



ROGI KALYAN SAMITI
DIST. HEAD QUARTERS HOSPITAL, BOUDH

No. 2337 / DHH/ Boudh, Date: 30.7.18



TENDER CALL NOTICE

Sealed tenders are invited from the reputed eligible registered diet preparation and catering firm/Effective Women Self Help Groups (SHGs) can also apply to prepare and distribute diet in the District Head Quarter Hospital, Boudh on annual contract basis. The details, Term & condition Guideline etc. including tender paper format can be downloaded from the district web site www.boudh.nic.in. The tenders in the prescribed format along with all relevant documents under two bid system i.e. two separate envelopes for technical bid & financial bid in one envelope should be super scribed on top of envelope "**Tender for supply of Diet (Cooked Food) for DHH, Boudh**". The sealed envelope should reach the office of the undersigned by Dt. 16/08/2018 at 05.00 PM through Regd. Post / Speed Post only. The bid will open on Dt. 17/08/2018 at 04.00 PM. The undersigned reserves the right to reject any or all the quotations without assigning any reason thereof. The authority will not be responsible for any postal delay.

Sd/-

CDM&PHO-cum-District Mission Director, Boudh


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 Boudh

Signature of bidder

TENDER PAPER

For supply of Diet (Cooked Food) for DHH, Boudh

The District Health Administration, DHH , Boudh invites tender from the reputed eligible registered financially sound diet preparation and catering organization/agency to prepare and distribute therapeutic and non-therapeutic diet in the District Head Quarter Hospital, Boudh. 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 for outsource of the diet preparation and its services to the patients on annual contract basis to the eligible firm/company/NGO/organization. All the dietary services in the hospital should be provided as per govt. guideline (diet menu enclosed in annexure -3)

Introduction:

1. This bid is open to agency/agencies and effective women Self Help Groups [SHGs] satisfying the eligibility criteria laid down in this bid document who have the required operational experience in hospital dietary services and its management. Preference will be given to the effective Self Help Group only those fulfill all the criteria.
2. The District Health Administration DHH, Boudh will select an agency, in accordance with the method of selection specified in this bid document.
3. The work details have been mentioned in this bid document for the reference of the bidder and preparing the bid document accordingly.
4. Interested Bidders are invited to submit a "Financial Bid" for providing services required for diet preparation and diet related services as per the standard norm and procedure of the Government of Orissa.
5. The District Health Administration, Boudh 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.
6. The potential bidders can download the tender/bid document from the tender section of district web site www.boudh.nic.in. The bid should attach Rs.1000/-for the bid document and another Rs.1000/-towards the processing fee of the bid in shape of demand draft(Two separate). 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 "ROGI KLAYAN SAMITI, DHH BOUDH" payable at Boudh. The Tender Document is not transferable to any other bidder.
7. The bidder is expected to examine all instructions, norms, 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 RKS, Boudh would not bear any bid preparation cost and cost for Submission of the bid.
10. In case of requirement, DMO (Medical Service)-cum-Suptd. DHH Boudh 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.

Eligibility Criteria:

1. The bidder should have a registered/operating office in the district/state with staff strength not less than 20 members.
2. The bidder/outsourced agency should have relevant experience in diet preparation, diet service and overall management of diet in hospital or similar Govt. and non-Govt. establishments. The agency/ firm have to produce performance certificate from concerned health institutions.
3. The bidder should have a minimum of 3 years experience in diet preparation and its supply / services in Public or Private Health Institutions. The bidder having more numbers of experiences & more numbers of institutions will be given preference.
4. If the agency has provided similar type of services in any Public/ private health institution/s, it would be the added advantage. However Hospital Administration will see the past performance of the agency regarding quality, quantity & behavioural norm of the agency and should provide required evidence in this regard. (Authentic wok order along with experience certificate)
5. The agency must be a registered body under appropriate law of the State or Central Government and having the documentary evidence in this regard.
6. In case of effective women SHGs, the Hospital Administration is free to take suitable decision and may consider relaxation in the overall eligibility criteria.
7. The Bidder has to produce an up to date food license certificate from the concerned authority.
9. The Bidder should have valid labour license (registration no. & date) of Labour Department.


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10. The firm have minimum average turnover of Rs. 50 lakhs per year on diet preparation, diet service during the last three year. The firm should furnish the authenticated document in support of their stand in the technical bid.

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 EC, RKS/Diet. Advisory committee would be liable for rejection.

Bid Validity:

The bid will remain valid for a period of 120 days from the date of Submission.

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.

Payment Schedule:

1. The agency would be paid once 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 health institution to pay the dues to the agency within the first seven working days of each month, subject to based on the submitted bills in the prescribed format only. The hospital administration would verify the bills, other supporting documents and do the needful for payment of the dues within ten working days of submission of bills & supporting documents.
3. The payment will be made as per the above guideline subject to allotment of funds.

Tender Fee:

All Bidders are required to pay Rs. 1000/- (Rupees one thousand only) towards Tender Fees in the form of Demand Draft drawn in favor of the ROGI KALYAN SAMITI, DHH BOUDH. The Tender Fee is Non-Refundable and cannot be claimed by the tendering agency.


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Tender Processing Fee:

All Bidders are required to pay Rs. 1000/- (Rupees one thousand only) towards Tender Processing Fees in the form of Demand Draft drawn in favor of the ROGI KALYAN SAMITI, DHH BOUDH. 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 or STDR/fixed deposit receipt duly pledged in favor of the Rogi Kalyan Samiti, DHH Boudh amounting to Rs.1,00,000/- (One lakhs) only. The Bank Guarantee would remain valid initially till the end of the initial contract period or if the contract gets extended.

Last Date for Submission of Bid:

The tenders would be submitted in the prescribed format along with all relevant documents under two bid system i.e. I) two separate sealed envelope clearly mention for technical bid & financial bid. II) Both of the sealed envelopes should be placed in single envelop & that envelop should be super scribed on top "**Tender for supply of Diet (Cooked Food) for DHH, Boudh**". In sealed envelope should reach the office of the undersigned by Dt. 16/08/2018 at 05.00 PM through Regd. Post / Speed Post only. The bids received after the due date would not be accepted and liable for rejection.

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 Dt.17/08/2018 at 02.00 PM

Right to Accept or Reject the Bid:

The CDM & PHO, Boudh 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.

Opening of Bids:

The technical bids would be opened on dt. 17/08/2018 at 04.00 P.M. in the office chamber of CDM & PHO, Boudh, in the presence of the Diet tender Committee and in presence of the bidders who wish to remain present. 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. The technically eligible bidder will be communicated later after evaluation of technical bid for opening of financial bid.


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Bid Evaluation Criteria:

The bids would be evaluated on cost, quality & past performance basis i.e. the cost quoted by the bidder must be viable for each category of diet to be supplied to the patients in the hospital. The lowest quoted bidder adhering to the specified quality & whose past performance is good would be awarded the contract. If multiple bidders quoted same cost for each category of diet, Hospital Administration reserves the right to accept the bidder as per past performance in the Health Institution.

Disqualification:

The CDM & PHO, Boudh reserves under its sole discretion to disqualify any bid document if following documents have not submitted by the bidder :-

- a) Demand Draft of Rs.1000/- towards cost of paper & Rs.1000/- towards processing fee.(two Separate)
- b) Certificate of 03 years experience in diet preparation and supply to Govt. Hospital/ Public/ Private reputed Institution.
- c) Valid GST registration certificate with challan of last 3 months.
- d) Valid Registration Certificate from appropriate Authority of Govt.(firm/company/NGO/organization/ SHGs)
- e) Labour License issued by the competent authority.
- f) Valid Food license issued by the competent Authority in Form-C.
- g) IT returns of the firm for last 3 years i.e. 2015-16, 2016-17 & 2017-18.
- h) Copy of PAN card.
- i) Work order & Performance certificate duly signed by the authority of the concerned health institution or similar organization.
- j) Annexure-1 duly filled by the firm
- k) Business Turnover certificate from CA of on diet supply for Last three Years i.e. 2015-16, 2016-17 & 2017-18.
- l) Audit report (Tax Audit) for last 3yrs(2015-16, 2016-17 & 2017-18)
- m) Bank transaction of last 3 years (Photo Copy)
- n) Copy of Tender conditions and schedules, duly signed by tenderer on each page & index with page marking.
- o) PF & ESI registration Certificate.
- p) Service tax registration certificate.
- q) Affidavit showing as non blacklisted firm from Notary.

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; -
 Chief District Medical & Public Health Officer, Boudh
 At / P.O. /Dist. – Boudh, PIN- 762014

Clarification on the Bid:

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

DMO (Medical services)-cum-suptd.
 DHH, Boudh, Odisha.

General Information to Bidder:

1. The successful bidder [also referred here as the agency or outsourced agency] would operate from the campus of the concerned health institution and required basic infrastructure would be provided by the health institution to facilitate the smooth operation of the agency.
2. The agency would abide by the cost and quality norms/standards as mentioned in the bid, diet guidelines and communicated to them from time to time by the concerned health Institution.
3. The agency would recruit required number of staff for cooking and serving so that diet can be supplied to the in-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.


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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 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 abide 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 (Medical services)-cum- Suptd. DHH Boudh 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 Chairman E.C RKS is final.

18. The hospital administration reserves the right to cancel or renew the contract of the outsourced agency with prior notification of 30days without assigning any reason thereof. The same condition is also applicable for the outsourced agency in case the agency wants to quit its service. In such cases L₂ bidder will be engaged with due approval of the diet tender committee.

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 & financial proposal attached separately. Bidders are required to download from Website and submit the same duly filled in.)



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