



REQUEST FOR PROPOSAL (RFP)

Outsourcing of Diet Services (Dry, Liquid, Cooked) for Indoor Patients at Govt. Health Institutions

RFP Reference Nos: Diet/ Dist- Bargarh /1- 17(as mentioned in the Schedule of Submission : Section I for each District / Institution)

Date: _____

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

RPF NO _____/Diet, Bargarh Date _____

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

Schedule of Events:

1	Period of Availability of RFP Document	From 10.06.2021 to 30.06.2021 (Downloadable from website: www.bargarh.nic.in)
2	Pre-bid Meeting	Date : 18.06.2021, Time : 11.30 AM Address: Office of the CDM & PHO, Bargarh, Old Dist. Headquarter Hospital, Bargarh
3	Last date for submission of Proposal	Date:30.06.2021, Time: 2.00 PM Address: Chief District Medical & Public Health Officer, Old Dist. Headquarter Hospital, Bargarh - 768028 <i>NB : Proposals should be submitted through Speed post / Registered post / Courier</i>
4	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A& B) opening: 01.07.2021 at 3 PM at respective institution. <i>(Bidders / authorized representative may remain present at the time of opening of proposal)</i>

SECTION 1: SCHEDULE OF PROPOSAL SUBMISSION

Sl.	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
District : Bargarh					
1	Diet /DHH, Bargarh /01 dated 10.06.2021	DHH, Bargarh	The CDM & PHO, O/o of the Chief District Medical Officer, District Head Quarter Hospital, At/P.O. Bargarh, Dist. Bargarh, PIN 768028, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
2	Diet /SDH, Padampur /02 dated 10.06.2021	SDH, Padampur	The Superintendent, O/o of Sub-Divisional Medical Officer, Sub-Divisional Hospital, At/P.O. Padampur, Dist. Bargarh, PIN 768036, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
3	Diet/ CHC Attabira /03 dated 10.06.2021	CHC,Attabira	The MO I/C, O/o of Medical Officer, CHC Attabira, At/P.O. Attabira, Dist. Bargarh, PIN 768027, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
4	Diet/ CHC Pahadsrigida /04 dated 10.06.2021	CHC, Pahadsrigida	The MO I/C, O/o of Medical Officer, CHC Pahadsrigida, At/P.O. Pahadsrigid, Dist. Bargarh, PIN 768027, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
5	Diet /CHC Bheden /05 dated 10.06.2021	CHC,Bheden	The MO I/C, O/o of Medical Officer, CHC Bheden, At/P.O. Bheden, Dist. Bargarh, PIN 768104, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
6	Diet /CHC Katapali /06 dated 10.06.2021	CHC,Katapali	The MO I/C, O/o of Medical Officer, CHC Katapali, At/P.O. Katapali, Dist. Bargarh, PIN 768038, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
7	Diet /CHC Bhatli /07 dated 10.06.2021	CHC, Bhatli	The MO I/C, O/o of Medical Officer, CHC Bhatli, At/P.O. Bhatli, Dist. Bargarh, PIN 768030, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
8	Diet /CHC Bhukta /08 dated 10.06.2021	CHC, Bhukta	The MO I/C, O/o of Medical Officer, CHC Bhukta, At/P.O. Bhukta, Dist. Bargarh, PIN 768045, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
9	Diet /CHC Barpali/09 dated 10.06.2021	CHC, Barpali	The MO I/C, O/o of Medical Officer, CHC Barpali, At/P.O. Barpali, Dist. Bargarh, PIN 768029, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
10	Diet /CHC Agalpur /10 dated 10.06.2021	CHC, Agalpur	The MO I/C, O/o of Medical Officer, CHC Agalpur, At/P.O. Agalpur, Dist. Bargarh, PIN 768029, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
11	Diet /CHC Bijepur /11 dated 10.06.2021	CHC,Bijepur	The MO I/C, O/o of Medical Officer, CHC Bijepur, At/P.O. Bijepur, Dist. Bargarh, PIN 768032, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
12	Diet /CHC Sohela /12	CHC, Sohela	The MO I/C, O/o of Medical Officer,	30.06.2021,	01.07.2021

Sl.	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
	dated 10.06.2021		CHCSohela, At/P.O. Sohela, Dist. Sohela, PIN 768033, Odisha	Time: 2 PM	at 3 PM
13	Diet /CHC Jamla /13 dated 09.06.2021	CHC, Jamla	The MO I/C, O/o of Medical Officer, CHCJamla, At/P.O. Jamla, Dist. Bargarh, PIN 768049,Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
14	Diet /CHC Talpali /14 dated 10.06.2021	CHC, Talpali	The MO I/C, O/o of Medical Officer, CHCTalpali, At/P.O. Talpali, Dist. Bargarh, PIN 768036, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
15	Diet /CHC Gaisilet /15 dated 10.06.2021	CHC, Gaisilet	The MO I/C, O/o of Medical Officer, CHCGaisilet, At/P.O. Gaisilet, Dist. Bargarh, PIN 768037, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
16	Diet /CHC Bukuramunda /16 dated 10.06.2021	CHC, Bukuramunda	The MO I/C, O/o of Medical Officer, CHCBukuramunda, At/P.O. Paikmal, Dist.Bargarh, PIN 768039, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM
17	Diet /CHC Dava /17 dated 10.06.2021	CHC, Dava	The MO I/C, O/o of Medical Officer, CHCDava, At/P.O. Jharbandh, Dist. Bargarh, PIN 768042, Odisha	30.06.2021, Time: 2 PM	01.07.2021 at 3 PM

[Note: The details of the information is to be filled up depending on the District and the type of institutions under that district, for which the diet service is required]

SECTION 2- INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- Interested bidders fulfilling the eligibility criteria may submit their bid **separately for any or all the health institutions of the District. The bids are to be submitted at the respective institution (s) for which the bidder wants to participate.** Detailed description of the objectives, scope of services, deliverables and other requirements relating to “Provisioning of Diet Service sat Govt. 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;
- 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 CDMO / Director of the concerned health institution is without any right of appeal what so ever;
- 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 / SDMO / MO I/C of the concerned health institution.

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 / operating office in Odisha.
- III. The bidder must have minimum 3 years experience in diet preparation, supply & management of diet services in Government or Pvt. Health Institutions / Other Govt. Institutions. The bidder shall furnish the details of the past performance in the required format (Form T5) supported with the work order / contract copies.
- IV. In case of SHG / SHG Federation, the Technical committee is to take decision in view of their past experiences (to be furnished in the required format (Form T5) 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. **For DHH / SDH:** The bidder applying for DHH / SDH 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). In case of SHG / SHG Federation, the bidder must have minimum average annual turnover of Rs.30 Lakhs per year during the last three financial years (2016-17, 2017-18, and 2018-19). **For CHC:** The bidder applying for CHC 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). In case of SHG / SHG Federation, the bidder must have minimum average annual turnover of Rs.10 Lakhs per year during the last three financial years (2016-17, 2017-18, and 2018-19). The bidder has to furnish the details of their annual turnover certified by a chartered accountant in the required format (Form T4) supported by audited Profit / Loss Statement.
- VI. The Bidder must have valid labour registration certificate.
- VII. The bidder must have PAN.
- VIII. The bidder must have GST registration.

Note: ISO certification / Food License is not mandatory. However bidders having ISO certification / food license 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 of 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 **separately for any or all the health institutions of the District. The bids are to be submitted at the respective institution (s) for which the bidder wants to participate.** 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 **at the respective District / Institution**, 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, EMD as 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 / 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**(for **each institution** they want to participate) from any Nationalized / Schedule Bank payable at Bargarh / Padampur / Attabira / Pahadsrigida / Bheden / Katapali / Bhatli / Bhukta / Barpali / Agalpur / Bijepur / Sohela / Jamla / Talpali / Gaisilet / Bukuramunda / Dava / (name of the **institution** for which they want to bid) and in favour of RKS, DHH, Bargarh RKS, SDH Padampur CHC Attabira / RKS, CHC Pahadsrigida / RKS,CHC Bheden / RKS, CHC Katapali / RKS,CHC Bhatli / RKS, CHC Bhukta / RKS, CHC Barpali / RKS, CHC Agalpur / RKS, CHC Bijepur/ RKS, CHC Sohela / RKS, CHC Jamla / RKS, CHC Talpali / RKS, CHC Gaisilet / RKS, CHC Bukuramunda / RKS, CHC Dava / RKS, (name of the institution for which they want to bid).

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) amounting to **Rs. 10,000/-**(refundable) for DHH / SDH and **Rs.5,000/-**(refundable) for CHC in the shape of Banker's cheques / Demand Draft / Fixed Deposit (for **each institution** the bidder want to participate) from any Nationalized / Schedule Bank in favour of the RKS, DHH Bargarh / RKS, SDH Padampur and **Rs.5,000/-** (refundable) for RKS, CHC Attabira /RKS, CHC Pahadsrigida/ RKS,CHC Bheden/ RKS, CHC Katapali/ RKS,CHC Bhatli / RKS, CHC Bhukta / RKS, CHC Barpali /RKS, CHC Agalpur / RKS, CHC Bijepur/ RKS, CHC Sohela /RKS, CHC Jamla/ RKS, CHC Talpali /RKS, CHC Gaisilet /RKS, CHC Bukuramunda /RKS, CHC Dava (the **Institution name** for which the bidder want to submit their proposal) payable at Bargarh / Padampur / Attabira / Pahadsrigida/ Bheden / Katapali / Bhatli / Bhukta / Barpali / Agalpur / Bijepur / Sohela / Jamla / Talpali / Gaisilet / Bukuramunda/ Dava (the **District name** for which the bidder want to submit their proposal).

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 (Dry, Liquid, Cooked) to Indoor Patients, District / Institution Name _____”.**
- **Cover-B - Technical Proposal for Supply of Diet (Dry, Liquid, Cooked) to Indoor Patients, District & Institution Name _____”.**

(b) 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 (Dry, Liquid, Cooked) to Indoor Patients, District & Institution Name _____”.**
- **RFP no. and DHH & Institution Name** (The bidder should clearly mention the RFP no. & Dist. & Institution name for which the proposal is submitted)
- The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope.

(c) The inner and outer envelopes shall be **addressed** to the **CDM & PHO/ SDMO / MO I/c** (of the concerned health facility) at 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 the CDM & PHO / SDMO / MO I/C (of the concerned health facility) 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.10,000/-** (In case of DHH / SDH) and **Rs.5,000/-** (in case of CHC) in the shape of a Demand Draft in favor of **RKS, _____** (*name of the Institution for which the bidder is interested to bid*)
2. Bid document cost of Rs.500/- in the shape of a Demand Draft in favor of **RKS, _____** (*name of the Institution for which the bidder is interested to bid*)

II. CoverB (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to outsourcing of Diet Services at 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. Form T6 - Affidavit certifying that the bidder is not blacklisted.
12. 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. The bids are to be submitted at the respective institution (s) for which the bidder wants to participate.** 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;
 - (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/SDMO / MO I/C of the concerned health Institution 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 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 health institution keeping in mind the diet requirement of different category of patients.
7. The agency would be responsible for procurement of different items required for preparing diet and storing it properly. The health institution would not be responsible for any loss of procured items.
8. Perishable items would be supplied / procured on daily basis and for that supplier / suppliers would be identified jointly by the designated person of the health institution and the outsourced agency.
9. The Health Institution would have the right to monitor the quality of items purchased and used in the diet preparation process.
10. The agency would manage kitchen waste in a scientific manner with due consultation with the concerned hospital administration.
11. At any point of time i.e. during procurement of raw materials, processing, preparation of diet, serving the diet to the patients and cleaning the utensils / instruments, the dietician and/or any person from the health institution can visit and interact with concerned 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 health institution 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 Superintendent / Director/CDM & PHO / SDMO / MO I/c of the concerned health institution in person 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.
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 & its Price

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

Sl.	Category of Diet	Proposed Diet Rate* per Patient (Breakfast, Lunch & Dinner) per day (In Rs.)
1	General Diet	85/-
2	Paediatrics Diet	75/-
3	Dry Diet	75/-
4	Liquid Diet	85/-
5	High protein Diet for TB/ Cancer/ Burn patients	95/-

Note :

*The **Diet Rate per patient per day**(Breakfast, Lunch & Dinner) to be paid to the outsourcing agency shall includes **all costs** relating to food stuffs, raw vegetable, Spices, Edible Oils for cooking, fuel (LPG), Stove burners, cooking, distribution & cleaning, kitchen equipment, utensils, stainless steel diet trays for patients, food trolleys, manpower cost for cooking / distribution/ cleaning and service charges.

3.3 Category of Diet & its Food Stuff

1. General Diet

Food Stuff	Vegetarian	Calorie	Protein	Non-Vegetarian
Cereals	375gm	1294	26.25	375 gm
Pulses	75 gm	259	16.5	75 gm
Green Leafy Vegetables	100 gm	45	4	100 gm
Other Vegetables	200 gm	64	3.8	200 gm
Roots and Tubers	200 gm	146	2.6	200 gm
Fruits	100 gm	60	0.8	100 gm
Milk and milk products	500 ml	325	16	500 ml
Curd	100gm	65	3.2	
Egg	100gm	173	13.3	Egg(2 No.)
Sugar	20 gm	80		20 gm
Oil	25 ml	225		25 ml
Condiment and spices				
Calories		2563		2671
Proteins		73.15		83.25
Total Cost	Rs.85/-per patient / day			

2. Paediatric Diet

Food stuff	Vegetarian (in gms)	Calorie kcal	Protein gram	Non Vegetarian (in gms)
Cereals	180	621	12.6	180
Pulses	60	207	13.2	60
Green leafy vegetables	100	45	4	25
Other vegetables	100	32	1.9	75
Roots and tubers	100	73	1.3	75
Fruits	200	120	1.6	200
Milk	500 ml	325	16	250 ml
Curd	100gm	65	3.2	0
Egg	50gm	87	6.65	50 gms
Sugar	20	80		30
Oil	30	270		25
Condiment and spices		0		
Total Calories		1838		1860
Total Protein		53.8		57.25
Total cost	Rs.75/-per patient / day			

3. Dry food (Milk, Bread, Egg, Fruits):

Food stuff	Amount
Milk	1000 ml
Bread	400gm
Egg	2Nos.
Banana	2Nos.
Protein	90 gms
Calories	2055 Kcal
Total cost	Rs. 75/- per patient per day

4. Full Liquid Diet:

The full liquid diet can be provided to the patients in the pre or post operative stage for one or two days or based on the advice of the doctor and dietician. Only clear liquids such as milk, clear soup, fruit juice etc. should be given. This diet is to be used for a very short period of time. Full liquid diet may also be given to all patients with acute conditions including ICU patients as per the advice of the treating physician.

Food stuffs	Amount
Milk	1000ml
Fruit juice	500ml
Sugar	50gms
Rice, Dal, Vegetable soup	50gms
Dal	20gms
Vegetable	100gms
Total cost	Rs. 85/- per patient per day

5. High Protein Diet for TB/Burn/Cancer Patients:

Food Stuff	Vegetarian	Calorie	Protein	Non-Vegetarian
Cereals	375gm	1294	26.25	375 gm
Pulses	75 gm	259	16.5	75 gm
Green Leafy Vegetables	100 gm	45	4	100 gm
Other Vegetables	200 gm	64	3.8	200 gm
Roots and Tubers	200 gm	146	2.6	200 gm
Fruits	100 gm	60	0.8	100 gm
Milk and milk products	500 ml	325	16	500 ml
Curd	100gm	65	3.2	
Egg	200gm	246	26.6	Egg(4 No.)
Or Paneer / Cheese	50gm			
Sugar	20 gm	80		20 gm
Oil	25 ml	225		25 ml
Condiment and spices				
Calories		2563		2671
Proteins		73.15		83.25
Total Cost	Rs.95/-per patient / day			

3.4 Diet Menu

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

Day	Breakfast	Lunch	Dinner
Sunday	Idli -4pc, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass(250ml), Idli Mix-100gms, Refined oil-5gm, Fruit-100gms	Rice 1 ½ Bowl, dal – ½ Bowl, egg curry/cholepaneer curry -½ bowl& Mix veg curry - ½ bowl, Curd -100gm, Rice-175gms, Dal (Moong/Aharhar)-25gms, egg-1/ paneer-20,chole-30gms, & Vegetables-50gms,potato-50gms, vegetable/cabbage-50gms, Mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos Dalma – ½ bowl, choleSoyabean curry- ½ bowl, Milk- 1glass(250ml), Rice/atta-125gms,dal-25gms,Vegetable-50gms,potato-50gms,chole-25gms, Soyabean-25gm, Refined oil-10gms
Monday& Thursday	Uppama- 1 Bowl, Alumatar – ½ Bowl, 1 medium size Fruit, Milk- 1 glass 250ml, Suji-100gms,Alo-20gm, matar-20gms,oil-5gms Fruit-100gms	Rice 1 ½ Bowl, Dalma - 1 Bowl, leaf veg/cabbage fry - ½ bowl. , Curd -100gm, Rice-175gms,dal-25 gms,veg-50gms,potato-50gms, leafy veg/cabbagefry-50gm, Refined oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dalma– ½ bowl, AluSoyabean curry– ½ bowl, Milk-250ml, Rice/atta-125gms,dal-25gms,Vegetable-50gms,potato-50gms, Soyabean-25gm, Refined oil-10gms
Wednesday	Simei Upma-1 Bowl, Sambar- ½ Bowl, 1 medium size Fruit, Milk-1glass(250ml), Simei - 100gms, Potato-20gm, matar-20gms,oil-5gms Fruit-100gms	Rice 1 ½ Bowl, dal – ½ Bowl, egg curry/cholepaneer curry ½ bowl& Mix veg curry - ½ bowl, Curd -100gm, Rice-175gms,dal (Moong/Aharhar)-25gms, egg-1/ paneer-20gms, chole-30gms & Vegetables-50gms,potato-50gms,vegetable/cabbage-50gms, Mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dal – ½ bowl, Mix veg curry- ½ bowl, Milk- 1glass(250ml), Rice-125gms/atta-125gms,dal-25 gms, Vegetables-50gms,potato-50gms, soyabean-25gms, mustard oil-10gms
Tuesday & Saturday	ChudaSantula - 1 Bowl, Matar curry - ½ Bowl, Fruit, Milk 250ml, Chuda-100gms, matar-20gms,oil-5gms Fruit-100gms	Rice- 1 ½ Bowl dal – ½ Bowl, Veg chole curry - ½ Bowl, Leafy veg fry - ½ Bowl , Curd -100gm, Rice -150gms,dal-25gms, Vegetable-50gms,potato-50gms,Green leafy veg/ Cabbage-50gms, chole-25gms, mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dal – ½ bowl Mix veg curry- ½ bowl, egg/paneer curry Milk-1glass(250ml), Rice-125gms,dal-25gms,vegetable-50gms,potato-50gms, Egg-1/paneer- 30gm, Milk-250ml, Mustard oil-10gms
Friday	Idli -4pc, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass(250ml), Idli Mix-100gms, Refined oil-5gm, milk-250ml & Fruit-100gms	Rice - 1 ½ Bowl, Dalma - 1 Bowl,egg/paneer curry, leaf veg/cabbage fry - ½ bowl. , Curd -100gm, Rice150gms,dal-25gms,Vegetable-50gms, potato-50gms,egg-1/paneer-30gms, leaf vegetable/cabbage-50gms&mustard oil-10gm	Rice 1 ½ Bowl, Roti- 4nos, dal – ½ bowl Mix veg curry- ½ bowl, Milk- 1glass(250ml), Rice-125gms/atta-125gms, Dal-25 gms, Vegetables-50gms,potato-50gms, Chole-25gms, mustard oil-10gms

Bowl Volume: 250ml water

Roti: 01 no, medium size = 30gm atta (raw unit), Rice: 01 bowl = 300gm cooked weight (100gm raw unit), Dal/ Pulses/ legumes: 01 bowl = 125 gm cooked weight (25 gm raw unit), Mixed vegetable: 01 bowl = 200gm cooked weight, Seasonal fruit: 01 no = 100gm, Upma and Poha: 01 bowl = 300gm.

A2. DIET MENU FOR DIABETIC PATIENTS

Day	Breakfast	Lunch	Dinner
Sunday	Idli -4pc, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass(250ml), Idli Mix-100gms,Dal-20gm, Refined oil-5gm, Fruit-100gms	Rice 1 Bowl, Roti- 3nos, dal – ½ Bowl, egg curry/ cholepaneer curry ½ bowl& Mix veg curry - ½ bowl, Curd -100gm, Rice/Atta-100gms,dal (Moong/Aharhar)-25gms, egg-1/ paneer-20gms, chole-30gms & Vegetables-100gms, Vegetable/cabbage-50gms, Mustard oil-10gms	Roti- 3nos dalma – ½ bowl choleSoyabean curry- ½ bowl, Milk- 1glass(250ml), Atta-100gms,dal-25gms,Vegetable-100gms,chole-25gms, Soyabean-25gm, Refined oil-10gms
Monday& Thursday	Uppama- 1 Bowl, Matar curry – ½ Bowl, 1 medium size Fruit,Milk- 1 glass 250ml, Suji-100gms, matar-25gms, oil-5gms, Fruit-100gms	Rice 1 Bowl / Roti- 3nos, Dalma - 1 Bowl, leaf veg/cabbage fry - ½ bowl. , Curd -100gm, Rice/Atta-100gms,dal-25 gms,veg-100gms, leafy veg/cabbagefry-50gm, Refined oil-10gms	Roti- 3nos dalma– ½ bowl Soyabean curry– ½ bowl, Milk-250ml, Atta-100gms,dal-25gms,Vegetable-100gms, Soyabean-25gm, Refined oil-10gms
Wednesday	Simei upma-1 Bowl, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass(250ml), Simei - 100gms, Dal-20gms,oil-5gms Fruit-100gms	Rice 1 Bowl / Roti- 3nos, dal – ½ Bowl, egg curry/ cholepaneer curry ½ bowl& Mix veg curry - ½ bowl, Curd - 100gm, Rice/Atta-100gms,dal (Moong/Aharhar)-25gms, egg-1/ paneer-20,chole-30gms&vegetables-100gms,vegetable/cabbage-50gms, Mustard oil-10gms	Roti- 3nos dal – ½ bowl Mix veg curry- ½ bowl, Milk- 1glass(250ml), Atta- 100gms,dal-25 gms, vegetables-100gms, soyabean-25gms, mustard oil-10gms
Tuesday & Saturday	Chudasantula - 1 Bowl, matar curry - ½ Bowl, Fruit, Milk 250ml Chuda-100gms, matar-25gms,oil-5gms Fruit-100gms	Rice 1 Bowl / Roti- 3nos, dal – ½ Bowl, Veg chole curry - ½ Bowl, Leafy veg fry - ½ Bowl , Curd -100gm Rice -150gms,dal-25gms, Vegetable-100gms,Green leafy veg/ Cabbage-50gms, chole-25gms, mustard oil-10gms	Roti- 3nos dal – ½ bowl Mix veg curry- ½ bowl, egg/paneer curry Milk- 1glass(250ml) Atta-100gms,dal-25gms,vegetable-100gms, Egg-1/paneer- 30gm, Milk-250ml, Mustard oil-10gm
Friday	Idli -4pc, Sambar- ½ Bowl,1 medium size Fruit, Milk- 1glass(250ml), Idli Mix-100gms, Dal-20gm, Refined oil-5gm, milk-250ml & Fruit-100gms	&mustard oil-10gm Rice 1 Bowl / Roti- 3nos, Dalma - 1 Bowl,egg/paneer curry, leaf veg /cabbage fry - ½ bowl , Curd - 100gm, Rice/Atta-100gms, dal-25 gms, Vegetable-100gms, egg-1/paneer-30gms, leafy vegetable/cabbage-50gms	Roti- 3nos dal – ½ bowl Mix veg curry- ½ bowl, Milk- 1glass(250ml), Atta- 100gms,dal-25 gms, Vegetables-100gms, Chole-25gms, mustard oil-10gms

A3. DIET MENU FOR DIARRHOEA PATIENTS

Day	Breakfast	Lunch	Dinner
Monday & Thursday	Sagokhir/ milk barley, banana, Sago/ barley-50gms, milk-250 ml, Sugar-30gms, Fruit 100gm i.e Banana-2	Khichdi, & boiled potato, Curd -100gm, Rice-80gm, Moong dal-25gm, Potato-50gm, Oil-10gm,	Roti/ White bread, Milk, Dalma, Banana, Wheat flour: 70gm/ White bread-80gm, Dal: 15gm, Potaoe-25gm, Vegetables: 100 gm, oil-10gm, Milk-250ml, Fruit 100gm i.e Banana-2
Tuesday & Saturday	Mandiakhir/ milk barley, banana, mandia 50gms/ barley-50gms, milk-250ml, Sugar-30gms, Fruit 100gmi.e Banana-2	Khichdi, & boiled potato, Curd -100gm, Rice-80gm, Moong dal-25gm Potato-50gm, Oil-10gm,	Roti/ White bread, Milk, Dalma, Banana, Wheat flour: 70gm/ White bread-80gm, Dal: 15gm, Vegetables: 100gm, oil-10gm, Milk-250ml, Fruit 100gm i.e. Banana-2
Wednesday & Friday & Sunday	Chudakhir/ milkbarley, banana, chuda- 50gm/ barley-50gms, milk-250ml, Sugar-30gms, Fruit 100gm i.e Banana-2	Khichdi, & boiled potato, Curd -100gm, Rice-80gm, Moong dal-25gm, Potato-50gm, Oil-10gm,	Roti/ White bread, Milk, Dalma, Banana, Wheat flour: 70gm/ White bread-80gm, Dal: 15gm, Vegetables: 125gm, oil-10gm, Milk-250ml, Fruit 100gm i.e Banana-2

A4. DIET MENU FOR JAUNDICE PATIENTS

Day	Breakfast	Lunch	Dinner
Sunday	SemaiUpama with vegetable, Seasonal fruit, Semai-100gms, Vegetable – 50gms Fruit-100gms (banana-2/guava-1/Apple-1/Orange- 1/Mango-1), oil-5gm	Rice, dal & Mix veg curry, Curd -100gm, Rice-150 gms, dal (Moong/Aharhar)-25gms, Vegetables-100gms, potato-50gms, Leafy vegetable/cabbage-50gms, Mustard oil-10gms	Rice/Roti, dalma, Rice/atta-100 gms, dal-25gms, Vegetable-50gms, potato-50gms, Refined oil-5gms
Monday & Thursday	Uppama, alu curry & fruit, Suji-50gms and semai-50gms, potato-50gms, matar-20gms, oil-5gms & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1)	Rice, Dalma, leaf veg/cabbage fry, Curd -100gm, Rice-150gms, dal-25 gms, veg-100gms, leafy veg/cabbagefry-50gm, Refined oil-10gms	Rice/Roti, dalma, Alu curry, Rice/atta-100gms, dal-25gms, Vegetable-50gms, potato-50gms, Refined oil-5gms
Wednesday	SujiUpama with vegetable, Seasonal fruit, Suji-100gms, Vegetable – 50gms, Fruit-100gms (banana-2/guava-1/Apple-	Rice, dal Mix veg curry, Curd -100gm, Rice-150gms, dal (Moong/Aharhar)-25gms & Vegetables-100gms, potato-50gms, vegetable/cabbage-50gms, Mustard oil-10gms	Rice/roti, Dal, Mix veg curry, Rice/atta-100 gms, dal-25 gms, Vegetables-50gms, potato-50gms, mustard oil-5gms

	1/Orange-1/Mango-1), oil-5gm		
Tuesday & Saturday	Chudasantula/bun, alu curry & Fruit, Chuda- 100gms/bun-100gms, potato-50gms, oil-5gms Fruit-100gms (banana- 2/guava-1/Apple- 1/Orange-1/Mango-1)	Rice, dal, Veg curry, Leafy veg fry, Curd -100gm, Rice -150gms,dal-25gms, Vegetable-100 gms, Green leafy veg/ Cabbage-50gms, mustard oil-10gms	Rice/roti, Dalma, Rice/atta- 100 gms,dal-25gms,Vegetable- 50gms, potato-50gms, Milk- 250ml, Mustard oil-5gms
Friday	SemaiUpama with vegetable, Seasonal fruit, Semai-100gms,Vegetable – 50gms Fruit-100gms (banana-2/guava-1/Apple- 1/Orange- 1/Mango-1) oil-5gm	Rice,Dalma, leaf veg/cabbage fry, Curd - 100gm, Rice150gms,dal- 25gms,Vegetable-100gms, potato-50gms, leaf vegetable/cabbage-50gms&mustard oil-10gm	Rice/roti, Dal, Mix veg curry, Rice/atta-100 gms,dal-25 gms, Vegetables-50gms,potato- 50gms, mustard oil-5gms,

A.5 DIET MENU FOR LIVER CIRRHOSIS PATIENTS

Day	Breakfast	Lunch	Dinner
Sunday	Semaikheeri, Seasonal fruit, Semai-50gms, sugar-20gms, milk-250ml & Fruit-100gms (banana- 2/guava-1/Apple- 1/Orange-1/Mango-1), oil-5gm	Rice, dal , & Mix veg curry, Paneer- 50gm, Curd-100gms, Rice-100gms,dal (Moong/Aharhar)-50gms & vegetables- 50gms, potato-50gms, Soyabean-25gm, Mustard oil-5gms	Rice/Roti, dalma, choleSoyabean curry, Milk- 250ml, Rice/atta-50 gms, dal- 50gms, Vegetable-50gms, potato-50gms, chole-25gms, Soyabean-25gm, Refined oil- 5gms, Milk-250ml
Monday & Thursday	Uppama, matar & fruit, Milk 250ml, Suji-50gms and semai-50gms, Milk 250ml, matar-20gms,oil- 5gms & Fruit-100gms (banana-2/guava-1/Apple- 1/Orange-1/Mango-1)	Rice, Dal, Mix Veg Soyabean curry, Paneer-50gm, Curd-100gms, Rice- 100gms, dal-40 gms, veg-50gms, potato- 50gms, Soyabean-50gm, Refined oil- 5gms	Rice/Roti, dalma, Milk-250ml, Rice/atta-50gms,dal-40gms, Vegetable-50gms, potato- 50gms, Refined oil-5gms, Milk
Wednesday	Sujikheeri , Seasonal fruit, Suji-100gms, sugar- 20gms, milk-250ml & Fruit-100gms (banana- 2/guava-1/Apple- 1/Orange-1/Mango-1) oil-5gm	Rice, dal , & Mix veg curry, Paneer- 50gm, Curd-100gms, Rice-100gms,dal (Moong/Aharhar)-50gms & vegetables- 50gms, potato-50gms, Soyabean-25gm, Mustard oil-5gms	Rice/Roti, dalma, choleSoyabean curry, Milk- 250ml, Rice/atta-50gms,dal- 50gms, Vegetable-50gms, potato-50gms, chole-25gms, Soyabean-25gm, Refined oil- 5gms, Milk-250ml
Tuesday & Saturday	Chudasantula/bun, matar curry & Fruit, Milk 250ml, Chuda-50gms/bun- 100gms, matar-20gms,oil- 5gms Fruit-100gms (banana-2/guava-1/Apple-	Rice, dal, Veg chole curry, Paneer- 50gm, Curd-100gms, Rice -100gms,dal- 40gms, Vegetable-50gms,potato-50gms, chole-25gms, mustard oil-5gms	Rice/roti, Dal, Mix veg curry, Milk, Rice/atta-50gms,dal- 40gms,vegetable- 50gms,potato-50gms, Soyabean-50gm, Milk-250ml, Mustard oil-5gms

	1/Orange-1/Mango-1)		
Friday	Semaikhir& seasonal fruit, Semai-50gms, Refined oil-5gm, sugar-20gms,milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1)	Rice, dal, Mix veg Chole curry, Paneer-50gm, Curd-100gms, Rice-100gms, dal (Moong/Aharhar)-50gms & Vegetables-50gms, potato-50gms, Chole-25gm, Mustard oil-5gms	Rice/roti, Dal, Mix veg Soyabean curry, Milk-250ml, Rice/atta-50gms,dal-50 gms, Vegetables-50gms, potato-50gms, Soyabean-50gm, mustard oil-5gms

A6. DIET MENU FOR CARDIAC DISEASE

Day	Breakfast	Lunch	Dinner
Monday & Thursday	Uppama, alumatar& fruit, Milk 250ml, Suji-50gms Milk 250ml, matar-20gms,oil-5gms & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1)	Rice/Roti, Dalma, green leafy veg & cucumber, Curd-100gms/ Egg white 1, Rice/Atta(whole wheat)-100 gms, Dal-30gms,vegetable-100gms, leaf veg /cabbage-100gms,mustard oil-5ml& cucumber-1	Roti, Dalma, Soyabeanvegetable curry, One tomato/Cucumber, Atta(whole wheat)-50gms, Dal-30gms,vegetable-Soyabean-25gm, 50gms, refined oil-5 ml and veg-100gm
Tuesday&Saturday	Chudasantula/bun, matar curry& Fruit, Milk 250ml, Chuda-50gms/bun-100gms, matar-20gms,oil-5gms Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1)	Roti/Rice, Dal, cucumber, leafveg/cabbage fry, Mix veg Chole curry, Curd-100gms/ Egg white 1, Rice/Atta(whole wheat)-100 gms, Dal-20 gms,Chole-25gm, vegetable-100gms, leaf veg/cabbage-50gms, refined oil-5 ml&cucumber-1	Roti, dalma, Mix vegetable curry, One tomato, Milk-250ml, Atta(whole wheat)-50 gms Dal-20 gms, vegetable-100gms, refined oil-5ml
Wednesday	sujikheeri , Seasonal fruit, Suji-50gms, sugar-20gms,milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1) oil-5gm	Roti/Rice, Dal, cucumber, Mix veg Soyabean curry, Curd-100gms/ Egg white 1, Rice/Atta(whole wheat)-100 gms Dal-30 gms,vegetable-50 gms, Soyabean-50gm, leafveg/cabbage-50 gms, refined oil-5ml&cucumber-1	Roti, dalma, vegetable curry, One tomato, leafy veg /cabbage fry, Atta(whole wheat)-50 gms, Dal-30 gms,vegetable-50, leafveg/cabbage-100gms,refined oil-5ml&veg-100gms
Friday	Semaikhir& seasonal fruit, Semai-50gms, Refined oil-5gm, sugar-20gms,milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1)	Roti/Rice, Dal, cucumber, leafveg/cabbage fry, Mix veg Chole curry, Curd-100gms/ Egg white 1, Rice/Atta(whole wheat)-100 gms, Dal-20 gms,Chole-25gm, vegetable-100gms,leafveg/cabbage-50gms, refined oil-5 ml&cucumber-1	Roti, dalma, Mix vegetable curry, One tomato, Milk-250ml, Rice/Atta(whole wheat)-50 gms Dal-20 gms, vegetable-100gms, refined oil-5ml
Sunday	Semaikheeri, Seasonal fruit, Semai-50gms,sugar-20gms,milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-	Roti/Rice, Dal, cucumber, Mix veg Soyabean curry, Curd-100gms/ Egg white 1, Rice/Atta(whole wheat)-100 gms Dal-30 gms,vegetable-50 gms, Soyabean-50gm, leafveg/cabbage-50 gms&refined	Roti, dalma, vegetable curry, One tomato, leafy veg /cabbage fry, Rice/Atta(whole wheat)-50 gms Dal-30 gms,vegetable-50,

1/Orange-1/Mango-1) oil-5gm	oil-5ml&cucumber-1	leafveg/cabbage-100gms gms,refined oil-5ml&veg- 100gms
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A7 Weekly Diet Menu for Chronic Renal Failure [CRF] / Chronic Kidney Disease [CKD]

Day	Breakfast	Lunch	Dinner
Sunday	Porridge (Sagoo)Raw-100gm, Milk-100gm,Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm),Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato,Egg white of one egg	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels100gm-Milk, 30gm-Sugar
Monday	SagooRaw-100gm,Milk-100gm Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk, 30gm-Sugar
Tuesday	SemiaRaw-100gm, Milk-100gm, Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk, 30gm-Sugar
Wednesday	SemiaRaw-100gm,Milk-100gm,Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato,Egg white of one egg	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk, 30gm-Sugar
Thursday	ChudaRaw-100gm, Milk-100gm, Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk, 30gm-Sugar
Friday	ChudaRaw-100gm, Milk-100gm, Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato, Egg white of one egg	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk, 30gm-Sugar
Saturday	RiceRaw-100gm, Milk-100gm, Sugar-30gm to taste	Rice-150gm, Dal-1 cup(15gm), Sabji(Seasonable vegetable except Green Leafy Vegetable, Potato & Tomato	Rice/Rotti, Sabji-150gm, Porridge-(kheer)-50gm-Cerels, 100gm-Milk,30gm-Sugar

B) Daily Menu of Diet for Children :

Day	Breakfast	Lunch	Dinner
Sunday	SemaiKhir, FruitSemai-50gms,sugar-20gms, milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1), Oil-5gm	Rice, Dalma& egg curry/Cholepaneer curry, leafyveg/cabbage fry, Curd - 100gm,Rice-80gms,dal-30gms,vegetable-50gms,potato-25gms,egg-1, paneer-20 gm., chole-30gms&leaf vegetable/cabbage-25gms, Mustard oil-12gms	Rice/Roti, Dalma, Rice/atta-50gms, Dal-30gms, Vegetable-25gms,potato-50gms,Refined oil-8gms

Monday & Thursday	Uppama, Alumatar, Fruit, Milk, Suji-25gms and semai-25gms, matar-20gms, & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1), Oil-5gm, Milk-250ml	Rice, Dalma, Alusoyabean curry & leaf veg/cabbage fry, Curd -100gm, Rice-80gms, Dal-30gms, veg-50gms, potato-50gms, Soyabean-25gm, leafveg/cabbage-100gms, Refined oil-12gms	Rice/Roti, Dal, Mix veg curry, Milk, Rice-50gms/atta-50gms, dal-30gms, Vegetable-50gms, potato-50gms, mustard oil-8gms, Milk-250ml
Wednesday	SujiKhir, Fruit, Suji-50gms, sugar-20gms, milk-250ml & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1), Oil-5gm	Rice, Dalma& egg curry/Cholepaneer curry, leafyveg/cabbage fry, Curd -100gm, Rice-80gms, dal-30gms, vegetable-50gms, potato-50gms, egg-1, paneer-20gms, chole-30gms, & leaf vegetable/cabbage-100gms, Mustard oil-12gms	Rice/Roti, Dal, Mix veg curry, Rice-50gms/atta-50gms, Dal-30gms, Vegetable-50gms, potato-50gms, mustard oil-10gms
Tuesday & Saturday	ChudaSantula/bun, Matar curry&Fruit, Milk, Chuda-50gms/bun-50gms, matar-20gms & Fruit-100gms (banana-2/guava-1/Apple-1/Orange-1/Mango-1), Oil-5gm, Milk-250ml	Rice, Dalma, Alusoyabean curry & leaf veg/cabbage fry, Rice-100gms, dal-30gms, veg-50gms, potato-50gms, Soyabean-25gm, leafveg/cabbage-100gms, Refined oil-12gms	Rice/Roti, Dal, Mix veg curry, Milk, Rice-50gms/atta-50gms, dal-30gms, Vegetable-50gms, potato-50gms, mustard oil-8gms, Milk-250ml
Friday	SemaiKhir& fruit, Semai-50gms, sugar-20gms, milk-250ml&banana-2/guava-1	Rice, Dalma& egg curry/CholePaneer curry, leafyveg/cabbage fry, Curd -100gm, Rice-80gms, dal-0gms, vegetable, -50gms, potato-50gms, egg-1, paneer-20, chole-30gms & leaf vegetable/cabbage-25gms, Mustard oil-12gms	Rice/Roti, Dalma, Rice/atta-50gms, Dal-30gms, Vegetable-50gms, potato-50gms, Refined oil-8gms

C) Dry food (Milk, Bread, Egg, Fruits):

Food stuff	Breakfast	Lunch	Dinner
Milk	500ml		500ml
Bread	200gm		200gm
Banana		2nos	
Egg		2nos	

D) Full liquid diet

Clear Liquid Diet would be provided to the patients in the pre or post operative stage for **one or two days** or based on the **advice of the doctor and dietician**. This diet should be completely free of any solids even those found in the milk. Only clear liquids such as tea or coffee without cream or milk, clear soup etc. should be given. This diet is to be used for a very short period of time. Full liquid diet should be given for all acute conditions before diagnosis.

Food stuffs	Amount
Milk	1000ml
Fruit juice	500ml
Sugar	50gms
Rice, Dal, Vegetable soup (rice)	50gms
Dal	20gms
Vegetable	100gms

E) DIET MENU FOR TB/BURN/CANCER PATIENTS

Day	Breakfast	Lunch	Dinner
Sunday	Idli -4pc,Sambar- ½ Bowl,1 medium size Fruit, Milk- 1glass(250ml), 2 Eggs/ 50gm paneer, Idli Mix-100gms, Refined oil-5gm, Fruit-100gms	Rice 1 ½ Bowl, dal – ½ Bowl, egg curry/ cholepaneer curry ½ bowl& Mix veg curry - ½ bowl, Curd -100gm, Rice-175gms,dal (Moong/Aharhar)-25gms, egg-1/paneer-20,chole-30gms, & Vegetables-50gms,potato-50gms, Vegetable/cabbage-50gms, Mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dalma – ½ bowl, choleSoyabean curry- ½ bowl, Milk- 1glass(250ml), Rice/atta-125gms,dal-25gms,Vegetable-50gms,potato-50gms,chole-25gms, Soyabean-25gm, Refined oil-10gms
Monday& Thursday	Uppama- 1 Bowl, Alumatar – ½ Bowl, 1 medium size Fruit,Milk- 1 glass 250ml, 2 Eggs/ 50gm paneer, Suji-100gms,Alo-20gm, matar-20gms,oil-5gms Fruit-100gms	Rice 1 ½ Bowl, Dalma - 1 Bowl, leaf veg/cabbage fry - ½ bowl. , Curd -100gm, Rice-175gms,dal-25 gms,veg-50gms,potato-50gms, leafy veg/cabbagefry-50gm, Refined oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dalma– ½ bowl AluSoyabean curry– ½ bowl, Milk-250ml, Rice/atta-125gms,dal-25gms,Vegetable-50gms,potato-50gms, Soyabean-25gm, Refined oil-10gms
Wednesday	Simeu upma-1 Bowl, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass(250ml), 2 Eggs/ 50gm paneer, Simeu - 100gms,Alo-20gm, matar-20gms,oil-5gms Fruit-100gms	Rice 1 ½ Bowl, dal – ½ Bowl, egg curry/ cholepaneer curry ½ bowl& Mix veg curry - ½ bowl, Curd -100gm, Rice-175gms,dal (Moong/Aharhar)-25gms, egg-1/paneer-20,chole-30gms & Vegetables-50gms,potato-50gms,vegetable/cabbage-50gms, Mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dal – ½ bowl Mix veg curry- ½ bowl, Milk- 1glass(250ml), Rice-125gms/atta-125gms,dal-25 gms, Vegetables-50gms,potato-50gms, soyabean-25gms, mustard oil-10gms
Tuesday & Saturday	Chudasantula - 1 Bowl, matar curry - ½ Bowl, Fruit, Milk 250ml, 2 Eggs / 50gm paneer, Chuda-100gms, matar-20gms,oil-5gms Fruit-100gms	Rice- 1 ½ Bowl dal – ½ Bowl, Veg chole curry - ½ Bowl, Leafy veg fry - ½ Bowl , Curd -100gm, Rice -150 gms, dal-25gms, Vegetable-50gms, potato-50gms, Green leafy veg/ Cabbage-50gms, chole-25gms, mustard oil-10gms	Rice 1 ½ Bowl, Roti- 4nos dal – ½ bowl Mix veg curry- ½ bowl, egg/paneer curry, Milk- 1 glass (250ml), Rice-125gms, dal-25 gms, vegetable -50gms, potato-50gms, Egg-1/paneer- 30gm, Milk-250ml, Mustard oil-10gms

Friday	Idli -4pc, Sambar- ½ Bowl, 1 medium size Fruit, Milk- 1glass (250ml), 2 Eggs/ 50gm paneer, Idli Mix-100gms, Refined oil-5gm, milk-250ml & Fruit-100gms	Rice 1 ½ Bowl, Dalma - 1 Bowl,egg/paneer curry, leaf veg/cabbage fry - ½ bowl., Curd - 100gm, Rice150gms, dal-25 gms, Vegetable-50gms, potato-50gms,egg-1/paneer-30gms, leaf vegetable/cabbage-50gms, & mustard oil-10gm	Rice 1 ½ Bowl, Roti- 4nos, dal – ½ bowl, Mix veg curry- ½ bowl, Milk- 1glass(250ml), Rice-125 gms/atta-125gms, dal-25 gms, Vegetables-50gms, potato – 50 gms, Chole-25gms, mustard oil-10gms
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1 – Bowl - volume 250ml water, Roti: 01 no, medium size = 30gm atta (raw unit), Rice: 01 bowl = 300gm cooked weight (100gm raw unit), Dal/ Pulses/ legumes: 01 bowl = 125 gm cooked weight (25 gm raw unit), Mixed vegetable: 01 bowl = 200gm cooked weight, Seasonal fruit: 01 no = 100gm, Upma and Poha: 01 bowl = 300gm,

Note:

The diet menu is suggestive and may change as per the availability of the proposed items. The concerned dietician / medical officer would be the final authority to take appropriate decision on the menu without compromising the quality.

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 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.

3.6 Storage of Commodities / Raw Materials

1. Storage of commodities / raw materials would be the responsibility of the outsourced agency. However, it is to be monitored from time to time by the dietician / assistant dietician of the health institution or any other persons assigned for the purpose. The perishable and non-perishable items should be stored as per the storage specification norms.
2. Care should be taken to avoid quality degradation of the food commodities due to humidity, rodents, insects etc.

3.7 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.

3.8. 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.

3.9 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. In every Public Health Institutions, including CHCs and Area Hospitals, DVC would be constituted taking RKS members and medical staff of the concerned hospital. ADMO Medical 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 Health Institution on a periodic basis [time frame is to be decided by the CDMO/ADMO, Med]. 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 Role & Function of Dietetics Section in the Health Institution:

The dietetics section would be expected to perform important functions in dietary services and management. The basic responsibility of dietetics section would be;

- a) Menu Planning;
- b) Requisition of needed supplies;
- c) Establishment and maintenance of safe food storage practices;
- d) Selection, training, assignment of duties, supervision of personnel;
- e) Supervision of departmental sanitation;
- f) Establishment of adequate records and supervision of record keeping, budget planning, etc.

3.12 Role of Dietician / Nutritionist:

- a) Periodic check of the quality of food materials
- b) Diet related counseling 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.

Apart from this, the dietician would be responsible for the management of therapeutic diets including modifications of the general menus to meet the needs of the patient and maintaining diet records;

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.

3.13 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

3.14 Storage & Stock

- a) The agency outsourced for diet preparation would be responsible for maintaining the store and stock. The agency should assign the responsibility of store keeping to person/s recruited by him/her;
- b) In case of dry diet, the health institution would maintain the store and stock; In such cases, one person would be assigned with the responsibility of the store and stock who would perform the following role.

3.15 Cleanliness:

- a) **Kitchen Staff:** The kitchen staff should wear clean uniform while on duty and keeping themselves clean i.e. keeping hands cleaned properly including finger nails before cooking, limited conversation among them while cooking and serving, keeping utensils clean and maintaining kitchen cleanliness.
- b) **Dishes/Utensils:** Cleaning of the dishes properly, before and after the use, would be the responsibility of the outsourced agency. However, it would be monitored by the Hospital Sanitation Committee from time to time. The dishes are to be cleaned and sterilized before and after use so that possible contamination can be avoided. Before service, it should be ensured that the dishes are properly cleaned, sterilized and dried. After the use, all the soiled dishes will be collected and

placed in one place for washing. The soiled dishes should be cleaned with hot and soapy water. After wash, the dishes should be cleaned to leave no water stain on the dishes. Again before serving, the dishes should be inspected and used. To avoid contamination, which is expected between the cleaning and serving, the dishes should be cleaned once again with boiled water before serving.

3.16 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) Person/s 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 health institution periodically, at least once in every month and more particularly during sickness.

3.17 General Service Requirements of the Agency

- a) Operation, Maintenance of Kitchen equipment including cooking & distribution of the cooked food as per menu/diet chart to each hospital bed and collection of dirty dishes from each bed to the Kitchen for cleaning and proper disposal of the hospital kitchen wastes on daily basis at the respective health institution.
- b) Providing of good quality hygienic and qualitative food to patients from a Kitchen where Kitchen should be conducted under conditions which are controlled, thereby contributing to a reduction in the incidence of contamination in the hospital.
- c) Collection of dirty plates from each bed (Patients) from Hospital to Kitchen for washing & cleaning. If required, testing & inspection as quality checking and delivery to the each bed and maintaining record with log book/ challan on daily basis.
- d) Co-ordination with the hospital authority in arranging food/meal on day to day basis for patient and hospital needs.
- e) Setting up a comprehensive Kitchen facility within the space allocated in the concerned health institution to fulfil the requirements of Kitchen suitable for providing hygienic & qualitative meal to patients and to avoid any spread of unforeseen contamination.
- f) Keeping up In-house Kitchen & store for the concerned health institution functional to serve the breakfast, lunch & dinner in stipulated time as per requirement of the health institution.

- g) Ensuring of comprehensive Patient Dietary services with utmost care for all equipment and resultant services during the out sourced period.
- h) Providing of necessary Preventive & Breakdown maintenance of Kitchen Room and all Kitchen equipment
- h) Operation and Maintenance of Kitchen with trained engineers/mechanics.

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

- a) The engagement shall be for a **period of two years** from the signing of contract.
- b) The contract shall be signed initially for a period of one year which may 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 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 15 days of signing 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 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 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 seven working days of submission of bills / vouchers /supporting documents.

4.6 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) For not wearing Uniform/Hand gloves/Cap/Shoes or not possessing identity cards a penalty of Rs.100/- per person/day shall be deducted from the bill as penalty.
- (c) A penalty of Rs.5,000/- in a month shall be deducted for not using the required quantity of meal/food by the agency.
- (d) A penalty of cost per meal per person for shortfall of meal shall be recovered from the agency.
- (e) The amount of penalty shall be deducted from the bill of the agency.

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 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 do 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 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.

4.8 Modifications

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.

4.9 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 by 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, earthquake, 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 or 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, a suspension or failure to provide Services on the occurrence of a Force Majeure event will be 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/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.

4.11 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 concerned District jurisdiction only.

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 (DHH / SDH / CHC)** by the concerned authority.

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	03 year experience (2 years for SHG) in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength / persons of 30 to 100 = 5marks	
			03 year experience (2 years for SHG) in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength / persons of >100to200 = 10marks	
			03 or more years experiences (2 years for SHG) in preparation and supply of Diet in Health Intuition / other institutions having bed strength /persons of >200 to 300 = 15marks	
			03 or more years experiences (2 years for SHG) in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength /person of more than 300 = 20marks	
2	Annual Average Turnover (Rs.)	20	<u>For DHH & SDH</u> <u>For bidders other than SHG</u> Below Rs. 1.00cr = 0 >Rs. 1.00cr and <= RS.2 Crs : 10marks >Rs.2 Crs = 20 marks	

			<u>For SHG / SHG Federation</u> For women Self Help Groups [SHG / SHG Federation] Below Rs.30 lakhs = 0 >Rs.30 lakhs to Rs.50 lakhs = 10marks More than Rs.50 lakhs = 20marks	
			<u>For CHC/PHC</u> <u>For bidders other than SHG</u> Below Rs.30 Lakhs = 0 >Rs.30 lakhs to Rs.50 lakhs = 10marks More than Rs.50 lakhs = 20marks	
			<u>For SHG / SHG Federation</u> For women Self Help Groups [SHGs / SHG Federation] Below Rs. 10 lakhs = 0 >Rs.10 lakhs to Rs.30 lakhs = 10marks More than Rs.30 lakhs = 20marks	
3	No. of Diet Services (Preparation, Supply & Management) executed in different Institutions (not less than 30 beds / persons (executed during the last three years))	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 proposes to implement the diet service based on the TOR of the RFP (for max. 15 minutes)	

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 **more marks** in the Sl. No.3 of the above Table (No. of Diet Services in different institutions) shall be awarded the contract.
- 3) In case the total marks as well as the marks in Sl. No.3 of the above table by two or more bidders become equal, then the bidder having the higher average annual turnover shall be awarded the contract.

5.3 In case of a selected bidder, they 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 notification of award and before signing 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**

RFP FORMATS

Diet Services at Govt. Health Institutions

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: *(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. _____ /-		
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 Quality Certificates : ISO 9001, Food Licence / Registration certificate		
11	Format – T6 (Format of Affidavit regarding the firm is not blacklisted)		
12	Copy of the Registration certificate (Certificate of Incorporation)		
13	Copy of the GST registration certificate		
14	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

Re. : 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 (Dry, Liquid, Cooked) to Indoor patients.**

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: _____

(Organization Seal)

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.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
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	Whether any criminal case was registered against the company or any of its promoters in the past?				Yes / No	

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</i> <i>(furnish the copy)</i>				
12	<i>Copy of Quality Certification : ISO 9001, Food License / Registration</i> <i>(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.	Name of the Bank :			
	b.	Name of the Account & Full address of the Branch concerned :			
	c.	Account no. of the bidder :			
	d.	IFS Code of the Bank :			
<i>Date:</i>		<i>Office Seal</i>		<i>Signature of the bidder / Authorized signatory</i>	

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: _____(Organization Seal)

15/06/2021
 8-6-2021
 Chief District Medical and Public Health Officer, Bargarh

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

We further confirm that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated thisDay of, 2021

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)