate Authority of Govt.
6. Food license from competent Authority
7. Police antecedent verification certificate from Police department.
8. Must be deposited EMD amounting Rs. 10,000/-(Rupees Ten thousand only).
9. Declaration form (annexure-III) signed by the Tenderer Information received in Annexure-II duly filed in supported by attested documents should be filed on the tender for evaluation of technical bids.)
10. Copy of Tender conditions and schedules, duly signed by Tenderer on each page.
11. Affidavit showing as non blacklisted firm from 1° Class Magistrate.

N.B -: Technical Bid (Cover - A) will be opened on 01/11/2019 in the office of the Superintendent, CHC BANPUR in presence of bidders or their authorized representatives. The bidders would be requested to attend the opening of bid and all bidders or their authorised representative present shall put their signature on the bid as an evidencing of their attendance. Absence of any bidder will not be a legal impediment at the time of opening of bid/tender.

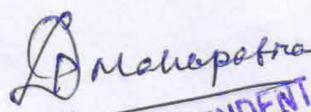
FINANCIAL BID (COVER —B)

1. The financial proposal form duly filled in for each category of diet as per Annexure – II
2. The separate price of each type of diet should be quoted inclusive of all taxes, if any. The rate should be quoted for each type of diet both in figure & words. In case of difference in words & figure, words will be taken in to consideration for evaluation.

N.B-: The Financial Bid (Cover- B) will be opened only of the bidder who qualifying the Technical Bid (Cover - A) at the office of the Superintendent, CHC BANPUR in presence of bidders or their authorized representatives.

Signature

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


SUPERINTENDENT-CUM-BPHO
CHC BANPUR KHORDHA

CHECK LIST

Name of the Tender: **TENDER DOCUMENT FOR SUPPLY OF DIET (DRY) FOR INDOOR PATIENTS OF CHC BANPUR, KHORDHA**

Sl no.	List of Documents	Documents		For the office use only
		Attached	Not Attached	
1	Forwarding Letter			
2	Cost of tender paper @Rs 2100/- in the shape of Bank draft.			
3	Certificate of experience in diet supply to Govt. Hospita/ Reputed Private Health Institution duly signed by the Authority of concerned Health Institution.			
4	Up to date GST registration certificate in prescribed format.			
5	Food license from competent Authority			
6	Police antecedent verification certificate from Police department			
7	IT returns of the firm for last 1 year with PAN card Photo Copy			
8	Must be deposited EMD amounting Rs. 10,000/- (Rupees Ten thousand only).			
9	Declaration form (annexure-III) signed by the Tenderer Information received in Annexure-II duly filed in supported by attested documents should be filed on the tender for evaluation of technical bids.)			
10	Copy of Tender conditions and schedules, duly signed by Tenderer on each page			
11	Affidavit showing as non blacklisted firm from 1 ^o Class Magistrate			

Signature

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

P. Mahapatra
17.10.19
**SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA**

FINANCIAL BID

ITEMS	QUANTITY SPECIFIED	QUOTED RATE (INCLUSIVE OF ALL TAXES)
OMFED MILK	500 ML PKT	
BREAD	100GM/PKT	
	200GM/PKT	
	300GM/PKT	
	400GM/PKT	
	450GM/PKT	
	500GM/PKT	
SWEET BISCUIT (WEIGHT APPROX)	40GM	
	100GM	
	150GM	
	200GM	
BOILED EGG (HEN)	TO BE QUOTED PER PIECE	

N.B.- ALL THE ITEMS MUST BE FROM REPUTED COMPANY.

Date:

Place:

D Malapatra

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SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA

OFFICE OF THE SUPERINTENDENT, CHC BANPUR, KHORDHA

**DIET MENU FOR THE YEAR 2019-2020 (DRY FOOD)
DRY DIET MENU FOR GENERAL PATIENT @Rs 75.00/DAY/PATIENT**

N.B. – The Diet menu is suggestive and prepared as per the prevailing market rate.

At least one item will be included from each category of items for finalization.

SL NO	CATEGORY OF ITEMS	QUANTITY
1	OMFED MILK	500 ML PKT
2	BREAD	100GM/PKT
		200GM/PKT
		300GM/PKT
		400GM/PKT
		450GM/PKT
		500GM/PKT
3	SWEET BISCUIT (WEIGHT APPROX)	40GM
		100GM
		150GM
		200GM
4	BOILED EGG (HEN)	TO BE QUOTED PER PIECE

N.B.- ALL THE ITEMS MUST BE FROM REPUTED COMPANY.

D. Mahapatra

17-10-19

**SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA**

19. Financial Proposal Form:**DIET TYPE: DRY DIET**

Maximum cost of Diet per patient per day approved by Govt. of Odisha – Rs 75/-

“Separate rate to be quoted for each items.”

ITEMS	QUANTITY SPECIFIED	QUOTED RATE (INCLUSIVE OF ALL TAXES)
OMFED MILK	500 ML PKT	
BREAD	100GM/PKT	
	200GM/PKT	
	300GM/PKT	
	400GM/PKT	
	450GM/PKT	
	500GM/PKT	
SWEET BISCUIT (WEIGHT APPROX)	40GM	
	100GM	
	150GM	
	200GM	
BOILED EGG (HEN)	TO BE QUOTED PER PIECE	

N.B. - ALL THE ITEMS MUST BE FROM REPUTED COMPANY.

Signature

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

Date & Place

Name of the Bidder/ Applicant

LP Mahapatra

17-10-18

**SUPERINTENDENT-CUM-BPHO
CHC BNPUR KHORDHA**

DECLARATION FORM

I/We _____ having my/ our branch office at _____ do declare that I/ We

have carefully read the general information, terms & conditions of bid of the CHC BANPUR, KHORDHA, ODISHA for supply of Diet (DRY) for a period of one year from the date of agreement.

I/We will abide by all terms & conditions set forth in the bid for the year 2019 – 2020.

I/We promise to maintain the behavioural norm to the staffs of the Dietary Department & Office of the Superintendent, CHC BANPUR, KHORDHA during the process of supply of diet.

Signature of the Bidder :

Name & Address of the firm :

Date :

L.P. Mahapatra
17.10.19.
SUPERITENDENT-CUM-BPHO
CHC BNPUR KHORDHA