

ROGI KALYAN SAMITI, CHC, KORAI, JAJPUR- 755022

**TENDER CALL NOTICE
RFP No. 112/Date. 31.01.2026**

Rogi Kalyan Samiti, CHC Korai, Jajpur invites sealed tender from the eligible registered diet preparation and catering firm/agency/SHGs to prepare and Distribute diet to the indoor patients admitting at CHC Korai, Jajpur on annual contract basis. Details of tender paper and term of reference will be available online at website: www.jajpur.odisha.gov.in The tenders in the prescribed format along with all relevant documents for CHC, Korei should be reached before 12.00 PM on dated 11/02/2026 at the address Office of the "Medical Officer I/C, CHC Korai, Jajpur -755022" by speed post/ regd. Post/Courier only. The envelope should be duly super-scribed on top of envelope as "Tender for supply of Diet for CHC, Korei, Jajpur for the year 2026-27". The Tender will be opened before the Diet Committee on 11/02/2026 at 3.00 PM. The undersigned reserves the right to reject any or all the bids/Tenders without assigning any reason thereof.

-Sd/-


Medical Officer I/C-cum- Member Secretary
Rogi Kalyan Samiti, CHC Korai, Jajpur
Medical Officer I/C
CHC, Korei, Jajpur

NOTICE INVITING PROPOSAL

RFP No.: 112 /Diet, Korai, Jajpur. Date: 31.01.2026

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE BIDDERS FOR SELECTION OF THE MOST SUITABLE AGENCY FOR SUPPLY OF DRY DIET TO INDOOR PATIENTS

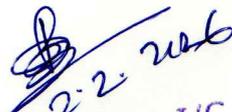
Schedule of Events:

1	Period of Availability of RFP (Request for Proposal) Document	From 04.02.2026 to Dt.11.02.2026 (Downloadable from website: www.jajpur.odisha.gov.in)
2	Pre-bid Meeting	Date:01.02.2026, Time:10.00 AM Address: Medical Office I/C, CHC, Korai, Jajpur, Odisha,755022
3	Last date for submission Of Proposal	Date: 11.02.2026, Time: 12.00 P.M. <u>Address: Addresses for submission of proposal are mentioned at SECTION 1: SCHEDULE OF PROPOSAL SUBMISSION</u> <i>NB: Proposals must be submitted through Speed post / Registered post / Courier only.</i>
4	Date, time and place of Opening of Proposal and presentation	a) <u>Details about date, time and place of opening of Technical Proposal are mentioned at SECTION 1: SCHEDULE OF PROPOSAL SUBMISSION</u> <i>[Bidders or authorized representative (with valid original authorization letter) may remain present at the time of opening of proposal]</i>


2.2.2026
Medical Officer I/C
CHC, Korai, Jajpur

**SECTION 1:
SCHEDULE OF PROPOSAL SUBMISSION**

Sl. No.	RFP. No. & Date	Name of Institutions	Address for Submission of Proposal & Opening of Proposal	Last date & Time of Submission of Proposal	Date & time of Opening of Technical Proposal
	CHC, KOREI, JAJPUR				
1	No. 112, Date. 31.01.2026	CHC, Korei, Jajpur	Medical Office I/C, CHC, Korai, At/Po/Ps.-Korai, Dist. Jajpur, Odisha,755022	Date:11/02/2026 Time: 12.00 P.M	Date - 11/02/2026 Time: 03.00 PM


2.2.2026
Medical Officer I/C
CHC, Korei, Jajpur

SECTION 2: INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid to **CHC, Korai, Jajpur**. Detailed description of the objectives, scope of services, deliverables and other requirements relating to “(Dry Diet Services, supply and management) at Govt. Hospital” 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 Medical Officer I/C and R.K.S Committee, Korai, Jajpur will be final and binding without any right of appeal whatsoever.
- (c) The bidder shall submit its proposal in the form and manner specified in the RFP. Upon selection, the agency shall be required to enter into an Agreement with the Medical Officer I/C, CHC, Korai as per the RFP/Bid Document.
- (d) The Tender committee is entitled to issue/float any corrigendum found necessary afterwards relating to tender process. It is the responsibility of the bidder to verify the tender floated in www.Jajpur.odisha.gov.in from time to time and to respond accordingly in consultation with the concerned authority.

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 or SHG / SHG Federation and must have registration Certificate under relevant Act / Rule of the State or Central Government.
- II. The bidder must have a registered office in Odisha.
- III. The bidder must have minimum 1 years’ experience in diet services, supply & management in Government or Private Health Institutions / Other Govt. Institutions of Odisha.
- IV. In case of effective SHG / SHG Federation, the Technical committee is to take decision in view of their past experiences (supported with the work order/contract copies) for at least minimum Two-year experiences for preparation of Diet and supply in any Health / other institutions.
- V. The Bidder must have (1) Valid Labour Registration Certificate, (2) PAN, (3) GST registration Certificate, (4) EPF & ESI registration certificate, (5) Income Tax Return for last years (2024-25), (6) Audit report (Tax Audit) for last 1years (2024-25), (7) Valid labour License, (8) Form -C - food license under FSSAI Act, 2006& (9) Experience on diet services.
- VI. The bidder applying for CHC must have minimum average annual turnover of Rs. 5 lakh per year for last years. The bidder has to furnish the details of their annual turnover certificate by CA/ IT return form.

Note: ISO certification is not mandatory. However, bidders having ISO certification shall be given additional weight-age in the evaluation criteria as mentioned in section 5.

In case of a selected bidder, they will have to furnish the up-to-date food registration / license (if not having) from the authority on the concerned region within 10 days of issue of notification of award and before signing of contract.

2.3 Proposal Submission

- Interested bidders fulfilling the eligibility criteria may submit their bid **to Medical Officer I/C, CHC, Korai, Jajpur**. The bidders interested to submit their bids with EMD, Tender Document Cost & documents as set forth in this RFP through registered post/speed post/courier, 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 (**Cover A**) – Tender/Bid Document Cost, EMD as per format set out in RFP.

(2) Part B (**Cover – B**) - Technical Proposal as per the format set out in RFP.

- The Proposal shall be typed or written legibly in indelible ink and shall be signed in full Signature by the bidder at the bottom of every page. Any interlineations or overwriting shall not be allowed. The bid documents shall be neatly typed and erasure(s)/white erasure(s) and/or initial(s) for correcting the words or sentences shall not be allowed. It is the responsibility of the bidder to take note these criteria before submitting the bid failure which the authority is free to take appropriate decision on the matter.

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.

2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of **Rs. 500/- (non-refundable)** in the shape of a Banker's cheques / Demand Draft from any Nationalized / Schedule Bank payable at Medical Officer IC CHC, KOREI.

In 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) amounting to **Rs. 25,000/- (refundable)** for **Medical Officer I/C, CHC, Korai, Jajpur**.

In absence of the EMD, technical proposal of the bidder shall be rejected.

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 Dry Diet to Indoor Patients of _____ (Institution Name), District-Jajpur”.
- Cover – B – Technical Proposal for “Supply of Dry Diet to Indoor Patients of _____ (Institution Name), District-Jajpur”.

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

- “Tender for supply of Dry Diet for **CHC, Korai, Jajpur** for the year 2026-27”.
- RFP no., _____ (Institution Name), District-Jajpur must be mentioned on the envelope and inside the bid. The bidder's Name & address shall be mentioned in the left-hand corner of the outer and inner envelope.

(c) The inner and outer envelopes shall be **addressed** to the **Medical Officer I/C, CHC, Korai, Jajpur** as per the **detail address** mentioned at the Section -1: Schedule of Proposal Submission.

If the outer envelope is not sealed and marked as mentioned above, then the O/o Medical Officer I/C, CHC, Korai, Jajpur will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.

(d) Content of the Proposal

I. Cover A (Tender Document Cost & EMD)

1. EMD of Rs. **25,000** /-(Twenty Five Thousand) in the shape of a Demand Draft in favour of the **Medical Officer I/C, CHC, Korai, Jajpur**, payable at Korei.
2. Bid document cost of Rs. **500/-** (Five hundred) in the shape of a Demand Draft in favour of the **Medical Officer I/C, CHC, Korai, Jajpur**, payable at Korei.
3. MSEs certificate (If applicable).

II. Cover B (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to outsourcing of Diet Services for Indoor Patients at Govt. Hospital 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 bidder (must be registered as a Company / Firm / Society / Trust OR SHG / SHG Federation) under relevant Act.
4. Photocopy of PAN as per prevailing farm/agency rule.
5. Photocopy of GST as per prevailing farm/agency rule.
6. Form T3 (Details of the Bidder)

7. Relevant Experience Details in managing Diet Services in Govt. Institutions or Govt. & Private hospital having not less than 30 beds within the state of Odisha during the last years (2024-25).
9. Photocopies of work orders or experience certificates executed in support of the information furnished.
10. Form T4 – Affidavit certifying that the bidder is not blacklisted by any authority.
11. Bidder must have Food License under FSSAI Act, 2006 in Form – C.
12. Bidder must have ITR (Income Tax Return) in the name of the bidding organisation for the financial year (2024-25).
13. Copy of Labour License of the agency.
14. Copy of Quality Certifications: ISO 9001 if any.
16. Any other details, the bidder like to include in the proposal (It is the discretion of the Tender Committee to take into account of the additional document).

2.7 Number of Proposals

Interested bidders fulfilling the eligibility criteria may submit their bid. However, a bidder is eligible to submit only one proposal, the details of which are mentioned in the Section -1: Schedule of Proposal Submission.

2.8 Validity of Proposals

The Proposal shall remain valid for 90 days after the date of bid opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

2.9 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.

2.10 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;
- (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 its 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.

(c) Any person other than the bidder himself attending the pre-bid meeting/any other meeting related to diet tender process if called from time to time must carry the original authorization letter with the signature of authorised person duly attested by the bidder in their organisation letter head failing which the person will not be allowed to participate the meeting.

(d) The committee is free to verify the authenticity of the certificates/documents from the concerned authority before awarding the contract. So, the full address, email id and telephone numbers of the concerned institution/Hospital where the bidder has awarded and provided diet services shall be mentioned.

(e) Any false information submitted in the bid document will be dealt accordingly as per law and if proved the process for blacklisting of the organisation as well as other legal action will be initiated if the committee desire.

2.11 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.

2.12 Proposal Submission Due Date

RFP filled in all respect must reach O/o **Medical Officer I/C, CHC, Korai** 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.

2.13 RFP Opening

(a) The concerned authority of the district / institution in their respective 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

1 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 Hospital. The space and water supply required to setup the kitchen shall be provided by the concerned Hospital 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 Hospital.
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 Hospital. The agency should also prepare different types of diet as per the indent placed by the Hospital 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 Hospital 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 Hospital and the outsourced agency.
9. The Hospital 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 Hospital can visit and inter-act 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. In case of incomplete documents, the Hospital Administration would not reimburse the incurred cost. The documents to be prepared should be supplied by the Hospital beforehand and maintained by the agency on daily basis. The financial and non-financial documents would be subject to audit.

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.

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 in person and appraise him/her in written about the problem. It is the responsibility of the Hospital to comply with the grievance and solve it within a maximum of one-month time and decision should be communicated to the agency in the written form.

17. Any dispute arising in the process of managing the diet preparation and supply, both the party i.e., the outsourced agency and the hospital administration should discuss and take appropriate decision that is mutually agreeable.

18. The 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.

3.2 Category of Diet & it's Price

As per Government Resolution No. [No. 6125-HFW-SCH-NRHM-0015/2018/H]. Dt.02.03.2019, the following category of Diet shall be provided to the indoor patients of all Government Hospital.

Sl.	Category of Diet	Proposed Diet Rate* per Patient (Breakfast, Lunch & Dinner) per day(In Rs.)
1	General Diet	Not applicable
2	Paediatrics Diet	Not applicable
3	Dry Diet	110/-
4	Liquid Diet	Not applicable
5	High protein Diet for TB/ Cancer/ Burn patients	Not applicable

Note: The Diet Rate per patient per day (Breakfast, Lunch & Dinner) to be paid to the outsourcing agency shall include all costs relating to fuel (LPG), Stove burners, cooking, distribution & cleaning, equipment, manpower cost for cooking / distribution/ cleaning and service charges.

3.3. Category of Dry Diet (Milk, Bread, Egg, Fruits):

Food stuff	Amount
Milk	1000 ml
Bread	400gm
Egg	2Nos.
Banana	2Nos.
Protein	90gms
Calories	2055 Kcal
Total cost	Rs. 110/- per patient per day

A3. DIET MENU FOR DIARRHOEA PATIENTS

Day	Breakfast	Lunch	Dinner
Monday to Sunday	Chuda and milk, banana, chuda- 250gms milk-500ml, Sugar-150gms, Fruit - 100gms i.e. Banana- 2	Chuda, Sugar banana, chuda- 250gms Sugar-150gms, Fruit - 100gms i.e. Banana- 2	White bread, Milk, Banana, White bread-80gms, Milk- 500ml, Fruit 100gms i.e. Banana-2nos.

3.4 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 20 minutes for each category of diet timing. The diet preparing and distributing contractor would be advised accordingly

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

Note: Timing of diet and times of diet provision may vary based on the diagnosis and as per the recommendation / prescription of the dietician / doctor. The hospital manager / person designated for the management of dietary services would adhere to the timing as prescribed by the doctor / dietician. Timing for patients prescribed for "liquid diet" under therapeutic diet may vary based on the advice of the dietician / doctor.

3.5 Storage of Commodities / Raw Materials

Storage of raw materials would be the responsibility of the outsourced agency. The perishable and non-perishable items should be stored as per the storage specification norms. Care should be taken to avoid quality degradation of the food commodities due to humidity, rodents, insects etc.

3.6 Fuel for Cooking

1. The kitchen should have LPG connection to be provided by the agency for diet preparation with provision of additional cylinder.
2. Coal and Wood must not be used for cooking excluding emergency cases.

3.7 Diet Certification

Diet prepared [cooked / dry diet] on day-to-day basis should be certified by the dietician before its distribution. The diet certification would be with regard to quality, test and its adherence to the specified menu.

3.8 Cooked and Dry Food Diet:

- Dry diet shall be provided to the in-door patients where the bed strength is less than 30.
- In hospitals having 30 or more than 30 beds, provision must be made to supply cooked diet. However depending upon the requirement, dry diet or any other type diet included in guideline may be given as recommended by the treating physicians.
- Dry diet would be provided three times i.e. during breakfast, lunch and dinner like that of cooked diet.
- Dry diet would encompass Milk, Egg, Bread and Fruits.

If required and felt it necessary by the Dietician / Medical Officer it may be changed, looking at the condition of the patient and the diagnosis.

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. DVC would be constituted taking RKS members and medical staff of the concerned hospital. Medical Officer I/C would head the committee along with one Sr. Doctor. RKS would nominate two members on a rotational basis to be the member of DVC. The committee members shall meet once in a month to discuss matters related to present dietary services and propose changes, if necessary. The Hospital Manager and selected / nominated members of Swasthya Vikash Samiti would be the member of the DVC.

3.10 Role of DVC in Monitoring & 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 to the head of the concerned Public Hospital on a periodic basis [time frame is to be decided by the CDM& PHO. The committee members will interact with the in-door patients on quality and quantity of diet and discuss accordingly with the outsourced agency.

3.11 Food Handling

The persons of the outsourced agency, who are handling food, should follow the followings:

- a) Keeping their hands clean and use glove for serving. They should not touch food in bare hand.
- b) They should wash their hands properly after visiting the toilet and before handling food.
- c) Cover cuts, burns and other raw surfaces with water-proof dressings while handling food.
- d) Ensure that food is supplied as per the consumption specification of foods [hot/warm/cold] and as per the direction of the dietician.
- e) Cover the main food container and protect from flies and other pests before and after serving.
- f) Persons suffering from a discharging wound, sores on hands or arms, discharging nose or who is suffering from attacks of diarrhoea or vomiting should not handle food items, either during preparation or serving. Persons with such problems should be brought in to the notice of the catering manager for taking remedial measures.
- g) However, all the persons associated in diet preparation and its distribution should undergo regular free health check up in the concerned medical Hospital periodically, at least once in every month and more particularly during sickness.

3.12 Role of Dietician / Nutritionist:

- a) Periodic check of the quality of food materials
- b) Diet related counselling services to the patients during admission and discharge
- c) Prescribing diet for patients based on the diagnosis
- d) Monitoring the food preparation process and kitchen cleanliness
- e) Pre-distribution quality check of diet following self-testing procedure
- f) Monitoring food handling
- g) Interacting with patients and getting feedback on diet quality, diet menu etc.

The dietician / in-charge or members of his/her team would prepare the diet distribution chart based on the placed indent by the ward boy/sister. The dietetics section would maintain records on day basis for the audit purpose. The dietetics section would also be responsible to deal with empanelled contractors and ensure qualitative diet supply to the patients as per the norm.

3.12 Record Keeping:

- Records related to diet such as number of meals supplied in a day, records of direct procurement in case of dry diet etc. are to be maintained at the health institution level. All such documents maintained must be certified / signed by the dietician/in charge dietician with the counter sign of the head of the institution [CDMO/MO I/C etc.].

3.13 Audit of Accounts:

- All the expenditures incurred towards procurement, preparation and supply of diet would be audited at the end of the financial year. In case, if so desired, management audit would be conducted by the Government on quarterly / half yearly basis.

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

(a) The engagement shall be for a period of two years from the date of actual operation (beginning of service) or signing of contract whichever is later.

(b) The contract shall be signed initially for a period of one year which shall be extended for another year, if performance of the agency is found satisfactory as per due assessment.

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 15 days from the date of acceptance of their bid is communicated to them. 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 of contract, amounting to 5% of the total estimated yearly contract value of the concerned district / Institution 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 due performance of the contract.

The District Authority / Institution in the following circumstances can forfeit it;

- 1) When any terms or the condition of the contract is infringed.
- 2) When the service provider fails in providing the required services satisfactorily.

4.4 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 supplied. The number of diets prepared during "lunch" would be considered as the benchmark for calculation of number of patients/days. The payment shall be made within 21 days (as per available of diet allotment fund) of submission of bills / vouchers in the prescribed format. The hospital administration would verify the bills, vouchers and other supporting and do the needful for payment of the dues within two weeks of submission of bills / vouchers /supporting documents.

4.5 Penalty

(a) A penalty of Rs.10, 000/- shall be deducted for bad quality of food for each occurrence noticed during the inspection of hospital officials.

(b) A penalty of Rs.5,000/- in a month shall be deducted for not using the required quantity of meal/food by the agency.

(c) Rs.50/- per meal per person for shortfall of meal against the target output due to non-availability of man power, raw material etc.

(d) The amount of penalty shall be deducted from the bill of the agency.

4.6 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 15 days after the receipt of such notice.

(b) The Tender Inviting Authority after giving 30 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 does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the tender inviting authority have subsequently approved in writing.

(ii) If the service provider becomes insolvent or bankrupt.

(iii) If, as a result of force major, 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.

4.7 Modification

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

4.8 Settlement of Dispute

If dispute or difference of any kind shall arise between the Tender Inviting Authority/User 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 to the sole arbitration of Secretary to Health, Govt. of Odisha whose decision shall be final.

4.9 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. The result will be declared after due verification of the submitted document or as per the decision of the committee.

SECTION 5:

CRITERIA FOR EVALUATION

5.1 Evaluation of Technical Proposals based on eligibility criteria

Evaluation of proposals shall be made at the respective facility (CHC, Korei) by the concerned authority.

In the first stage, the Technical Proposal will be evaluated on the basis of bidders' fulfilment 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 No.	Criteria	Total marks (100 marks)	Marking as per criteria	Mark Obtained
1	Work experience for the year 2020-21, 2021-22 & 2022-23	20	1 years of experience (2024-25) in preparation and supply of Diet in health institutions/other institutions having bed strength / persons of 30 to 100 = 5 marks	
			1 years of experience (2024-25) in preparation and supply of Diet in health institutions/other institutions having bed strength / persons of > 100 to 200 = 10 marks	
			1 years of experiences (2024-25) in preparation and supply of Diet in health institutions/other institutions having bed strength / persons of >200 to 300 = 15 marks	
			1 years of experiences (2024-25) in preparation and supply of Diet in health institutions/other institutions having bed strength / persons of more than 300 = 20 marks	
2	Average Annual Turnover (Rs.)	20	<u>For CHC</u> <u>For bidders other than SHG</u> Below Rs. 5 lacks = 0 >Rs.5lacks to Rs.10 lacks = 10 marks > Rs.10 lacks = 20 marks	
			<u>For SHG / SHG Federation</u> <u>For women Self Help Groups (SHG / SHC Federation]</u> Below Rs.01 lakhs = 0 >Rs. 01 Lakhs to Rs.2.50 lakhs = 10marks	

			More than Rs.2.50 lakhs = 20marks	
3	No. of Diet Services (Preparation, Supply & Management) executed in different institutions (not less than 30 beds/persons) executed during the last years i.e., 2024-25.	40	2 Institutions: 10 Marks 3-4 Institutions : 20 Marks 5-6 Institutions : 30 Marks > 6 Institutions : 40 Marks	
4	Quality Certification	10	ISO 9001 Certification: 5 Marks Food License / Registration: 5 Marks	
5	Presentation	10	Power point presentation on approach & methodology regarding how the bidder purposes to implement the diet service based on the TOR of the RFP (Maximum 15 minutes)	

N.B.:

1. Annual Turnover in rupees more than Rs.5,00,000/- (Five Lakh) shall be accompanied by Tax audit report for last years i.e., 2024-25.
2. (a) No. of beds calculation will be made as per total nos. of beds in viable institutions for the year 2024-25.

(b) Year means 365(three hundred sixty-five) days. The work experience of stipulated time period i.e., 2024-25 only will be taken in to account. Any period beyond these stipulated periods shall not be considered.

5.2.1 Award of Contract

- 1) The bidder who will secure highest total marks in the technical bid evaluation will be considered for award of contract.
- 2) In case the total marks secured 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 considered for award of the contract.
- 3) In case the marks secured in the Sl. No.3 of the above table also become equal by two or more bidders then the bidder having highest nos. of executed diet services in different Government Hospital in last years i.e., 2024-2025 shall be given preference.
- 4) The average annual turnover shall have to tally with the Tax Audit report wherever applicable.
- 5) The diet services in this tender are exclusively meant for patients in Govt. Hospital which involves therapeutic diet for different type of patients as per their need. So, the agency(s) having experience(s) of rendering diet service(s) to the Govt. Hospital having indoor patients are considered as most suitable. The Govt. Hospital are considered for awarding the contract as the price, quality, quantity, timings, no. of indent per day which will narrates the ability of the agency for award of contract.

6) The committee has its sole discretion for awarding the contract taking into account of all the criteria(s)/point(s) embedded in this bid documents which shall be final and binding to all. The committee may also take its own time for scrutiny, evaluation, query and any other information for finalization of awarding the contract within specified time limit.

5.3 In case selected, the bidder will have to furnish the up-to-date food registration license (if not having) from the authority of the concerned region within 10 days of issue of award of contract

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.

Full Signature of Bidder with seal

RFP FORMATS

Diet Services at Govt. Hospital

TECHNICAL PROPOSAL

FORMAT — T 1

(to be furnished the technical proposal envelope)

Check List (Technical Proposal)

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

Sl. No.	Item	Whether included Yes / No	Page No.
1	Format - T1 (Check List)		
2	Bid Document Cost as DD of Rs. 500/-		
3	Earnest Money Deposit of Rs. 25,000 /- as Demand Draft		
4	Format - T2 (Technical Proposal Submission Form) Diet		
5	Format — T3 (Details of Bidder)		
6	Format — T4 (Annual Turnover Statement of diet services by the Chartered Accountant).		
7	Copies of the annual audited statement (Tax Audit) for 2024-25		
8	Format — T 5 (Performance statement during the last years)		
9	Photocopies of work orders or experience certificates in support of the information furnished		
10	Copy of Quality Certifications: ISO 9001 if any.		
11	Food License under FSSAI Act, 2006 in Form - C		
12	Format — T6 (Format of Affidavit regarding the firm/agency is not blacklisted)		
13	Copy of the Registration certificate of the bidder		
14	Copy of the GST registration certificate		
15	Copy of PAN (Income Tax)		
16	Copy of valid Labour License		
17	Copy of EPF & ESI registration certificate		
18	Copy of ITR for last financial years i.e. 2024-25.		
19	Any other appropriate documents/certificates/credentials (if applicable), the bidder like to include in the proposal		

N.B.: 1. In S.I. No.2,3 & 4 in the page number column should be mentioned as “submitted inside cover A” instead of page number.

Full signature of Bidder with seal

FORMAT — T2
(to be furnished in the technical proposal envelope)

TECHNICAL TENDER SUBMISSION FORM
(On the letterhead of the firm)

To _____

Re.: RFP Reference no. _____ dated _____

Dear Sir,

I/We, the undersigned, offer to provide the services for the work: **Selection of the agency for Supply of Dry Diet to Indoor patients.**

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

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

I/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.

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

I/We understand you are not bound to accept any Proposal you receive,

Yours sincerely,

Full Signature of the Bidder:

Name and designation of Signatory:

Name of Agency _____

Address: _____

Full signature of Bidder with seal

Format T3

(To be furnished in the Technical Bid envelope)

(On the letterhead of the Organization)

DETAILS OF THE BIDDER

1. NAME OF THE BIDDER : _____
2. REGISTERED OFFICE : AT- _____ PS- _____
PO- _____ DIST- _____
MOBILE NO. _____
EMAIL ID- _____
3. Contact Person detail : Name- _____
Designation in the agency- _____
Mobile No. _____
Adhar No- _____
4. Address for communication : AT- _____ PS- _____
PO- _____ DIST- _____
MOBILE NO. _____
EMAIL ID- _____
5. Type of agency : Private Ltd Public Ltd
Partnership Proprietorship
Society SHG/SHG Federation
6. Registration No and date : _____
7. Nature of Business : Manufacturer Authorized service provider
Retailer Other
8. Key person details like (Owner/ Chairman/ Director/ President/) etc. : Name _____ Designation _____
Mobile No. _____
9. Whether any criminal cases was registered against the agency or any of its promoters in the past? : (Yes/No)
10. GST Registration No. : _____
11. PAN details (PAN Holder Name and PAN No) : _____
12. Food License/ Registration No and valid till : _____
13. Bank details of the bidder for return of EMD/: Account Hold Name: _____
Payment for supply if any (if selected) Account No : _____
Bank & Brach : _____
IFSC Code : _____

Date:

Signature with Seal of Authorized person

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. No.	Financial Year	Turnover in Lakhs (Rs.)
01	2024-25	
02	2023-24	

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 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: _____

FORMAT T 6

(to be furnished in the technical proposal envelope)

**Format for Affidavit certifying that the firm is not blacklisted
(On a Stamp Paper of Rs.20/-)**

Affidavit

I/We, M/s _____ (the name of the agency with address of the registered office) hereby certifies and confirm that we are not debarred by Department of Health & FW, Govt. of Odisha/ or any other entity of Govt. of Odisha or blacklisted by any state Government or Central Government / Department / Organization in India from participating in Tenders / Projects.

I/We further confirm that, our bidding proposal shall be liable for **rejection as well as initiation of legal** action by the tender committee in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during/after the agreement period.

Dated thisDay of, 2025

Full signature of the Bidder

Name:

Designation:

Seal: