

**DIRECTORATE OF EMPLOYEES STATE INSURANCE SCHEME, ODISHA, BHUBANESWAR**  
**Plot No. A/122, Unit-8, Nayapalli, Bhubaneswar-751012,**  
**Ph. No: 0674-2392497 / Email ID: directoress@gmail.com**

Letter No. 11553 /DESI  
DEV-I-79/2022

dt. 26/09/2022

To

The Additional Secretary to Government,  
Labour & ESI Department,  
Odisha, Bhubaneswar.

Sub:

Request to upload the "Request for Proposal (RFP)" & RFP  
Documents relating to diet (Cooked) to the indoor patients  
at ESI Hospital, Bhubaneswar.

Sir,

On the above cited subject, I am to request you to take necessary steps to  
upload the "Tender Notice" as well as the Request for Proposal details (31 pages) relating to  
supply of diet (Cooked) for the indoor patients of ESI Hospital, Bhubaneswar, in the  
Government in Labour & ESI Department website [www.labour.odisha.gov.in](http://www.labour.odisha.gov.in) on or before  
26th September, 2022.

Encl: As above.

Yours faithfully,

  
26/9/2022  
DIRECTOR

Memo No. 11554 /DESI,

dt. 26/09/2022

Copy to the Superintendent, ESI Hospital, Bhubaneswar, for information and  
necessary action.

  
Joint Director  
26.9.22

**REQUEST FOR PROPOSAL (RFP)**  
**Outsourcing of Diet Services (Cooked) for Indoor**  
**Patients at ESI Hospital, Bhubaneswar**

**RFP / Diet / ESI Hospital, Bhubaneswar**

**RFP No. 11407/DESI**

**Date: 17.09.2022.**

**Directorate of ESI Scheme, Odisha under Labour & ESI**  
**Department, Government of Odisha, Bhubaneswar.**

**DISCLAIMER**

The informations contained in this Request for Proposal (RFP) document, provided to the bidder(s), in documentary form by or on behalf of the Tender Inviting Authority viz: Director, ESI Scheme, Odisha, under Labour & ESI Department, Govt. of Odisha, 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. This RFP document does not purport to contain all the informations each bidder may require. 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 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 may in its absolute discretion but without being under any obligation to do so can update, amend or supplement the information in this RFP document.

**NOTICE INVITING PROPOSAL**

RFP/ Diet / ESI Hospital, Bhubaneswar /: Dated: 17<sup>th</sup>, September, 2022

Detailed Proposals are invited from eligible bidders **For Selection of the Most Suitable Agency for Supply of Diet (Cooked) To Indoor Patients of ESI Hospital, Bhubaneswar, Odisha.**

**Schedule of Events:**

1	Period of availability of RFP Document	From 26 <sup>th</sup> September, 2022 to 27 <sup>th</sup> October, 2022. (Downloadable from website): "www.odisha.gov.in" & "www.labour.odisha.gov.in"
2	Pre-bid Meeting	Date: 30 <sup>th</sup> September, 2022, Time: 4.00 P.M. Address: Office of the Director of ESI Scheme, Odisha, Bhubaneswar. <b><u>ADDRESS FOR COMMUNICATION:-</u></b> O/o Director, ESI Scheme, Odisha, Bhubaneswar, Plot No. A/122, Unit-8, Near Kalyan Mandap, Nayapalli, Bhubaneswar Dist. - Khordha, PIN – 751012. <i>N.B : The bidders are informed to prepare and share their work experience through a small documentation(video clip /PowerPoint)</i>
3	Last date for submission of Proposal	Date: 27 <sup>th</sup> October, 2022, Time: 3.00 PM <b><u>ADDRESS FOR COMMUNICATION AND RECEIPT OF BID DOCUMENTS:</u></b> O/o Director, ESI Scheme, Odisha, Bhubaneswar, Plot No. A/122, Unit-8, Near Kalyan Mandap, Nayapalli, Bhubaneswar, Dist. - Khordha, PIN – 751012. <i>NB: Proposals should be submitted through Speed post / Registered post only.</i>
4	Date, time and place of opening of proposal and presentation	Technical Proposal (Part A & B) opening :29 <sup>th</sup> October, 2022 at 3.00 P.M. at CONFERENCE HALL of Directorate of ESIScheme, Odisha, Bhubaneswar. <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 the Institution	Address for Submission of Proposal & Opening of Proposal	Last date & time of submission of Proposal	Date & time of opening of Technical Proposal
1	Diet / ESI Hospital, Bhubaneswar. No. 11407/DESI dated: 17.09.2022.	Directorate of ESI Scheme, Odisha, Bhubaneswar	Plot No. A/122, Unit-8, Beside Old Kalyan Mandap, Nayapalli, Bhubaneswar Dist. – Khordha-751012	27 <sup>th</sup> October, 2022, 3.00 P.M	29 <sup>th</sup> October, 2022, at : 3.00 P.M

**SECTION 2 :- INSTRUCTIONS TO BIDDERS**

**2.1 Scope of Proposal**

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid to the **Director of ESI Scheme, Odisha, Bhubaneswar**. *The bids are to be submitted by Speed post/ Registered Post only addressed to the Director, ESI Scheme, Odisha, Bhubaneswar.* Detailed description of the objectives, scope of services, deliverables and other requirements relating to –Provisioning of Diet Services (Cooked) at –ESI Hospital, Bhubaneswarl is specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP;
- (b) The selection of the Agency shall be on the basis of an evaluation by the –Tender Committee, through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed with that no explanation or justification for any aspect of the Selection Process will be given and that the decision of Director of the ESI Scheme, Odisha, is final without any right of appeal whatsoever;
- (c) The bidder shall submit its Proposal in the form and manner specified in this RFP. Upon selection, the agency shall be required to enter into an Agreement with the **Superintendent, ESI Hospital, Bhubaneswar**.

**2.2 Eligibility Criteria**

The bidder should fulfill 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/ Bhubaneswar.   |
| III. The bidder must have minimum 3 years' experience in diet preparation, supply & management of diet services in Government or Private Health Institutions/ Other Govt. Institutions. The bidder shall furnish the details of the past performance in the required format ( <b>Form T5</b> ) 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 years of experience for preparation of Diet (Cooked) and supply in any Health / other institutions.  |
| V. The bidder must have of minimum average annual turnover of Rs.1 Crore per year only for Dietary/Meal services during the last three financial years (2018-19, 2019-20 & 2020-21). In case of SHG / SHG Federation, the bidder must have of Dietary/ Meal Service (Cooked) minimum average annual turnover of Rs.50 Lakhs per year during the last three financial years (2018-19, 2019-20 & 2020-21). |
| VI. The bidder must have registered with Income Tax Authority and have PAN.  |
| VII. The bidder must have GST registration.  |

82

**Note: ISO certification / Food License is not mandatory. However, bidders having ISO certification / food license shall be given additional weightage 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 through Speed Post / Registered Post only to **Directorate of ESI Scheme, Odisha, Bhubaneswar.**

The proposal shall be submitted in two parts:

- (1) **Part A–Tender Document Cost, Bid Security Declaration Form in lieu of Earnest Money Deposit (EMD) as per „Annexure-1” format set out in RFP.**
- (2) **Part B - Technical Proposal as per the format set out in RFP.**
  - (i) The Proposal shall be typed legibly and shall be signed by the authorized representative of the bidder.
  - iii) Any interlineations, erasers or overwriting shall be rejected.

**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 has been mentioned at Section 3 – Terms of Reference.**

### **2.4 Bid Document Cost**

The bidders shall have to furnish a bid document cost of **Rs. 2000/-**(Rupees Two Thousand) only (Non-refundable) in the shape of a **Banker’s cheque / Demand Draft** from any Nationalized / Scheduled Bank payable at ESI Hospital, Bhubaneswar and in favour of **DDO, ESI Hospital, Bhubaneswar.**

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)**

Pursuant to the Finance Department Memorandum No. 8943/F dated 18.03.2021 and 8484/F dated. 05.04.2022 in wake of slowdown of the economy due to COVID-19 pandemic, all the interested bidders shall be exempted from deposit earnest money deposit while submission of their bid. In lieu of such Bid Security (EMD), interested bidders shall submit ‘**Bid Security Declaration**’ in the prescribed format at ‘**Annexure-1**’ in the next page.

**Bid Security Declaration Form**  
**In lieu of Earnest Money Deposit (EMD)**  
**(On Bidders official Letter Head)**

To,

Director, Employees State Insurance Scheme, Odisha,  
A/122, Nayapalli, Unit-8, Bhubaneswar-751012.  
EPBX-(0674)2392497  
Fax- (0674)2392453  
Email:[directoresis@gmail.com](mailto:directoresis@gmail.com)

**Ref: - RFP No.** \_\_\_\_\_

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of five year from the date of notification, if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by your office during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand, this Bid Securing Declaration shall cease to be valid, if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

**Seal & Signature: (insert signature of person whose name and capacity are shown)**

In the capacity of (insert legal capacity person signing the Bid Securing Declaration)

( \_\_\_\_\_ )

**Name: (insert complete name of person signing he Bid Securing Declaration)**

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder) Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

**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 & Bid Security Declaration Form in lieu of the Earnest Money Deposit (EMD) for “Supply of Diet (Cooked) to Indoor Patients, ESI Hospital, Bhubaneswar”.**
  - **Cover-B - Technical Proposal for Supply of Diet (Cooked) to Indoor Patients, ESI Hospital, Bhubaneswar”.**
- (b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover, “C” and clearly superscribed with the following:
- **Proposal for “Supply of Diet (Cooked) to Indoor Patients, ESI Hospital, Bhubaneswar”.**

**(c) Content of the Proposal**

**I. Cover A (Tender Document Cost & Bid Security Declaration-Annexure-1).**

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

The bidders are requested to submit a detailed technical proposal with respect to outsourcing of Diet Services at ESI Hospital, Bhubaneswar 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 [2018-19, 2019-20 & 2020-21].**
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 likes to include in the proposal.**



**2.7 Number of Proposals.**

Interested bidders fulfilling the eligibility criteria may submit their bid to the **ESI Directorate, Bhubaneswar**, which is mentioned in the Section - 1: Schedule of Proposal Submission.

**2.8 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.

**2.9 Cost of Proposal.**

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

**2.10 Acknowledgement by the bidder**

- a) It shall be deemed that by submitting the Proposal, the bidder has: -
- i. made a complete and careful examination of the RFP;
  - ii. received all relevant informations requested from the concerned 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 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 authority 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 authority.

**2.11 Language.**

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly as per the forms provided in this RFP.

**2.12 Proposal Submission Due Date.**

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

**2.13 RFP Opening**

- (a) The bidder/their authorized representatives who will be present shall sign a register as an evidence of their attendance.
- (b) 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.

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**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 it's 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. Electricity charges, water charges as per rule, shall be borne by the bidder.
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. No outside supply of cooked food from the Hospital will be done by the agency.
3. The agency would recruit required number of staff with proper dress besides Identity card for cooking and serving so that diet can be supplied to the in-door patients in time. The staff should not have any acute communicable disease during cooking & serving.
4. The agency shall engage a Supervisor who shall be available in the Kitchen 24x7. He shall maintain a register and shall collect feedback from the patients. His contact number shall be made available to all. Any grievance on quality / quantity of food shall be reported to the Supervisor in this cell number. The grievance of the patients shall be redressed within 24 hours.
5. The agency would take up free health check-up of the cooking and serving staff from time to time.
6. 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.
7. 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.
8. 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.
9. 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.
10. The Health Institution would have the right to monitor the quality of items purchased and used in the diet preparation process.
11. The agency would manage kitchen waste in a scientific manner with due consultation with the concerned hospital administration.

12. 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 the concerned agency. The agency should not have any restriction to this, rather the agency would facilitate such process to improve the service quality.
13. 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.
14. The behaviour of the staff of the agency towards the patients/attendants should be polite, amiable, 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.
15. 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.
16. 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.
17. For any grievance, the agency would approach the Superintendent, ESI Hospital, Bhubaneswar 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.
18. 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.
19. The outsourced agency would provide **uniform embedded with its logo** to all the staff recruited by the agency. The agency would ensure that the recruited staff attend their duty with clean uniform and keeping themselves neat and clean while on duty.
20. Any staff who is ill/ unwell should be kept away from the diet preparation process.

**3.2 Diet & it's Price**

As per Government of Odisha, Labour & ESI Department order No SS-11-M-16/2010/4373/L&ESI, BBSR dated 01-08-2019, the following category of Diet shall be provided to the indoor patients of ESI Scheme Hospital, Bhubaneswar.

Sl.	Diet	Proposed Diet Rate* per Patient (Breakfast, Lunch & Dinner) per day (In Rs.) fixed
1	Diet	125/- (Rupees One Hundred Twenty Five) only

32

## Request for Proposal

### Note:

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

### 3.3 Category of Diet & it's Food Stuff

#### 1. General Diet

Full diet/ normal diet menu for adult male /female/child above 10 years @ Rs.125/- /day / patient.

**Full diet-**This is a normal diet modified from the balanced diet recommended by ICMR .It can be used for an adult patient (male & female) and children above 10 years, who is admitted to a hospital and does not need any dietary modification.

Sl No	Food Stuff	Vegetarian Qty. in Grams	Non-Vegetarian Qty. in Grams
1	Cereals	375	375
2	Pulses	75	75
3	Green leafy vegetables	100	100
4	Other vegetables	200	200
5	Roots and tubers	200	200
6	Fruits	100	100
7	Milk	500	250
8	Egg	0	100
9	Curd	100	0
10	Sugar	20	20
11	Oil	25	25

Day	Breakfast 7.30 A.M-8 A.M	10.30 Am To 11.00am	Lunch(1p.M-2p.M)	4.30pm To 5.00pm	Dinner 8p.M-9p.M	C ho	Prot cin	Fa t	Cal orie
Sun day	<b>Idli,Sambar,Fruit,</b> b) Idli-4nos c) Sambar-1/2bowl d) Idli mix-100gms e) Refined oil-5gms f) Fruit-100 gms(apple1/orange	Fruit Juice (Apple)/Mi lk Shake/ Horlicks- 250ml	<u>Rice/roti(5nos),Dal ,boiled egg/ chole paneer curry/curd- 100gms(packd),mix veg or single veg curry/frv/bharta&amp;green leafy veg fry.</u> 1.Rice/atta-150gms 2.Dal(arhar)-30 gms 3.Mixed vegetable-100gms 4.Potato-100gms 5.Boiled Egg(hen) –two ORchole-	Soup (Mixed Vegetables -200gms), Boiled & Strained	<b>Rice/roti(4nos),Dalm a, soya chunks potato curry &amp;milk(packd)</b> 1.Rice/atta-125gm 2.Dal(moong)-25 gms 3.Mixed vegetable- 100gms 4.Potato-100gms 5.sugar-10gms( sachet)				

**Request for  
Proposal**

	-1/banana-2)		30gms,paneer-20gms/curd-100gms 6.Green leafy veg/cabbage-100gms 7.Sugar-10gms(sachet) 8.oil-10gms		.6.milk-250ml 7.oil-10gms 8 .soya chunks-25gms				
Mon day	<b>Sujiupma,alumatar curry/dalma,Fruit,m ilk(packed)</b> Suji-100gms Potato-20gms Matar/buta/arhar- 20gms Oil-5gms Fruit(apple-1/orange- 1/banana-2)-100gms Milk-250ml Sugar-10gms(sachet)	<b>Fruit Juice(Apple) / Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal,mixed veg curry/fry/bharta, paneer curry,greenleafy veg/cabbage fry</b> 1.Rice/atta-150gm 2.Dal(moong/arhar)-30 gms 3.Mixed vegetable-100gms 4.Potato-100gms 5.Paneer-50gms 6..leafy veg/cabbage-100gms 7.oil-10gms	<b>Soup (Mixed Vegetables -200gms, Boiled &amp; Strained)</b>	<b>Rice/roti(4nos),Dalm a,rajma potato curry, milk(packed)</b> 1.Rice/atta-125gms 2.Dal(arhar)-25gms 3.Mixed vegetable- 100gms 4.Potato-100gms 5.Rajmah-25gms 7.milk-250ml 8.sugar-10gms (sachet) 9.Oil-10gms				
Tues day	<b>Chudasantula, alumatar curry/dalma,Fruit, milk(packed)</b> Chuda-100gms Potato-20gms Matar/buta/arhar - 20gms Fruit(apple- 1/orange-1/banana- 2)-100gms Milk-250ml Sugar-10gms( sachet-) Oil-5gms	<b>Fruit Juice (Apple) /Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal,chole potato curry,mix vegetable curry/fry/bharta,greenleafy veg/cabbage fry .</b>  1.Rice/atta-150gm 2.Dal(arhar)-30 gms. 3.Mixed vegetable-100gms 4.Potato-100gms 5.chole-50gms 6.leafy veg/cabbage-100gms 7.Oil-10gms	<b>Soup (Mixed Vegetable s-200gms, Boiled &amp; Strained)</b>	<b>Rice/roti(4nos),Dal ma,soya chunks potato curry,milk(packed)</b> 1.Rice/atta-125gm 2.Dal(buta)-25 gms 3.Mixed vegetable- 100gms 4.Potato-100gms 5.- soya chunks- 25gms 6.milk-250ml 8.sugar-10gms( sachet)				
Wed nesday	<b>Semaiupma,alumat ar curry/dalma, Semai-100gms Potato-20gms Mata/buta/arhar r- 20gms Fruit(apple- 1/orange-1/banana- 2)- 100gms</b>	<b>Fruit Juice (Apple) / Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal , egg curry/chole paneer curry/curd- 100gms(packed,mix veg or single veg curry/fry/bharta&amp;green leafy veg fry.</b> 1.Rice/atta-150gms 2.Dal(arhar)-30 gms 3.Mixed vegetable-100gms 4.Potato-100gms 5. Egg(hen) –two ORchole- 30gms,paneer-20gms/curd- 100gms 6.Green leafy veg/cabbage- 100gms 7.Sugar-10gms(sachet) 8.oil-10gms	<b>Soup ( Mixed Vegetable s-200gms, Boiled &amp; Strained)</b>	<b>Rice/roti(4nos),dal ma ,rajma potato curry &amp;milk(packed)</b> 1.Rice/atta-125gm 2.Dal(moong)-25 gms 3. Mixed vegetable- 100gms 4. Potato-100gms 5.sugar-10gms( sachet) .6.milk-250ml 7.oil-10gms 8.rajma-25 gms				
Thurs day	<b>Chudasantula,alum atar curry/dalma,Fruit, milk(packed)</b> Chuda-100gms Potato-20gms Mata/buta/arhar- 20gms Fruit(apple- 1/orange-1/banana- 2)-100gms	<b>Fruit Juice (Apple) /Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal,paneercurr y,mix vegetable curry/fry/bharta,greenleafy veg/cabbage fry .</b>  1.Rice/atta-150gm 2.Dal (arhar)-30 gms. 3.Mixed vegetable-100gms 4.Potato-100gms 5.paneer-50gms 6.leafy veg/cabbage-100gms	<b>Soup (Mixed Vegetables -200gms, Boiled &amp; Strained)</b>	<b>Rice/roti(4nos),Dal ma,chole potato curry,milk(packed)</b> 1.Rice/atta-125gm 2.Dal(buta)-25 gms 3.Mixed vegetable- 100gms 4.Potato-100gms 5.- chole-25gms 6.milk-250ml				

## Request for Proposal

	Milk-250ml Sugar-10gms( sachet-) Oil-5gms		7.oil-10gms		8.sugar-10gms( sachet)			
Fri day	<b>Idli,Sambar,Fruit, milk(packed)</b> Idli-4nos Sambar-1bowl Fruit(apple- 1/orange-1/banana- 2)-100gms Milk-250ml Oil-5gms Sugar-10gms( sachet)	<b>Fruit Juice(App le)/Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal,egg curry/ chole paneer curry/curd- 100gms(packed),mix veg or single veg curry/fry/bharta &amp; green leafy veg/cabbage fry.</b> 1.Rice/atta-150gms 2.Dal(arhar)-40 gms 3.Mixed vegetable-100gms 4.Potato-100gms 5.Egg(hen) -two <b>OR</b> chole - 30gms,pancer-20gms/curd- 100gms 6.Green leafy veg/cabbage- 100gms 7. oil-10gms	<b>Soup( Mixed Vegetable s-200gms, Boiled &amp; Strained</b>	<b>Rice/roti(4nos),Dal ma,soyachunks potato curry &amp;milk(packed)</b> 1.Rice/atta-125gms 2.Dal(arhar)-35 gms 3.Mixed vegetable- 100gms 4.Potato-100gms 5.sugar-10gms( sachet) 6.milk-250ml 7.oil-10gms 8.soyachunks-25gms			
Satur day	<b>Suji upma,alumatar curry/dalma,Fruit, milk(packed)</b> Suji-100gms Potato-20gms Mata/buta/arhar- 20gms Oil-5gms Fruit(apple- 1/orange-1/banana- 2)-100gms Milk-250ml Sugar-10gms(sachet)	<b>Fruit Juice(App le)/Milk Shake/ Horlicks- 250ml</b>	<b>Rice/roti(5nos),Dal,mixed veg curry/fry/bharta, paneercurry,greenleafy veg/cabbage fry</b> 1.Rice/atta-150gm 2.Dal(moong/arhar)-30 gms 3.Mixed vegetable-100gms 4.Potato-100gms 5.Pancer-50gms 6.leafy veg/cabbage-100gms 7.oil-10gms	<b>Soup( Mixed Vegetable s-200gms, Boiled &amp; Strained</b>	<b>Rice/roti(4nos),Dal ma,rajma potato curry,milk(packed)</b> 1.Rice/atta-125gms 2.Dal(moong))- 25gms 3.Mixed vegetable- 100gms 4. Potato-100gms 5.Rajma-25gms 7.milk-250ml 8.sugar—10gms( sachet) 9.Oil-10gms			

*Note: The diet menu is suggestive and may change as per the availability of the proposed item. The concerned dietician /Superintendent would be the final authority to take appropriate decision on the menu without compromising the quality.*

If patient takes curd 100gms instead of two nos of eggs then 250ml of milk will be supplied in breakfast

- Rice- parboiled
- Dal- Arhar & mung
- Oil- Refined & mustard
- Wheat flour (Atta) - (whole wheat)
- Curd should be fresh
- Salt (iodized) should be used in the preparation.
- Lemon-1/2 piece may be given in lunch

N.B-After preparation with the amount given, measurement will be finalized for distribution.

(Bidder's Signature with seal)

**3.4 Timing of Diet Supply**

The timing of diet supply to the patients is mentioned below for adherence. In no case, there should be deviation in time, not exceeding 20 minutes for each category of diet timing. The diet preparing and distributing contractor would be advised accordingly

Breakfast:                      Between 7.30 A.M to 8.00 A.M  
**Followed by Fruit Juice/Milk Shake/Horlicks Between 10.30 A.M. to 11 A.M.**  
Lunch:                              Between 1.00 P.M to 2.00 P.M (12.30P.M-1.30P.M)  
**Followed by Fruit Mix- Veg Soup/ Between 4.30 P.M. to 5 P.M**  
Dinner:                              Between 8.00 P.M to 9.00 P.M

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 (commercial).
2. Coal and Wood shall 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. The Superintendent of the ESI Hospital shall be the Head of the Committee along with two Senior Doctors and one member of Senior Pharmacist/ Staff Nurse of the Hospital. The Director of ESI Scheme, Odisha, would nominate two members on rotation basis to be the



member of the DVC. The Committee Members shall meet once in a month to discuss matters related to present dietary services and propose changes, if necessary.

**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, timely supply of diet, hygiene and other related aspects and report to Superintendent, E.S.I Hospital on a periodic basis. Time frame is to be decided by the Superintendent, ESI Hospital. 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 of Dietician / Nutritionist/ Medical Officer :**

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

**3.12 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;

Supervising cleanliness in the kitchen & taking appropriate measures

**3.13 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.

**3.14 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.

**3.15 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.

**3.16 General Service Requirements of the Agency**

- a) Operation, Maintenance of Kitchen equipments 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 health institution i.e. ESI Hospital, Bhubaneswar.
- b) Providing 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 used 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 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 equipments.
- 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 one year** from the date of signing of the Agreement.
- 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 Superintendent, ESI Hospital, Bhubaneswar, 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 3% of the total estimated yearly contract value in the shape of DD / BG from a National / Scheduled Bank in India.

The Agency in the following circumstances can forfeit it;

- 1) When any terms or the conditions 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 to 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 Rupee.
- (b) The payment shall be made by the concerned 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 –lunchll 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 documents and do the needful for payment of the dues through transfer mode within seven working days of submission of bills / vouchers /supporting documents.

**4.6 Penalty**

- (a) A penalty of Rs.10,000/- shall be imposed for bad quality of food for each occurrence noticed during the inspection of hospital officials/ higher authorities.
- (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 10 days after the receipt of such notice.
- (b) The Tender Inviting Authority after giving 20 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (a) to (b), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
  - (i) If the service provider does not take remedial action for failure in the performance of his obligations within 10 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 30 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.
- (c) The Superintend, ESI Hospital, Bhubaneswar, shall also issue notice to the service provider, if he receives any complain from the patient / patients / attendant /officials on duty about quality / quantity of food supplied. He can also impose fine upon the service provider, which shall be deducted from the bill payable to the agency subsequently.

**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 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 Director, ESI Scheme, Odisha whose decision shall be final.

**4.11 Right to Accept and Reject any Proposal**

The 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 **Directorate of ESI Scheme, Odisha, Bhubaneswar**. 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. No.	Criteria	Total Marks (100 marks)	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 = <b>5marks</b>	
			03 year experience (2 years for SHG) in preparation and supply of Diet in Health Intuitions/ other institutions having bed strength / persons of >100to200 = <b>10marks</b>	
			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 = <b>15marks</b>	
			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 = <b>20marks</b>	
2	Annual Average Turnover (Rs.)	20	For bidders other than SHG Below Rs. 50.00Lakh = 0 >Rs. 50.00Lakh and <= RS. 1.00 Crs = 10marks >Rs. 1.00 Crs and <= Rs. 1.50 Crs = 15Marks > Rs. 1.50 Crs & above = 20 Marks	
			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	
3	No. of Diet Services (Preparation, Supply & Management) executed in different Institutions (not less than 30 beds)	40	2 Institutions :10 Marks 3-4 Institutions :20 Marks 5-6 Institutions :30 Marks > 6 Institutions & above :40 Marks	



**Request for  
Proposal**

	/ persons (executed during the last three years)			
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)	

**5.3 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.
- 4) In case the total marks, the marks in Sl. No.3 of the above table as well as the average annual turnover by two or more bidders become equal, then the bidder having the highest experience of supply of diet service to Health care Institution shall be awarded the contract.

- 5.4 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. The bidders can ask for clarification on documents submitted by other bidders regarding the genuineness of submitted documents in technical bid within 24 hours of opening of technical bid. After which the same may be asked to the respective institution for getting the necessary clarification within 7 days of issue of the clarification letter, failing which the document will be liable for rejection for the said bidder in the said tender.

*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 ESI Hospital, Bhubaneswar

### TECHNICAL PROPOSAL

#### 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	Bid Security Declaration from in Lieu of Earnest Money Deposit (EMD) Annexure-1		
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 2018-19, 2019-20 & 2020-21 (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 (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.	
	Partnership		Society/SHG	
	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, TIN 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	Details of the Branch Office in Odisha (if registered office is not in Odisha):			

**Request for  
Proposal**

9	<u><i>GST Registration</i></u>				
	<i>Furnish the copy of the GST registration certificate</i>				
10	<i>PAN :</i>				
	<i>Furnish the copy of the PAN</i>				
11	<i>Registration certificate / Certificate of Incorporation of the firm (furnish the copy)</i>				
12	<i>Copy of Quality Certification : ISO 9001, Food License / Registration (furnish the copy)</i>				
13	<i>Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for Payment for supply if any (if selected)</i>				
	<p>a. Name of the Bank :</p> <p>b. Name of the Account &amp; Full address of the Branch concerned :</p> <p>c. Account no. of the bidder :</p> <p>d. IFS Code of the Bank :</p>				
<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 Dietary/ Meals Service (Cooked) of  
M/s. \_\_\_\_\_ for the financial years are given

below and certified that the statement is true and correct.

<b>Sl. No.</b>	<b>Financial Year</b>	<b>Turnover in Lakhs (Rs.)</b>
1	2018-19	
2	2019-20	
3	2020-21	

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.*

**Request for  
Proposal**

**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 Organiza tion *	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)

**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 this .....Day of....., 2022.

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

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

(Organization Seal)