



# CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER, PURI

District Programme Management, Unit-Puri, Email: [dpmupuri@gmail.com](mailto:dpmupuri@gmail.com)



**OFFICE OF THE CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER, PURI  
DISTRICT PROGRAMME MANAGEMENT UNIT (DPMU)  
NATIONAL HEALTH MISSION (NHM)**



**Advt. No.2944 Date:05.08.2020**

**RFP CALL NOTICE FOR SUPPLY OF DIET AT COVID CENTRES, PURI**

Sealed Tenders are invited from registered agencies/Individuals having experience in supply of Diet (Break fast, lunch, dinner, Snacks with tea as fixed by the Govt.) to COVID Centres of Puri. The details term and conditions are available in the district website [www.puri.nic.in](http://www.puri.nic.in). The bidding documents complete in all respect should reach the District Programme Management Unit, O/O-CDM&PHO, DHH, Puri on or before 17.08.2020, 05.00 PM through post or courier and super scribed as "BID DOCUMENTS FOR TENDER CALL NOTICE FOR DIET SUPPLY-COVID-19 NO.2944. The bids will be opened on 18.08.2020 at 11.00 AM. The authority reserves the right to cancel or accept any Tender fully or partially without assigning any reason there-of.

**-Sd-**

**Chief District Medical & Public Health Officer, Puri**



# REQUEST FOR PROPOSAL (RFP) For Empanelment of Agencies.

**To outsource Diet Services (Cooked) for Indoor Patients  
and staffs at Covid Hospitals**

RFP Reference No: Diet/ Puri / 2944 Date: 05/08/2020

*Handwritten signature and date: 05/08/2020*

**DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Tender Inviting Authority under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the Tender Inviting Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Tender Inviting Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Tender Inviting Authority / Department may in its absolute discretion but without being under any obligation to do so can update, amend or supplement the information in this RFP document.

**NOTICE INVITING PROPOSAL**

RFP No. : RFP Reference Nos:- Diet / Puri /2944Dated:5.8.2020

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE BIDDERS FOR SELECTION OF THE MOST SUITABLE AGENCY FOR SUPPLY OF DIET (COOKED) TO INDOOR PATIENTS and staffs at different Covid hospitals of Puri district

**Schedule of Events:**

1	Period of Availability of RFP Document	From 7/8/2020 to 17/8/2020 (Downloadable from website: <a href="http://www.puri.nic.in">www.puri.nic.in</a> )
2	Last date for submission of Proposal	<b>Date:17/8/2020, Time: 5 PM</b> <b>Address:-O/o CDM &amp; PHO, DISTRICT HEADQUARTER, PURI, 752001.</b> <i>NB- : Proposals should be submitted through Speed post / Registered post / Courier, undersigned will not be held responsible for any delay in above modes.</i>
3	Date, time and place of opening of Proposal and presentation	<b>a) Technical Proposal (Part A &amp; B) opening: 18/8/ 2020 at 11 AM at the address given at point number 2 above.</b> <i>(Bidders / authorized representative may remain present at the time of opening of proposal)</i>

**SECTION 1 :SCHEDULE OF PROPOSAL SUBMISSION**

Sl.	Name of Institutions	No.of beds	Address forSubmission of Proposal& Opening of Proposal	Last date & time of submission of Proposal	Date & time of opening of Proposal
<b>District : PURI</b>					
1	SJMC, Puri	100	The CDM & PHO, O/o of the Chief District Medical Officer, District Head Quarter Hospital, Puri, PIN 752001, Odisha	17/8/2020 5 PM	18/8/2020 11 AM
2	GAMC, Puri	60			
3	TB IDH, Puri	40			
4	Konark Ashram School, Konark NAC	80			
5	Konark PHC(N)	80			
6	Nimapada College, Nimapada NAC	72			
7	Maa Mangal College, Kakatpur	100			
8	Govt. Polytechnic College, Moto Brahmagiri	100			
9	Ratanpur College, Asterapur				

*Sd/-*  
*7/8/2020*

Sl.	Name of Institutions	No.of beds	Address forSubmission of Proposal& Opening of Proposal	Last date & time of submission of Proposal
		80	The CDM & PHO, O/o of the Chief District Medical Officer, District Head Quarter Hospital, Puri, PIN 752001, Odisha	17/8/2020 5 PM
10	Sanskrit University, Puri	100		
11	Govt. Women's College near Railway Station, Puri	200		

## SECTION 2- INSTRUCTIONS TO BIDDERS

### 2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid **separately for any or the Covid health institutions of the District. The bids are to be submitted at the o/o CDM & PHO Puri only.** Detailed description of the objectives, scope of services, deliverables and other requirements relating to "Provisioning of Diet Services at Covid Health Institutions" are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP;
- (b) The selection of the Agency shall be on the basis of an evaluation by the tender committee of the concerned Institution, through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of **CDM & PHO** / Director of the concerned health institution is without any right of appeal whatsoever;
- (c) The bidder shall submit its Proposal in the form and manner specified in this RFP. Upon selection the agency shall be required to enter into an Agreement with the CDM & PHO.

### (d) 2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- I. The bidder must be registered in India as a Company / Firm / Society / Trust and must have a registration certificate under relevant Act / Rule of the State or Central Government.
- II. The bidder must have a registered / operating office in Odisha.
- III. The bidder must have minimum 1years' experience in diet preparation, supply & management of diet services in Government or Pvt.HealthInstitutions / Other Govt. Institutions. The bidder shall furnish the details of the past performance in the required format (Form T5) supported with tender work order / contract copies.
- IV. **For more than 100 bedded Covid hospitals:** The bidder applying for more than 100 bedded Covid hospitals must have minimum average annual turnover of Rs.1 Crore per year during the last three financial years (2016-17, 2017-18, and 2018-19). **For Less than 100 bedded Covid hospitals:** The bidder must have minimum average annual turnover of Rs.50 Lakhs per year during the last three financial years (2016-17, 2017-18, and 2018-19). The bidder has to furnish the details

their annual turnover certified by a chartered accountant in the required format (Form T4) supported by audited Profit / Loss Statement.

- V. The Bidder must have valid food licence certificate.
- VI. The bidder must have PAN.
- VII. The bidder must have GST registration.

### 2.3 Proposal Submission

Interested bidders fulfilling the eligibility criteria may submit their bid **separately for any or all the Covid hospitals of the District**. The bidders interested to submit their bids for **more than one institution of a district**, can do so by submitting **separate bids with EMD, Tender Document Cost & documents** as set forth in this RFP but however can put into one outer cover for easy and smooth delivery to the addressee, the detail address of which is mentioned in **Section 1: Schedule of Proposal Submission**.

The proposal shall be submitted in two parts:

- (1) Part A–Tender Document Cost, EMDs per format set out in RFP.
- (2) Part B - Technical Proposal as per the format set out in RFP.
  - (i) The Proposal shall be typed or written legibly in indelible ink and shall be signed the authorized representative of the bidder.
  - iii) Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initial prior to submission of the same.

**Note: There is no Financial Proposal to be submitted in the bid, as this is a fixed cost based tender.**  
Details of the **fixed cost** (Diet Rate) to be paid **per patient OR STAFF / day** for day-wise diet with menu is mentioned at A1 of section 3 – Terms of Reference

### 2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of **Rs.500/-**(non-refundable) separately for each Covid hospital he wants to manage in the shape of a **Banker's cheques / Demand Draft**(for **each institution** they want to participate) from any Nationalized / Schedule Bank payable at Puri; in favour of ZSS, NON NRHM.

In the absence of the bid document cost, the technical proposal of the bidder shall be rejected. There is no exemption in submission of bid document cost.

### 2.5 Earnest Money Deposit (EMD)

The bidder along with the technical proposal shall have to furnish Earnest Money Deposit (EMD) separately for separate Covid hospitals amounting to **Rs. 1,00,000/-** (refundable) for **For more than 100 bedded Covid hospitals** and **Rs.50,000/-**(refundable) **For less than 100 bedded Covid hospitals** in the shape of Banker's cheques / Demand Draft / Fixed Deposit (for **each institution** they want to participate) from any Nationalized / Schedule Bank in favour of the ZSS, NON NRHM. Payable at Puri.

*Handwritten signature and date:*  
27/01/2020

In the absence of the EMD, technical proposal of the bidder shall be rejected. However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the local MSEs (Micro & Small entrepreneurs) registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. Departments and Agencies under its control. It is further clarified that the above exemption is applicable to **local MSEs registered in Odisha only**. This exemption to the local MSEs shall be applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid).

The EMD shall be returned to unsuccessful bidders within a period of 4 weeks from the date of announcement of the successful bidder.

The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or on in case of successful bidder, if does not execute the agreement.

## 2.6 Packing, Sealing and Marking of Proposal

(a) The Tender document cost & EMD (Cover A) and Technical Proposal (Cover B) must be inserted in separate sealed envelopes, along with applicant's name and address in the left hand corner of the envelope and super scribed in the following manner.

➤ **Cover-A–Tender Document Cost & EMD for “Supply of Diet to Covid hospitals of PURI”**

(b) **Cover-B - Technical Proposal for “Supply of Diet to Covid hospitals of PURI”.**

(c) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly super scribed with the following:

➤ Proposal for **“Supply of Diet to Covid hospitals of PURI”.**

➤ The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope along with other envelopes.

### (d) Content of the Proposal

#### I. Cover A (Tender Document Cost & EMD)

1. EMD as mentioned in point no 2.5.
2. Bid document cost as mentioned in 2.4

#### II. Cover B (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to outsourcing supply of food at Covid health institutions during the proposed contract period in conformity with

the Terms of Reference forming part of this RFP.

1. Form T1 (Checklist)
2. Form T2 (Technical Tender Submission Form)
3. Photocopy of the Registration Certificate of the Agency
4. Photocopy of PAN
5. Photocopy of GST
6. Form T3 (Details of the Bidder)
7. Form T4 (Turnover Certificate from the Chartered Accountant)
8. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2016-17, 2017-18 & 2018-19]
9. Form T5 - Relevant Experience Details in managing Diet Services in State Govt. / Govt. of India Institutions / Govt. & Pvt. Hospitals during the last three years.
10. Photocopies of work orders / contracts executed in support of the information furnished in Form T5
11. Any other details, the bidder like to include in the proposal.

## 2.5 Number of Proposals

Interested bidders fulfilling the eligibility criteria may submit their bid **separately for any or all the health institutions of the District.** However, a bidder is eligible to submit **only one proposal** for one Institution, the details of which are mentioned in the Section - 1: Schedule of Proposal Submission

## 2.6 Validity of Proposals

The Proposal shall remain valid for 180 days after the date of bid opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

## 2.7 Cost of Proposal

The bidder shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. The concerned district authority / institution will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

## 2.8 Acknowledgement by the bidder

- (a) It shall be deemed that by submitting the Proposal, the bidder has: -
- (i) made a complete and careful examination of the RFP;
  - (ii) received all relevant information requested from the concerned District authority / Institution;
  - (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned district authority/ institution relating to any of the matters stated in the RFP Document;
  - (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;

*Signature*  
7/8/2020

(v) acknowledged that it does not have a Conflict of Interest; and  
(vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.

- (b) The concerned district authority / institution shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the concerned district authority.

## 2.9 Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly as per the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

## 2.10 Proposal Submission Due Date

RFP filled in all respect must reach O/o the CDM & PHO at the **address, time and date** specified in the **Section-1: Schedule of Proposal Submission**, through **Speed Post/ Regd. Post / Courier**. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the stipulated time on the next working day.

## 2.11 RFP Opening

- (a) The concerned authority of the district / institution in their respective District/ Institution will open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in the Section 1: Schedule of Proposal Submission
- (b) The bidder/their authorized representatives who will be present shall sign a register evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the stipulated time and location on the next working day.

## SECTION 3 - TERMS OF REFERENCE

### 3.1 Modalities of Diet Service

1. The successful bidder [also referred here as the agency or outsourced agency] would establish its kitchen setup with all required infrastructure & kitchen equipment and operate from the campus of the concerned health institution. The space and water, electric supply required to setup the kitchen shall be provided by the concerned health facility 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.
5. The maintenance of kitchen and equipment's 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 AMO/HOSPITAL MANAGER OF COVID-19 HOSPITAL.
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. 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 agency. 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. Though it's the primary duty of AMO/hospital manager to place indent for number of meals in writing in the register and duly signed.
13. The behaviour of the staff of the agency towards the patients/attendants should be conducive and disciplinary action would be taken by the Hospital Administration against the staffs of the said agency violating the behavioural norm in consultation with the concerned agency.

*Albina*  
7/8/2020

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 inmates 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 AMO/CDM & PHO in person and appraise the same in writing about the problem. It is the responsibility of the health institution to comply with the grievance and solve it within a maximum of two days 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 outsourced agency would provide **uniform** 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.

### 3.2 Category of Diet & its Price

As per Government Resolution [No.16287dtd.09.07.2020 of Additional Chief Secretary to Govt. Odisha.] the Diet shall be provided to the indoor patients and staffs as allowable in the Covid care Health Institutions @ Rs.240/-per day per head as detailed separately.

Sl.	Category of Diet	Proposed Diet Rate* per head per day (Breakfast, Lunch , Dinner, snacks and two times Tea as detailed below in point A.1) in INR
1	Refer specification of detail menu given day wise in section 3- terms of reference	240/-

#### Note :

\*The **Diet Rate per head per day**(Breakfast, Lunch,Dinner,snacks and tea two times) to be paid to the outsourcing agency shall include **all costs** relating to food stuffs, raw vegetable, Spices, Edible Oils for cooking, fuel (LPG), Stove burners, cooking, distribution & cleaning, kitchen equipment, utensils, manpower cost for cooking / distribution/ cleaning and service charges and applicable taxes.

## A.1 Daily Menu for General Diet of a Patient/staff:

Day	Breakfast	Lunch	SNACKS	Dinner
Monday	CHAKULI,ALOO BUTA CURRY, TEA	RICE,DAL,FISH CURRY/PANEER,CHIPS,RAITA,PICKLE	SAMOSA	RICE,DAL,MUDHI GHANTA/MUSHROOM, ALU BHINDI KEEMA,RICE KHEER
Tuesday	IDLY,SAMBER,CHUTNEY, TEA	RICE,DAL,ALOO BESAN CURRY/ALOO PAKUDI CURRY,MIX BHAJA,RAITA,PICKLE	BISCUITS	RICE,DAL TADKA,ALOO SOYABEAN CURRY,BHAJA,RICE KHEER
Wednesday	PURI,GHUGNI,TEA	RICE,DAL,ALU PARWAL MASALA,BHINDI DO PYAZA,RAITA,PICKLE	FRUIT CAKE	RICE,DALMA,CHHOLE MASALA,BHAJA,SEMIYA KHEER
Thursday	UPMA,GHUGNI, TEA	RICE,DAL,CHICKEN/PANEER,CHIPS,BOONDI RAITA,PICKLE	ALOO BONDA	RICE,DAL ,MUSHROOM CURRY,BHAJA,FRUIT CUSTARD
Friday	UTTAPAM,GHUGNI,TEA	RICE,DALMA,VEG GHANTA,BHAJA,KHATA	SANDWICH	RICE,DAL TADKA,ALOO SOYABEAN CURRY,CHINESE VEGETABLE,GULAB JAMUN/MALPUA
Saturday	SEMIYA UPMA,GHUGNI, TEA	RICE,DAL,EGG CURRY/MUSHROOM,CHIPS,MIX RAITA,PICKLE	BISCUITS	RICE,DALMA ,VEG GHANTA,BHAJA,SUJI HALWA
Sunday	POHA,GHUGNI, TEA	RICE,MIXED DAL,SAAGA MUGA,BHAJA,KHATA	FRUIT CAKE	RICE,DAL,CHHOLE MASALA,BHAJA,SEMIYA KHEER

**Note:-** Every day two times tea with breakfast and snacks.

## 3.5 Timing of Diet Supply

The timing of diet supply to the patients is mentioned below for adherence. In no case, there should be deviation in time, not exceeding 15 minutes for each category of diet timing. The diet preparing and distributing contractor would be advised accordingly simultaneously the diet for other staffs to be served in time.

Breakfast:	Between 7.30 am to 8.00 am
Lunch:	Between 1.00 pm to 2.00 pm
Dinner:	Between 8.00 pm to 9.00 pm

## 3.9 Constituting Diet Vigilance Committee [DVC]

For monitoring and supervision of diet preparation, distribution, ensuring diet quality and overall management of diet, Diet Vigilance Committees [DVC] will be constituted.

## 3.10 Role of DVC in Monitoring &amp; Supervision:

Diet Vigilance Committee will overall supervise the diet preparation and distribution process. The Diet Vigilance Committee would do regular surprise check to see the aspects like quantity and quality check of the diet, timeliness in supply of diet, hygiene and other related aspects and report in writing.

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7/8/2020

### 3.13 Sanitary Measures:

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

- a) Periodic sanitary inspection of cooking & serving equipments; at least once in a day;
  - b) Daily inspection of food conveyors, kitchen equipment and service equipment;
  - c) Supervise handling and disposing of garbage and waste;
  - d) Supervising cleanliness in the kitchen & taking appropriate measures
- a) Associated in diet preparation and its distribution should undergo regular free health check up the concerned medical health institution periodically, at least once in every month and more particularly during sickness.

## SECTION 4 - TERMS & CONDITIONS

### 4.1 Period of Engagement

- a) The engagement shall be for a period of three months from the date of actual operation (beginning of service) or signing of contract whichever is later. Which shall be extended if the performance of the agency is found satisfactory as per due assessment and period of Contract management is extended or as desired by the authority.

### 4.2 Award of Contract

On evaluation of technical evaluation of the RFP and decision thereon by the tender inviting authority, the selected bidder shall have to execute a contract with the Tender Inviting Authority within 5 days from the date of acceptance of their bid is communicated to the bidder. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement.

### 4.3 Performance Security

The selected agency has to furnish a performance security deposit at the time of signing contract, amounting to 5% of the total estimated (no. of beds x 240 per day x 90 days) contract value of the concerned Covid hospital in the shape of DD / BG from a National / Scheduled Bank in India. The amount of Earnest money deposit of the selected bidder can be adjusted against the performance security deposit. The performance security deposit is for the performance of the contract.

#### 4.4 Commencement of Service

The selected agency is required to set up the kitchen facility at the concerned health institution (in the space provided by the authority of the concerned health institution) with all infrastructures and the start the service **within 5 days of award of the contract**. If the service provider fails to commence the service as specified herein, the tender inviting authority may, unless it consents to the extension of time thereof, forfeit the Performance Security.

#### 4.5 Payment & Price Validity

- (a) The payment shall be made in Indian Rupees
- (b) The payment shall be made by the concerned District Authority / Institution where the diet service is operational.
- (c) The **mode of payment** is as specified below:

The agency would be paid **once in a month** based on the case load and number of meals requisitioned by AMO/Hospital Manager.

#### 4.7 Termination /Suspension of Contract

- (a) The Tender Inviting Authority may, by a notice in writing suspend the agreement if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension
  - (i) Shall specify the nature of failure, and
  - (ii) Shall request remedy of such failure within a period not exceeding 5 days after the receipt of such notice.
- (b) The Tender Inviting Authority after giving 15 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (a) to (b), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
  - (i) If the service provider do not remedy a failure in the performance of his obligations within 5 days of receipt of notice or within such further period as the tender inviting authority have subsequently approve in writing.
  - (ii) If the service provider becomes insolvent or bankrupt.
  - (iii) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
  - (iv) If, in the judgment of the Tender Inviting Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

*Signature*  
21/07/2020

#### 4.8 Modifications

Modifications in terms of reference including scope of the services can only be made with the written consent of both parties. However, basic conditions of the agreement shall not be modified.

#### 4.9 Force Majeure

For the purposes of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and not brought about or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquakes, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to the services or any of the Project Facilities or non availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events in such circumstances, then no penalties shall be applicable for the relevant default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, the suspension or failure to provide Services on the occurrence of a Force Majeure event will not constitute an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement and has informed the other party as soon as possible about the occurrence of such an event.

#### 4.10 Settlement of Dispute

If dispute or difference of any kind shall arise between the Tender Inviting Authority/Us Institution and the service provider in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.

If the parties fail to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then such dispute or difference shall be referred and resolved in the jurisdiction of Puri only.

4.11 Right to Accept and Reject any Proposal

The District Authority / Institution / Tender Inviting Authority reserve the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

4.12 Jurisdiction of Court

Legal proceedings if any shall be subject to the Puri jurisdiction only.

**SECTION 5 - CRITERIA FOR EVALUATION**

5.1 Evaluation of Technical Proposals based on eligibility criteria

In the first stage, the Technical Proposal will be evaluated on the basis of bidder's fulfillment of **eligibility criteria**. Only those bidders whose Technical Proposals becomes **responsive** based on the eligibility criteria, shall qualify for further detail technical evaluation for **awards of marks** based on the following Criteria :

5.2 Evaluation Technical Proposal for Award of Marks

The technical proposal of the bidders shall be evaluated and awarded marks based on the following criteria:

Sl.	Criteria	Total Marks (100marks)	Marking as per criteria	Mark Obtained
1	Work experience	20	01 year experience in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength / persons of 10 to 30 = 5 marks	
			01 year experience in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength / persons of 31 to 50 = 10 marks	
			01 or more years experiences in preparation and supply of Diet in Health Intuition / other institutions having bed strength /persons of 50 to 100 = 15 marks	
			01 or more years experiences in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength /person of more than 100 = 20 marks.	

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2	Annual Average Turnover (Rs.)	20	<b>For more than 100 beds</b> Below Rs. 1.00cr = 0 >Rs. 1.00cr and < = RS.2 Crs : 10marks >Rs.2 Crs = 20 marks
			<b>For less than 100 beds</b> Below Rs.50 Lakhs =0 >Rs.50 lakhs to Rs.1.00 Crs = 10marks More than Rs.1.00 Crs = 20marks
3	No. of Diet Services (Preparation, Supply & Management) executed in different Institutions ( <b>not less than 30 beds / persons</b> (executed during the years before floating of this RFP)	40	2 Institutions : 20 Marks 3 Institutions : 30 Marks 4 Institutions : 40 Marks
4	Quality Certification	20	ISO9001 Certification : 10 Marks Food License / Registration :10 Marks

## 5.2 Award of Contract

- 1) The bidder who will secure **highest total marks** in the technical bid evaluation shall be awarded the contract.
- 2) In case the total marks secured by two or more bidders become equal, then the bidder having higher average annual turnover shall be awarded the contract.
- 3) In case the total marks secured and annual turnover by two or more bidders become equal, then the bidder having **more marks** in the Sl. No.3 of the above Table (No. of Diet Services in different institutions) shall be awarded the contract.
- 4) Depending upon the no of bids qualifying in the RFP different agencies may be given work order at different Covid hospitals with priority to local bidders with a ceiling limit to no.of work orders.

**Note: There is no Financial Proposal to be submitted in the bid, as this is a fixed cost based tender.**  
 Details of the **fixed cost** (Diet Rate) to be paid **per patient / day** for different types of diet with menu is mentioned at Section 3 – Terms of Reference

# RFP FORMATS

## Diet Services at Govt. Health Institutions

### TECHNICAL PROPOSAL

*Sharma*  
*7/19/2020*

**FORMAT – T1***(to be furnished in the technical proposal envelope)***Check List (Technical Proposal)**

Please check whether following have been enclosed in the respective cover, namely, Technical Proposal: *arrange the documents serially in the following order)*

Sl. No	Item	Whether included Yes / No	Page
1	Format – T1 (Check List)		
2	Bid Document Cost as DD of Rs. _____ /-		
3	Earnest Money Deposit of Rs. _____ /- as Demand Draft		
4	Format - T2 (Technical Proposal Submission Form)		
5	Format – T3 (Details of Bidder)		
6	Format – T4 (Annual Turnover Statement by Chartered Accountant)		
7	Copies of the annual audited statement / Annual Report for 2016-17, 2017-18 & 2018-19 (Provisional statement of account shall not be considered)		
8	Format – T5 (Performance Statement during the last three Years)		
9	Copies of work orders & end user certificates in support of the information furnished in Format T-5		
10	Copy of <b>Quality Certificates</b> : ISO 9001, Food Licence		
11	Copy of the Registration certificate of the Firm (Certificate of Incorporation)		
12	Copy of the GST registration certificate		
13	Copy of PAN (Income Tax)		

FORMAT – T2

(to be furnished in the technical proposal envelope)

TECHNICAL TENDER SUBMISSION FORM

(On the letterhead of the firm)

To

\_\_\_\_\_

Ref: RFP Reference no. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

We, the undersigned, offer to provide the services for the work: **Selection of the agency for Supply of Diet to Covid hospital.**

We are hereby submitting our Proposal, which includes this Technical Proposal sealed under a separate envelope.

We hereby declare our Confirmation of acceptance of the Conditions of Contract mentioned in the RFP document under reference cited above.

We hereby declare that all the information and statements made in this Proposal are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

We undertake that our Proposal shall remain valid for 180 days after the date of bid opening for the purpose of bid evaluation / finalization of contract.

I hereby declare that my company has not been debarred / black listed by any Government/ Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signatory [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

(Company Seal)

*Handwritten signature and date: 31/8/2020*

please

No.

18

**Format T3**

(To be furnished in the Technical Bid envelope)

(On the letterhead of the Organization)

**DETAILS OF THE BIDDER**

GENERAL INFORMATION ABOUT THE BIDDER				
1	Name of the Bidder			
	Registered address of the firm			
	State		District	
	Telephone No.		Fax	
	Email		Website	
Contact Person Details				
2	Name		Designation	
	Telephone No.		Mobile No.	
Communication Address				
3	Address			
	State		District	
	Telephone No.		Fax	
	Email		Website	
Type of the Firm ( Please <input type="checkbox"/> relevant box)				
4	Private Ltd.		Public Ltd.	
	Partnership		Society	
	Registration No. & Date of Registration.			
Proprietorship Others, specify				
Nature of Business ( Please <input type="checkbox"/> relevant box)				
5	Manufacturer		Authorized Service Provider	
Key personnel Details (Chairman, CEO, Directors, Managing Partners etc. )				
6	in case of Directors, DIN Nos. are required			
	Name		Designation	
	Name		Designation	
7	<i>Whether any criminal case was registered against the company or any of its promoters in the past?</i>			

8	<i>Details of the Branch Office in Odisha (if registered office is not in Odisha):</i>				
9	<u><i>GST Registration</i></u> <i>Furnish the copy of the GST registration certificate</i>				
10	<i>PAN :</i> <i>Furnish the copy of the PAN</i>				
11	<i>Registration certificate / Certificate of Incorporation of the firm (furnish the copy)</i>				
12	<i>Copy of Quality Certification : ISO 9001, Food License / Registration (furnish the copy)</i>				
13	<i>Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD /Payment for supply if any (if selected)</i>				
	a.	<i>Name of the Bank :</i>			
	b.	<i>Name of the Account &amp; Full address of the Branch concerned :</i>			
	c.	<i>Account no. of the bidder :</i>			
	d.	<i>IFS Code of the Bank :</i>			
<i>Date:</i>		<i>Office Seal</i>		<i>Signature of the bidder / Authorized signatory</i>	

*Shyam*  
*7/8/2020*

**FORM T4***(to be furnished in the technical proposal envelope)***ANNUAL AVERAGE TURN OVER STATEMENT***(To be furnished in the letter head of the Chartered Accountant)*

The Annual Turnover of M/s \_\_\_\_\_ for  
the financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Lakhs (Rs.)
1	2016-17	
2	2017-18	
3	2018-19	

Membership No.:

Registration No. of Firm

**Note:**

- a) To be issued in the letter head of the Auditor/Chartered Accountant mentioning the Membership no.
- b) This turnover statement should also be supported by **copies of audited annual statement** of the last three years and the turnover figure should be **highlighted there**.

**FORM T5***(to be furnished in the technical proposal envelope)*

**PAST EXPERIENCE IN EXECUTING DIET PREPARATION AND ITS SUPPLY / SERVICES IN GOVERNMENT OR PVT.  
HEALTH INSTITUTIONS / OTHER GOVT. INSTITUTIONS**  
(Attach separate sheets if the space provided is not sufficient)

Name/address of the Organization *	Work order / Contract No. and date	Brief Description of the Scope of Work	Details of the Kitchen Setup established if any	No. of human resource deployed for the diet service	No. of Beds / People for which diet service provided	Date of completion of assignment	Value of the Assignment	Role of your firm

\* Note : Please furnish the **Work order / Contract** copies of the works executed **serially** in support of the information mentioned above.

Authorized Signatory/Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_ (Company Seal)

*Handwritten signature and date: 20/12/16*

