

OFFICE OF THE DIRECTOR  
ACHARYA HARIHAR REGIONAL CANCER CENTRE , MANGALABAG, CUTTACK

No.1407/AHRCC, Cuttack dated the 3<sup>RD</sup> April, 2013

Sealed tenders are invited in two bid system from the registered diet preparation and catering firm to supply and distribute diet (Both Dry and Cooked) as per menu to the Indoor patients of AHRCC, Cuttack, on an annual contract basis. The last date of submission of tender through Regd.Post/Speed Post only which should be received on or before 22<sup>nd</sup> April,2013 by 5.00 PM and will be opened on 26<sup>th</sup> April,2013 at 3.00 PM. The tender paper shall available in the cash counter of the undersigned from 10 A.M to 2 P.M as well as in the web site of AHRCC ( <http://as.ori.nic.in/ahrccodisha>, <http://www.dmetorissa.gov.in> ) on payment of Rs.1000/- (One thousand) only (non refundable by way of cash/DD in favour of “Director, A.H. Regional Cancer Centre” payable at Cuttack.

Director  
Acharya Harihar Regional Cancer Centre

OFFICE OF THE DIRECTOR,  
ACHARYA HARIHAR REGIONAL CANCER CENTRE, MANGALABAG, CUTTACK-753007  
Ph. (0671-2304264

**TENDER PAPER FOR DIETARY ARTICLE**

TENDER NOTICE NO.1407 DT.3.4.2013.

Sealed tender are invited by the Director A.H. Regional Cancer Centre cuttack functioning under Department of Health and Family welfare, Government of Odisha invites Sealed Tender in two bid system from the eligible registered diet preparation and catering firm to prepare and distribute diet ( Both dry & cooked) to the Indoor patients of AHRCC, Cuttack on annual contract basis.

Interested Bidders are to submit "Technical Bid" & Financial Bid" for providing services required for diet preparation and diet related services as per the standard norm and procedure of Government of Odisha.

2. The hospital administration is not bound to accept any bid/s, and reserves the right to terminate the selection process at any time prior to the award of the contract, without showing any reason thereby. Keeping the greater interest of indoor patients in mind, the contract of the selected/awarded agency may also be terminated by the hospital administration if prescribed quality standards are not adhered to. However, hospital administration is not bound to show any reason for cancellation of the bidding process or termination of contract .

3. The potential bidders can avail the tender/bid document from the cash counter of undersigned paying Rs. 1000/- by way of cash. The amount paid towards the bid document would be non-refundable. Those who download the tender form from the web side they have to submit a Demand Draft of Rs. 1000/- (Rupees one thousand) only in favour of the Director, A.H. Regional Cancer Centre, Cuttack along with the tender. The tender document is not transferable to any other bidder.

4. The bidder is expected to examine all instructions forms terms specification and other information in the bid/tender document failure to furnish all information required for bidding or to submit the bid may be considered for rejection.

5. The bidder would bear all costs in connection with the preparation of the bid and its submission. The hospital administration would not bear any bid preparation cost and cost for submission of the bid.
6. In case of requirement, the hospital administration would provide required information based on the hospital of the bidder, which is necessary for preparing line bid.
7. The bid/tender does not commit to award the contract or to engage any agency through negotiations. Further no reimbursable cost may be incurred in anticipation of award and in such cases; hospital administration would not be responsible to bear such costs incurred by the bidder.

**Eligibility Criteria :**

1. The bidder should have a registered /operating office in the district with staff strength not less than 10 members.
2. The bidder/outsourced agency should have relevant experience in diet preparation, diet service and overall management of diet in hospital or similar Government and or non-Government establishment with quality assurance records/performance certificate from concerned health institutions.
3. The bidder should have a minimum of 3 years experience in diet preparation and its supply/services in public or private institution.
4. If the agency has provided similar type of services in Govt. health institutions. It would be the added advantage. The agency should provide required evidence in this regard.
5. The agency must be a registered body under appropriate law of the State or Central Government and having the documentary evidence in this regard.
6. The Bidder or the personnel employed by him should not have any criminal background. He shall have to produce an up to date "No objection certificate Form" the concerned Police Department.
7. The Bidders have to produce an up to date food license certificate from the Health Officer, Municipal Corporation.
8. The Bidder should have valid labour license (registration no. & date of Labour Department.
9. The Bidder have to produce Solvency Certificate extract Rs. 1,00,000/- (One lakh) only.

**Number of Bids:**

1. The bidder can apply only one bid in this tendering/bidding process.
2. In case if a single bidder submits multiple bids, either singly or in collaboration, all bids, except one that is most suitable as per the decision of the hospital administration would be liable for rejection.

**Bid Validity:**

The bid would remain valid for a period of 120 days from the date of submission.

**Tenure of Contract:**

The selected agency / bidder would be initially contracted for a period of one year from the date of award of the contract. Based on the performance and feedback from different stakeholders, the contract may be renewed for another one year.

**Payment Schedule:**

The agency would be paid once in a month based on the case load and number of meals supplied as per the diet rate stipulated by Govt. on submission of bills/vouchers. The Diet Officer, Matron & Sr. Hospital Administrator would verify the bills, vouchers and other supporting for payment of dues.

**Tender Fee:**

All Bidders are required to pay Rs. 1000/- (Rupees one thousand) only towards the cost of Tender paper form of Cash/Demand Draft drawn in favour of the Director A.H. Regional Cancer Centre, Cuttack. The Tender fee is Non-refundable and cannot be claimed by the tendering agency.

**Performance Bank Guarantee :**

The agency, after selection, has to deposit "Security money" in shape of Bank Guarantee amounting to Rs. 75,000/- (Rupees Seventy five thousand) only within one week of signing the contract. The Bank Guarantee would remain valid initially till the end of the initial contract period and extendable if the contract gets extended.

**Security Deposit:**

The Security Money (Bank guarantee) will be returned back to the bidder after the expiry of agreement period. In case of renewal agreed by both parties the bank guarantee needs to be revalidated for the renewal period.

**Last Date for submission of Bid**

The bid would be submitted in an appropriate form in a sealed envelope on or before 22<sup>nd</sup> April, 2013 through Registered post/Speed post only. The Bids received after the due date would not be accepted and liable for rejection.

**Right to Accept or Reject the Bid:**

The administration of the concerned health institution reserves the right to accept or reject any Bid and the bidding process and reject all such bids at any time prior to award of contract, without showing any reason thereby.

**Opening of Bids:**

The bids would be opened on the specified date time and venue in the presence of the persons nominated by the hospital administration and in presence of the bidders. The bidders would be requested to attend the bid opening and all present bidders shall put their signature on the bid as an evidencing of their attendance, absence of any bidder will not influence the process.

**Bid Evaluation Criteria :**

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

**Disqualification:**

The Administration of AHRCC, Cuttack, seeking this bid, reserves under its sole discretion to disqualify any bid document if;

1. The bidder submit the bid after the last date of submission of bid;
2. The bid document does not have the proof of similar nature of work in public/private health institutions or any such establishments of Government or private agency.
3. No Registration certificate (photocopy) is attached to the bid document.
4. The bidder is blacklisted by any Govt. agency(declaration in this regard is to be given by the bidder
5. Non attachment of demand draft towards processing fee and cost of the bid documents as mentioned in the tender notice.
6. Non attachment of performance certificate duly signed by the authority of the concerned health institution or similar organization.
7. Non attachment of NOC from Police Department, upto date food license certificate, valid labour license.
8. Non attachment of IT clearance certificate & VAT clearance certificate.

**Adequacy of Information:**

Once the bidder submits the bid document, it will be assumed that the bidder have carefully examined the bid document to his/her entire satisfaction. Once the agency is selected on the basis of its submitted bid, the agency would be responsible to fulfill his/her obligation as per the submitted bid.

**Address for submission of Bid:**

The bid should be addressed to the following:

Director, A.H. Regional Cancer Centre, Mangalabag, Cuttack-753007

**General Information to Bidder :**

1. The successful bidder {also referred here as the agency or outsourced agency} would operate from the campus and required basis infrastructure would be provided by the concerned health institution to facilitate the smooth operation of the agency.
2. The agency would be abided by the cost and quality norms/standards as mentioned in the bid diet guidelines and communicated to them from time to time by the concerned health institution.
3. The agency would recruit required number of staff for cooking and serving so that diet can be supplied to the in-door patients in time.
4. The agency would take up free health check up camps of the cooking and serving staff from time to time, at least once in three months as per ISO guidelines.
5. The maintenance of kitchen and equipments would be the responsibility of the agency and the agency should ensure that proper care is taken in this regard.
6. The agency would prepare and supply diet adhering to the quality norms specified by the health institution. The agency should also prepare different types of diet as per the indent placed by the health institution keeping in mind the diet requirement of different category of patients.

7. The agency would be responsible for procurement of different items required for preparing diet and storing it properly. The health institution would not be responsible for any loss of procured items.
8. Perishable items would be supplied / procured on daily basis and for that supplier/suppliers would be identified jointly by the designated person of the health institution and the outsourced agency.
9. The health institution would have the right to monitor the quality of items purchased and used in the diet preparation process.
10. The agency would manage kitchen waste in a scientific manner with due consultation with the concerned hospital administration.
11. At any point of time i.e. during procurement of raw materials, processing, preparation of diet, serving the diet of 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 before hand and maintained by the agency on daily basis. The financial and non-financial documents would be subject to audit.
13. The behavior of the serving staff of the agency towards the patients and hospital officials should be conducive and disciplinary action would be taken by the hospital administration, in consultation with the concerned agency, against the person's violating the behavioral norm. The authority will ask the agency to withdraw any of his workers from the hospital without assigning any reason.
14. The agency would be responsible to make alternative arrangements in cases of situations such as staff strike local strike (Bandh/ Hartal) etc. ensuring that the patients get diet in the appropriate time.
15. The agency would be abided by different Government notification, circulars, written instructions etc published from time to time with regard to the subject. .In case of requirement the hospital administration would provide required clarity to the agency on the related notification circular etc.

16. For any grievance, the agency would approach to the designated person of the concerned health institution and appraise them in written about the problem. It is the responsibility of the health institution to comply with the grievance and solve it within a maximum of one month time and decision should be communicated to the agency in the written form.
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.
19. The hospital administration reserves the right to cancel or renew the contract of the outsourced agency with prior notification of 7 days without assigning any reason thereof. The same condition is also applicable for the outsourced agency in case the agency wants to quit its service.

**Financial Proposal form:**

<b>Sl.No</b>	<b>Diet Type</b>	<b>Cost per Meal</b>	<b>Cost per patient per day</b>
1.	Adult Diet		
2.	Paediatric diet		
	Average Cost		

**TECHNICAL BID (COVER-A)**

1. Earnest Money Deposit.
2. Up to date photo copy of valid clearance of VAT /Service tax certificate duly attested by a Gazetted Officer/Notary public.
3. Photo copy of last Income Tax return duly attested by a gazetted officer/ notary public.
4. The declaration form in Annexure –II duly signed by the tenderer before notary public.

5. Proof of similar job done previously in any Govt. Hospital /organization etc.
6. Valid food license certificate from the Health Officer Municipal Corporation.
7. Solvency certificate submitted not less than Rs.1,00,000.00 (Rupees one lakh) only.
8. Valid Labour license with registration No & date.
9. No objection certificate from Police Department.
10. Experience Certificate in the line of preparation and distribution of diet (both dry and cooked) to the indoor patients with performance report /quality assurance certificate from concerned health institution duly signed by the authority.
11. Money receipt /DD towards purchase of tender paper
12. Photo copy of PAN Card.
13. Checklist with detail of the document enclosed in Cover –A ( as per annexure –IV) with page no. The document should be serially arranged as per Annexure –IV and should be securely tied & bound.

**FINANCIAL BID (COVER-B)**

1. The financial proposal form duly filled in for each category of diet including the rates for various diets as per daily diet menu/chart.
2. The price of each type of diet should be quoted inclusive of all taxes, if any. The rate should be quoted for each type of diet both in figure & words. In case of different in words & figure, words will be taken in to consideration for evaluation.
3. The Cover-B will be opened only of the bidder who qualifying the Technical Bid (Cover-A) at the office chamber of the Director, AHRCC, Cuttack on dt 26.04.2013 in presence of bidders or their authorized representatives.

**TERMS & CONDITIONS FOR ACCEPTANCE OF TENDER FOR DIET (DRY & COOKED).**

1. Sealed tender through Regd.Post/Speed post only should reach in the Office of the Director, A.H. Regional Cancer Centre Cuttack latest by 5.00 P.M on 22/04/2013 .Tender received beyond the aforesaid time & date will be returned to the sender unopened.

2. The sealed tenders submitted by the tenderer will be opened in the office chamber of the Director, AHRCC, Cuttack on dt. 26/4/2013 at 3.00 P.M. The tenderer or his duly authorized representative (one person only) may remain present during opening of the tenders if they so like. If the tenderer or his authorized representative fails to be present at the time of opening of the tender that will not bar the authority from opening the tender or carrying on the subsequent tendering process.

3. Reputed firms/agencies having appropriate & proper valid registration are eligible to participate in the tender & quote for all the items.

4. Sealed covers containing the tender in the prescribed form should be submitted in 2 (two) separate sealed covers i.e. Cover-A (Technical Bid) & Cover-B (Financial Bid). Both the covers should be put into a third cover which should be super scribed as "TENDER FOR SUPPLY OF DIET (DRY & COOKED) FOR, AHRCC, CUTTACK FOR THE YEAR 2013-14.

5. Tender should be typewritten/computerized & every correction in the tender should invariably be attested by full signature of the tenderer with date before submission, failing which the tender will be ineligible for further consideration. Corrections done with correcting fluid should also be duly attested .

6. The rates should be quoted in Indian currency only both in words & figures against each item. However the rates quoted in words shall prevail, if there is different between words & figures. Tenderer shall not quote his own rates for any item other than the item specified in the list price quoted in any other currency will be rejected.

7. The price quoted by the tenderer shall not in any case exceed Rs.60/ - per day per patient.

8. The rates quoted & accepted will be binding on the tenderer for the stipulated period and on no account any increase in the price will be entertained till the completion of this agreement tender period.

9. No tenderer shall be allowed at any time on any ground whatsoever to claim revision of or modification in the rates quoted by him due to clerical or typographical error, committed by the tenderer in the tender forms shall not be considered after opening the tenders. Conditions such as "SUBJECT TO AVAILABILITY" will not be considered under any circumstances & the tenders those who have given such conditions shall be treated as incomplete & for that reason shall be summarily rejected.

10. The terms & conditions and the quoted price of the tenders shall remain valid for a period of 12 months from the date of agreement or the extended period if any whichever is later.

11. If any information or documents furnished by the tenderer along with the tender papers are found to be misleading or incorrect at any stage steps will be taken to blacklist the said agency for 3 years & legal actions will be taken against the agency as per law.

12. In the event of the date being declared as a holiday for Govt. of Odisha the due date of submission of bids & opening of bids will be the following working day at the scheduled time & place.

13. The contract shall be written in English Language version of the contract shall govern its interpretation. All correspondence & other documents pertaining to the contract which are exchanged by the parties shall be written in English.

14. The undersigned will be at liberty to terminate contract either wholly or in part without assigning any reason thereof. The tenderer will not be entitled to any compensation whatsoever in such termination.

15. If the approved bidder either fails to execute as delivered the stipulated time or unsatisfactory performance. If any detected, the undersigned Cuttack is empowered to take any action as deemed proper.

16. If the successful bidder fails to execute the agreement or deposit the required security amount within the specified time or withdraws his tender after acceptance of his bid owing to any other reasons/he is unable to undertake the contract, his contract will be cancelled. He will also be liable for all losses, sustained by the hospital administration, by reasons of such breach such as fail to execute the work delayed in execute the order & liability to pay any difference between the prices accepted by him & those ultimately paid for the work done by other. Such damages shall be assessed by the hospital administration whose decision is final & binding in the matter.

17. Non performance of bid terms & condition will disqualify a agency to participate in the bid for the next 3 years.

18. The Director AHRCC, Cuttack reserves the right to reject or to accept the bids for supply of diet (Dry & Cooked) to the indoor patient of this administration.

Director,  
A.H. Regional Cancer Centre, Cuttack.