

Tender Document

For

Outsourcing of Dietary Services

For

(District Health Society Saran)

Issued on: 24-09-2021

Last Date & Time of Submission of Bid	<i>23-10-2021 at 05:00PM</i>
Date & Time of Opening of Bid	<i>25-10-2021 at 11 AM</i>

**OFFICE OF CIVIL SURGEON CUM CHIEF MEDICAL
OFFICER, SARAN**

NOTICE INVITING TENDERS (NIT)

FOR

Outsourcing of Dietary Services at Government Healthcare Facilities in Saran

Tender Enq. Ref. No: DHS/SARAN/NCS/Dietary/2351...../ 2021 Dated: 24-9-2021

- 1) Civil Surgeon, District Health Society, Saran invites tenders from eligible and qualified organizations for Outsourcing of Dietary Services at Government Healthcare Facilities.
- 2) DHS intends to outsource the dietary services at 18 healthcare facilities in Saran district.
- 3) The primary objective is to ensure quality food service (as per the menu provided) free of cost to all the patients admitted at the healthcare facility.
- 4) Tender documents may be collected from District Health Society Saran, Sadar Hospital Campus Chapra on payment of Rs. 100/- (One Hundred Rupees Only) or downloaded from the district website. The technical bid should accompany a refundable Earnest Money Deposit (EMD) of Rs. 300000 (*Three Lakhs Only*) in form of demand draft drawn in favour of District Health Society Saran. It may be noted that no bidder is exempted from deposit of EMD. Tenders without EMD, shall be summarily rejected.
- 5) Bidders can submit their bids on or before **23-10-2021** up to 05:00PM. along with EMD, through speed-post/ registered post (courier or by-hand submission of bid shall not be accepted) to "Civil Surgeon-cum-Member Secretary, District Health Society Saran .
- 6) The tenders submitted up to the scheduled date and time shall be opened on **25-10-2021** at 11:00AM in DM Office Saran. The bidder's authorized representative may attend the tender opening (technical bid) on the date and time mentioned above.
- 7) All the further notifications/amendments, if any shall be posted on DHS notice board and concerned district website www.dhssaran.org. No separate communication shall be made with individual bidders. Detailed guidelines can be seen on DHS Saran website.
- 8) A bidder shall submit only single tender. If more than one tenders are submitted, all the bids of concerned bidder shall be summarily rejected.
- 9) Tender related all informations (Eligibility criteria, Annexure etc) are available on DHS Saran Website, all other conditions mentioned in the tender document need to be complied. Bidders shall submit all documents according to eligibility criteria along with all Annexures.


Civil Surgeon Cum CMO
Saran

1. Background & Scope of Work

- 1.1. District Health Society **Saran** invites proposal from eligible bidders for providing **Dietary Services** at the following Government Health Facilities of Saran district, Bihar.

S.No	Name of Facility	Bed Strength
01	FRU Taraiya	30
02	FRU Baniyapur	30
03	FRU Marhora	30
04	CHC Amnour	30
05	CHC Dighwara	30
06	CHC Dariyapur	30
07	CHC Parsa	30
08	CHC Mashrakh	30
09	CHC Issuapur	30
10	CHC Garkha	30
11	CHC Revelganj	30
12	CHC Manjhi	30
13	CHC Ekma	30
14	CHC Jalalpur	30
15	PHC Panapur	6
16	PHC Lahladpur	6
17	PHC Maker	6
18	PHC Nagra	6

- 1.2. The scope of work will broadly include setting up and maintaining a kitchen and proving food to the in-patients, as directed by the facility In-Charge. Detailed scope of work is given in the key terms of the Contract provided in **Annexure 5** forming part thereon. Bidders are requested to quote their best offer along with all required documents.
- 1.3. The sealed Bids should reach the address provided in Clause 7.4 herein, latest by . 23-10-2021 at 05:00PM in District Health Society Saran and it will be opened on 25-10-2021 at 11 am in DM Office Saran. The bidders or their authorized representatives may attend the tender opening process on the date and time mentioned above.

2. Contract Period

The contract will be valid for a period of **12 months** from the date of signing of agreement. However, in the event of service rendered being found unsatisfactory or due to any other such reasons, the contract can be short closed by the Authority & Performance Security money will be forfeited. The contract period may also be extended for a duration of 12 months or more, subject to satisfactory performance on the same terms & conditions, with mutual consent of both the parties, but the decision of the competent authority of DHS would be final Any extension shall not be the right of the Agency

3. Eligibility Criteria

3.1 The Bidder should be Registered Company under Companies Act 1956/2013/ Partnership Firm/ Proprietorship Firm/ Trust/ Society and should have been in operation during last 3 years. Consortiums are not allowed.

3.2 Technical capacity - The bidder must have minimum three years of experience of providing "patient dietary services" on outsourcing basis in hospitals of Central Govt./ State Govt./ PSUs / reputed hospitals of private sector. In case of private sector hospitals, concerned client should be of minimum 150 beds size. The Agency will be required to provide copy of work order and experience certificate from the contracting agency. The certificate should clearly mention the nature of work.

3.3.Financial capacity - The average annual turnover of the Bidder during the last 3 financial years (FY 2017-18, 2018-19 and 2019-20) should not be less than Rs. 1,50,00,000 (One Crore Fifty Lakhs Only).

3.4 The bidder must have license under 'Food Safety and Standards Regulation 2011'

3.5 The Bidder should not be Blacklisted / banned / convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, and No criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of Corruption Act is pending in any court of law against the bidder. The bidder shall declare all ongoing litigations it is (its directors/ promoters) involved in with any government agency/state/central department/PSU.

3.6 No Joint Venture/ Consortium is allowed to participate in the Bidding process.

4 Cost of Bidding

The Bidders shall be responsible for all the costs associated with the preparation of their Bids and their participation in the Bidding Process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

5 Site visit and verification of information

5.1. Bidders are advised/ encouraged to submit their respective Bids after visiting the Health Facilities and ascertaining for themselves the information regarding the same and any other matter considered relevant by them.

5.2. It shall be deemed that by submitting a Bid, the Bidder has:

- made a complete and careful examination of the Tender Documents;
- received all relevant information requested from the Authority;
- acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the Tender documents;

6 Amendment to the Tender document

6.1 At any time prior to the deadline for submission of Bids, the Authority may, for any reason, at its own initiative modify the Tender document by the issuance of Addenda.

- 6.2 Any Addendum thus issued shall be uploaded on the concerned district's website/ put up on the Authority's notice board at the DHS Saran.

7 Submission of Bids

- 7.1 A bidder shall submit only single tender. If more than one tenders are submitted, all the bids of concerned bidder shall be summarily rejected.

- 7.2 The tender should be submitted in two parts i.e. **Technical Bid and Financial Bid.**

7.2.1 Technical Bid:

- To qualify in the Technical bid the Bidder should have the minimum eligibility criteria as mentioned under "**Eligibility Criteria**" section and the Bidder in this regard should submit the documents mentioned under Clause 13 - "**Documents Required**".

7.2.2 Financial Bid:

- The financial bid shall contain the Price Bid Form as per **Annexure 1 of Tender Documents.**
 - The prices quoted by the bidder shall be for each meal type (Breakfast, lunch and dinner), and these 3 meals (Breakfast, lunch and dinner) constitute a single day diet for a person. The L1 bidder will be selected based on the total combined cost for all the 3 meals (breakfast, lunch and dinner) per person per day, as mentioned in the financial bid.
 - The same price as quoted in the financial bid shall apply to all the different types of meals (Full diet(normal), Half diet (children), etc., as mentioned in Schedule A: Dietary Services in this document).
 - The prices quoted by the bidder shall remain fixed during the entire period of the contract and shall not be subject to variation on any account. Rates quoted should be inclusive of all taxes .
- 7.3 The Technical Bid and the Financial Bid should be submitted in **two covers**; one super scribing Technical Bid and second Financial Bid. Both the envelopes are in turn to be put in another envelope. This envelope should be superscribed prominently as "TENDER FOR OUTSOURCING OF DIETARY SERVICES." All the three envelopes are to be duly sealed.
- 7.4 Each of the envelopes should be addressed to
Civil Surgeon-cum-Member Secretary,
District Health Society Saran, Sadar Hospital Campus Chapra, PIN-841301
- 7.5 Unsealed, conditional tenders and tenders without EMD shall not be entertained.
- 7.6 Any bid received after the specified time and date for submission of bids shall be rejected and returned to the bidder unopened.

8 Earnest Money Deposit (EMD)

Earnest Money Deposit (EMD) of Rs. 300000 (Three Lakhs Only) should be submitted by means of a Bank Demand Draft prepared in the name of DHS, Saran. The EMD of the unsuccessful bidder will be returned without any interest after final conclusion of the tender. The EMD of the successful bidder will be returned without any interest, after receipt of the performance security (PS), as per the terms of the contract. It may be noted that no bidder is exempted from deposit of EMD. Tenders submitted without EMD shall be summarily rejected.

9 Taxes/Duties

Rates quoted should be inclusive of all taxes as is being levied. However, in case of any future change in GST (increase/ decrease), applicable on the services offered by the Agency, the authority shall make respective adjustment (increase/ decrease) in the payments, subject to the maximum rate notified by the Government of Bihar. Further, tax-deduction at source (TDS) shall be deducted as per prevalent applicable norms. Bidder shall pay all the statutory taxes levied by Government or Local bodies.

10 Right to accept and to reject any or all Bids

Notwithstanding anything contained in this tender, the Authority reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and also without assigning any reasons thereof.

11 Validity of bids

Bids shall remain valid for 120 days from the date of opening of the bids.

12 Correspondence with the Bidder

The Authority shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

13 Documents Required

The following documents duly attested should be submitted along with the **Technical Bid**. The bidder must submit the following mandatory documents.

1	Duly filled format of Technical Bid as per Annexure 2 forming part herein
2	<ul style="list-style-type: none">For Company - Copy of the Certificate of Incorporation issued by the Registrar of Companies (RoC) under companies act 1956/2013For Partnership Firm- Registration Certificate issued by registrar of firm under partnership act 1932For Society/Trust- Certificate issued under society registration act 1860/ Indian Trust Act 1882For Proprietorship firm- Certificate issued under shop & Establishment Act
3	Refundable Earnest Money Deposit (EMD) in the form of a Demand Draft as mentioned in Clause 8 herein
4	Experience certificate/ work completion certificate of providing "patient dietary services" on outsourcing basis in hospitals of Central Govt./ State Govt./ PSUs / reputed hospitals of private sector. In case of private sector hospitals, concerned client should be of minimum 150 beds size. The Agency will be required to provide copy of work order and experience certificate from the contracting agency. The certificate should clearly mention the nature of work. To be submitted as per Annexure 3 , forming part thereof
5	Affidavit for not being Blacklisted / banned / convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, and No criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of

	Corruption Act is pending in any court of law against the bidder. The bidder shall declare all ongoing litigations it is (or its directors/ promoters) involved in with any government agency/ state/ central department/PSU. To be submitted as per Annexure 4 , forming part thereof
6	(a) Audited Balance sheet for last 3 financial years (FY 2017-18, 2018-19 and 2019-20) and; I. Profit & Loss Account (If the Bidder is registered under companies act), or II. Profit and loss account (If the bidder is registered under partnership act) or III. Income and expenditure account (If the bidder is registered under Societies and Trusts Act) or IV. Profit and loss account, (if the bidder is proprietorship firm)
7	Copy of PAN Card of the bidder
8	Proof of Income Tax Return for the last three Assessment years (AY 2018-19, 2019-20 and 2020-21)
9	Copy of Goods & Services tax (GST) Registration certificate
10	Copy of Food License under The Food Safety and Standards Regulations, 2011
11	ESI and EPF Registration Certificate

All copies of documents mentioned above should be signed by the Bidder on each page. The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language in any printed document furnished by the bidder in connection with its tender may be written in any other language, provided the same is accompanied by self-attested English translation, and for purposes of interpretation of the tender, the English translation shall prevail. However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

14 Evaluation

14.1 Technical Evaluation:

A Tender Evaluation Committee shall be formed by the Authority to evaluate the submitted Bids. Bidders failing to submit relevant mandatory documents in support of having fulfilled the stipulated eligibility criteria will be summarily rejected.

14.2 Financial Evaluation:

The evaluation for Financial Bid shall be done for technically successful bidder.

- 14.2.1 Lowest Bid shall be termed as L1 and higher bids shall be termed L2, L3 & so on.
- 14.2.2 The contract will be awarded to the lowest evaluated responsive bidder decided by the Tender Inviting Authority.
- 14.2.3 If the financial quote is higher than the defined financial limit mentioned in Annexure -1 herein (Financial Bid), the bidder would be disqualified and the tender shall be rejected.
- 14.2.4 If there is a discrepancy between words and figures, the amount in words shall be considered as valid. If the bidder does not accept the correction of the errors, his bid shall be rejected.

15 Award of contract

- 15.1 The contract for all healthcare facilities listed in this tender document shall be awarded to L-1 Bidder, whose bid has been determined to be substantially responsive technically and commercially acceptable by the technical committee and has been determined as the lowest evaluated price bid.
- 15.2 In case of a tie, Authority shall break the tie based on total work experience:
- **Work experience:** Bidder with higher work experience of similar nature in Govt. offices/ PSUs or other private organizations. Work experience will be calculated on the basis of the total number of months for which the Bidder has been providing similar services. In case the Bidder had provided services under 2 different projects, simultaneously, both of them will be calculated and taken into consideration.
- 15.3 In case of a further tie, even with the aforementioned work experience assessment process, Authority shall break the tie based on turnover:
- **Turnover:** Bidder with higher average annual turnover during last 3 years.
- 15.4 In case L-1 bidder denies/ fails to honour the contract / LoI the authority shall be at freedom to negotiate with L2, L3... (in this order) responsive bidders with their consent to enter into an agreement with the authority to provide services at L1 rate. Also, in case L1 fails to provide services within timeframe as defined in this tender document/ contract, the authority shall be at freedom to procure the same from L2, L3..... (in this order) responsive bidders at L1 rate.

16 Intimation Letter to Successful Bidder / Notification of Award

- 16.1 Prior to expiration of the period of Bid validity, Authority will notify the Successful Bidder ("Agency") in writing that its Bid has been accepted by issuance of Letter of Intent (LOI).
- 16.2 The agreement /Contract document should be executed within 21 days of the issue the letter of intent(LOI) .Non-Fulfilment of this condition will result in cancellation of the award and forfeiture of the EMD .
- 16.3 Performance security (PS) must be submitted before executing the contract/Signing of the contract document positively .

17 Signing of agreement

The signing of agreement shall constitute the award of contract on the Successful Bidders.

The Successful Bidder shall commence the service only after the signing of the contract with the Civil Surgeon (CS) of respective District.

The selected Bidder shall start services in all the allotted facilities within 30 days of handover of space only. In case of delay in roll-out of services, appropriate penalties may be imposed in such cases.

- a) Failure to start the services within 30 days of handover of space shall lead to imposition of penalty from 31st day to 60th day, the selected agency will be levied INR 5,000 per week, per non-operational facility, for delay of every 7 days, to be

appropriated from Performance Bank Guarantee submitted by the service provider or deducted from the monthly payment.

- b) Besides above, failure to provide complete services in all the allotted facilities with-in 90 days from the date of handover of space may lead to termination of the contract, and forfeiture of the Performance Security

18 Others

- 18.1 Bidders are requested to study the terms and conditions of the tender document carefully and then submit tenders accordingly.
- 18.2 A Bidder shall submit only one application. A Bidder who submits or participates in more than one application will cause all the bids in which the Bidder has participated to be disqualified.
- 18.3 The Tender not received on **"Two Bids"** basis, will be summarily rejected.
- 18.4 An authorized representative of the bidder may remain present at the time of opening of the tender.
- 18.5 The successful Bidder/ Agency shall not at any point of time engage sub-contractors or transfer the contract total or in part to any other agency. In the event of sub-contracting the successful Bidder/ Agency is liable to termination, and black-listing for 5 years, and the performance security shall also be forfeited.
- 18.6 It shall be deemed that by submitting the Bid, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
- 18.7 The decision of the Authority shall be final, and no enquiries, or application for review, shall be entertained. The Authority reserves the right to amend any of the conditions, if required or cancel or reject all or any bid/tender without assigning any reason

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Annexure 1: Financial Bid

Maximum rate = Rs 100/- only notified by Government of Bihar.

Quoted rate

S. No	Type of meal	In figures (Rs.)	In words (Rs.)
1.	Breakfast per patient per dayper patient per day
2.	Lunch per patient per dayper patient per day
3.	Dinner per patient per dayper patient per day
Total cost	 per patient per dayper patient per day

Note:

- The prices quoted by the bidder shall be for each meal type (Breakfast, lunch and dinner). The 3 meals (Breakfast, lunch and dinner) constitute a single day diet for a person.
- The bidder will be selected based on the total cost for all meals (breakfast, lunch and dinner) as envisaged for a person in a complete day.
- The same aforementioned financial quotes shall apply for all the different types of meals (Full diet(normal), Half diet (children), etc., as mentioned in Schedule A: Dietary Services in this document).
- The prices quoted by the bidder shall remain fixed during the entire period of the contract and shall not be subject to variation on any account.
- The above rates are inclusive of all applicable taxes and duties; however, in case of any future change in GST (increase/ decrease) applicable on the services offered by the Agency, the authority shall make respective adjustment (increase/ decrease) in the payments, subject to the maximum rate per single day diet, notified by the Government of Bihar.

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

Annexure 2: Technical Bid

S. No	Details of the Bidder	Response
1	Name of the Bidder	
2	Address of the registered office of the Bidder	
3	Telephone (with STD Code) and Mobile number	
4	State clearly whether it is Partnership Firm/Agency or a company or a NGO	
5	Whether the Bidder is registered, attached copy of the certificate of registration	
6	Name of the Owner(s)/Partners	
7	Details of Earnest Money Deposit (EMD)	
8	Goods & Services Tax (GST) Registration	
9	PAN Number	
10	TIN Number	
12	Name and Mobile Number of a Key person, who can be contacted at any time	
13	ESI registration certificate	
14	EPF registration certificate	

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

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Annexure 3: Prior Experience

Experience during last 3 years (attach documentary proof / certificate from concerned organization)

S. No	Name of work	Year	Agency who awarded the work	Contact person/ Telephone Number	Remarks

Date:
Place:

Name and Designation of the Bidder:
Signature of Bidder:
Seal of the Bidder:

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Annexure 4: Affidavit
(On stamp paper of Rs 1000/-)

Sir,

I, M/s....., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not blacklisted/ barred/ convicted by any court of law for any criminal or civil offences/ declared ineligible by State Health Society, Bihar/ District Health Society(DHS)/ or any other entity of GoB or by any entity of state government /or Govt. of India or any local Self-Government body or public undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason and from participating in Project(s).

And that no criminal/ vigilance case related to cheating, forgery, Criminal breach of trust, theft and prevention of Corruption Act is pending in any court of law against us.

And that we are hereby declaring all ongoing litigations where our promoter(s) / director(s) are involved in with any government agency/state/central department/PSU, and as mentioned below:

- 1.
- 2.
- 3.
- 4.

Further, we are annexing a certified copy of the litigations with this affidavit.

We further confirm that we are aware that, our bid 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 contract period and the amounts paid till date shall stand forfeited without further intimation.

Place -

Yours faithfully

Date -

Signature of the bidder

Name and Designation of the bidder

(This form shall be duly filled-up and signed by the bidder & submitted along with the original copy of the Bid)

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Annexure 5- Key terms of the Contract

1. Obligations of Agency

1.1 Set up and operations

- 1.1.1. The Agency shall set up, operate and maintain a hygienic kitchen in the area provided by the Authority in every hospital premises listed in this document.
- 1.1.2. The Agency shall provide 3 meals (breakfast, lunch and dinner) to all the indoor patients according to the diet-chart attached in **Schedule-A**, or any special meals as instructed by the on-duty medical Officer, as per Schedule-A.
- 1.1.3. The Agency shall ensure installation of brand new refrigerators in the kitchen, for storage of food items [minimum two refrigerators (1000 litre) for District Hospitals, and one for other healthcare facilities (1,000 litres)]; however, based on the requirement, the agency shall install more refrigerators at the facility.
- 1.1.4. The Agency will ensure compliance with mandatory regulations related to local administration such as Municipal Corporation, State Government, Pollution Control Board, Fire Safety Department, FSSAI, Water supply and Drainage department etc.
- 1.1.5. The Agency shall be responsible for cleaning and hygienic upkeep of kitchen and / all utensils/ equipment and material used for the purpose of providing dietary services at the facility.
- 1.1.6. The Agency shall ensure removal of waste bags at least twice a day, or when bag is 3/4th full, whichever is earlier.
- 1.1.7. The Agency shall be responsible for prevention and control of pests, rodents, lizard and cobwebs in the kitchen area.
- 1.1.8. The Agency is to ensure the safe custody of all consumables.
- 1.1.9. The Agency will display the menu of meals for patients in ward area. The cost of such display is to be borne by the agency.
- 1.1.10. Apart from provision of space for kitchen, all responsibilities in service delivery will stay with the Agency.
- 1.1.11. Agency would be responsible for ensuring adequate supply of all consumables.
- 1.1.12. Agency will ensure consumables/ ration/ vegetables are always fresh/ well within the expiry date:
 - Use only grade A eggs and pasteurized milk products.
 - Do not buy/use cans that are dents and packages for leaks and tears.
 - Check produce for signs of spoilage, insect & dirt.
 - Buy raw produce as per requirement and storage capacity to avoid food spoilage and waste
- 1.1.13. Storage Area:
 - This area should be maintained as clean zone with entry only for authorized person
 - Cold Storage area for perishable items like milk, dairy products, eggs, fruits and vegetables. The perishable items should be stored separately for vegetarian items and eggs.
 - In refrigerator keep raw & ready to eat food separate. Raw food should be kept on the lowest shelf in the fridge.

- Food stocks should be stored and used as per the concept of First-In, First-Out (FIFO) and food beyond its use-by/expiry date should be strictly discarded.
- All the food containers shall be stored above floor level.

1.1.14. Key Points to Consider:

- Raw food/ poultry and ready-to-eat foods should be kept separate at all times.
- Hands should be thoroughly washed before preparing food.
- Work surfaces, chopping boards and equipment should be thoroughly cleaned (intend clean and sanitize) before the preparing of food starts and after it has been used.
- Staff should be made aware how to avoid cross- contamination.

1.1.15. Garbage Disposal:

Used leftover food brought from wards, peelings of vegetables in preparation area any other waste material to be collected in bags and then put in garbage disposal area for further disposal same day by housekeeping staff. The garbage should be removed twice a day, or when garbage bag is 3/4th filled, whichever happens earlier.

1.1.16. Anti-Fly Measures:

Apart from air curtain, 1-2 luminous anti-fly portable devices should be installed in the food preparation area, storage area and at places needed depending upon fly nuisance in Dietary Department. Window which can be opened should have enforcement with wire mesh doors to avoid fly nuisance.

1.1.17. Quality Check of Food:

- Before serving the food to patients, a portion of food shall be served to MOIC and Hospital Manager for food tasting and quality check.
- The Records of such inspection and non-conformities of the quality check done shall be maintained in the food quality register.
- For any discrepancies/ conformities observed the cooks shall follow the doctor's order.
- Quality check of masalas, oils etc. being used for the cooking

1.1.18. Distribution of Diet

- After preparation of the food, it shall be transferred into the designated vessels of the food trolley with all necessary precautions to maintain hygiene.
- The Agency shall distribute the food in different wards and collect the utensils after the patients have finished their food.
- Lunch & dinner should be served in a standard sized stainless-steel tiffin and tea shall be served in stainless steel glass.
- The diet delivery personnel/steward shall proceed with the food trolleys and the diet List towards each ward for service.
- The diet delivery personnel/steward shall always use gloves and clean ladles for serving food to patients
- Food shall be served to patients with humility, respect and dignity

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- After serving the diet delivery personnel/steward shall collect the plates/tiffin and keep in trolley, ensuring no spillage in the ward
- Once the distribution of meal and collection of trays have been completed, take acknowledgement signature from the Nurse In-charge /staff nurse of the ward on the diet slip/diet register for diet supplied form.
- Food prepared to be served at a later time are cooked, chilled, and reheated at appropriate temperatures to prevent microbial growth or contamination.
- Before the trays are put in dish washer the left-out food should be collected and segregated for disposal as per the defined protocols

1.2. HR Related

- 1.2.1. The Agency shall deploy and ensure requisite and adequately trained personnel (18+ age) at the health facility as mentioned in **Schedule B**.
- 1.2.2. For daily supervision, the Agency shall appoint a qualified Supervisor who will ensure that the dietary work is done properly.
- 1.2.3. The bidder or agency shall be responsible to comply with all applicable labour legislation (Compensation, child labour, minimum wages, EPF, ESI or any other Act or Legislation, which may govern the nature of the contract and/or being issued by Central or State Government from time to time) in respect of the manpower appointed or hired by the bidder or agency in respect of execution and implementation of the project and shall indemnify and keep indemnified the authority for any claim, action or demand whatsoever in that regard. It will be the sole responsibility of the Bidder or agency to abide by the provisions of the applicable acts & rules, as to the manpower appointed or hired for performance of this contract. The authority will not be a party at any stage to any kind of dispute relating to the above.
- 1.2.4. The manpower provided by the agency shall be in proper dress code (shirt/saree/sweater and trouser) at all time. Uniform along with hand gloves and caps and ID card (mentioning the name of the employee and company logo on shirt) should be provided to the workers and staff should wear it at all times. The Agency should provide 2 sets at the start and replace them after every 6 months and ensure that the staff wears clean uniform all the time.
- 1.2.5. The Kitchen and service staff employees should be put to medical examination before recruitment; these employees shall also be regularly screened for being carrier of communicable diseases, Dysentery or Diarrhoea, and worm infestations etc.
- 1.2.6. If staff are ill with these conditions or out ill for 5 or more days, they will need to have clearance from general physician of the hospital prior to returning to work.
- 1.2.7. The Agency is required to conduct refresher trainings of workers, every month on sanitation behaviours to be observed while providing dietary services. These trainings must be conducted in the presence of the Hospital Manager or his/her representative from the hospital administration.
- 1.2.8. Any misconduct/misbehaviour on the part of the manpower deployed by the Agency will not be tolerated and such person will have to be replaced by the Agency at his own costs, risks and responsibilities immediately, with written intimation to the Hospital Administration.

1.2.9. The staff deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/ organizational matters to any third person.

1.2.10. The Agency shall ensure that the person deployed are disciplined and consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act are prohibited. The Agency would be held responsible for conduct of the HR deployed under the contract.

2. Obligations of Authority

2.1. The Authority shall make regular payment to the Agency as per the terms of the contract.

2.2. Hospital Administration will provide adequate space for kitchen along with electrical supply and running water. All the expenses for temporary construction will be taken care by the Agency.

2.3. The Authority shall collect feedback regarding the services from the patients on a regular basis.

2.4. The Authority shall issue log-books to the Agency (issued by Civil Surgeon), as per the formats attached with this document.

3. Terms of Payment

3.1. The Agency needs to submit its bills for the preceding month by the 5th day of every working month in accordance with the contracted rates to the competent Authority in triplicate. (Bills and requisite documents submitted after 5th day of the month will be considered for payment in the next month). The bills will be accompanied with a copy of Attendance and Performance forms. The BHM/HM/MOIC/DS will check the bills & forms, verify them and along with a statement of penalties to be levied based on the KPIs, and release the payments before 15th of the month, after deduction of applicable TDS (Tax deduction at source) as per prevalent government norms. Wherever applicable, the concerned authority should initiate electronic funds transfer instead of cheque payment to the Agency within the prescribed time limits.

3.2. In case the Agency defaults on its obligations through the Key Performance Indicators (KPIs), a penalty shall be levied as mentioned under **Schedule C**.

4. Review and Monitoring Structure

4.1. Reporting:

- a) The Agency shall maintain proper Log Books for the services being provided with adequate details related to services, staff availability and equipment and materials availability, (issued by Civil Surgeon (CS), District Health Society (DHS)).
- b) These Log Books shall be verified and signed by the BHM/HM and MOIC/DS/Available Doctor on a daily basis.

4.2. Monitoring:

- a) **Daily Inspection:** The Hospital Manager/Health Manager/Person In-charge shall inspect services being provided by the Agency on a daily basis with the help of the Health Facility staff. The Hospital Manager/BHM shall monitor services in all the three shifts with at least 8 days of direct monitoring in each shift in a month.

- b) Weekly monitoring: DS/ MOIC will do the weekly monitoring on a random basis (at least 4 inspections in a month). The scope of these inspections will include but not limited to checking of the Agency's services, feedback interviews with patients and hospital staff. Findings of these inspections shall be recorded on weekly basis and shared with the Agency and the Health Facility within 2 days of the visit.
- c) Monitoring by Rogi Kalyan Samiti (RKS): RKS members will do a random inspection on a fortnightly basis to review the services being provided by the Agency.
- d) Monthly Review Meeting: The CS and DPM shall convene a monthly review meeting with the head of the Agency, hospital manager, and at least 1 staff from the facility to review performance of the service provider. The discussion points shall be recorded, and action items agreed. Copies of minutes of the monthly review meeting will be shared with the Agency within 3 days of holding the meeting. The copy of the Minutes should also be shared with the Health Facility in-charge and put on the Health Facility's notice board.
- e) Random Review Inspections: State Health Society may randomly review services provided at the facilities, through its representatives or Third-Party Agency (TPA) authorized by SHSB. SHSB may review the performance of services through inspections/discussions with BHM/HM/MOIC/DS, Agency, Supervisor.
- f) Random Food Safety Inspections: Food Safety Officers will conduct random inspections, to inspect quality to the food prepared, and share the report with Hospitals managers/MOIC and CS Office.

5. Penalty

In case the Agency defaults on its obligations through the Key Performance Indicators (KPIs), a penalty shall be levied as mentioned under **Schedule C**. The total penalty in a month shall not exceed 10% of the monthly invoice value. In case of deduction of maximum penalty (10% of invoice) for consecutive 3 months, the agency shall be considered for termination.

The penalty shall be arrived at after reviewing the log books and Performance certificates and shall be deducted from the payments in the following month. In case of exceptional circumstances, the penalty may be deducted from the performance security.

6. Performance Security

- 6.1. The Agency will be required to deposit an amount equal to Rs 600000/- (Six Lakhs only) as Performance Security within 15 days of notification of award of contract (before signing the contract) failing which the selection /contract will be cancelled and negotiated and awarded to the L2, L3... (in this order) responsive bidder with their consent to enter into an agreement with the authority to provide services at L1 rate.
- 6.2. The Performance Security should be in the form of a Bank Draft or Bank Guarantee issued by a scheduled bank in favour of DHS, Saran. *If submitted in form of bank guarantee, must be in the format provided in Annexure-6, and valid upto 90 days beyond completion of all contractual obligations of both the parties.*
- 6.3. Appropriation of Performance Security: In the event of the Agency being in default of the due, faithful and punctual performance of its obligations under this Agreement during the Contract Period or owing any sums whatsoever to the Authority under this Agreement or in the event of there being any claims or demands whatsoever which may at any time be made or have been made on behalf of the Authority for or against the Agency under this Agreement, the Authority shall, without prejudice to its other

rights and remedies hereunder or in law, be entitled to appropriate the relevant or delinquent amounts from the Performance Security towards Damages as per the terms of this Agreement.

- 6.4. Performance Security will be refunded within 90 days of expiry of the Agreement.
- 6.5. The Agency shall not get any interest on security money deposited.

7. Force Majeure

- 7.1. Neither party shall be liable for any failure or delay in performance to the extent said failures or delays are in the nature of Acts of God including floods, fires, earthquakes, wars, riots, acts of governments occurring without its fault or negligence or the effects of which persist despite reasonable efforts undertaken by the party unable to perform to mitigate the effects, and such party does everything reasonably possible to resume its performance.
- 7.2. A party affected by an event of force majeure shall give the other party written notice, with full details as soon as possible and in any event not later than three calendar days of the occurrence of the cause relied upon.

8. Dispute Settlement

- 8.1. Any dispute/differences between the parties arising out of and in connection with the contract shall be settled amicably by mutual negotiations.
- 8.2. If the parties fail to resolve their dispute or difference by such mutual consultation within thirty days of its occurrence, the same shall be referred to the Regional Additional Director, Health Department, Government of Bihar, who shall then scrutinize the claims/ disputes that have been referred and make efforts for amicable settlements by mutual discussions/ negotiations.

9. Modification of contract

The Agreement may be supplemented, amended, or modified only by the mutual agreement of both parties. No supplement, amendment, or modification of the Agreement shall be binding unless it is in writing and signed by the two parties.

10. Event of Default

It shall be an Event of Default if:

- 10.1. The Agency or its employee fails to comply with any of the obligations listed out under this Agreement
- 10.2. Any representation or warranty made by the Agency under this Agreement found to be incorrect in any material respect
- 10.3. This Agreement becomes unlawful or is declared void

11. Termination

- 11.1. Without prejudice to any other rights and remedies, on the occurrence of an Event of Default, the Authority may terminate this agreement immediately on giving written notice to the Agency, if such Event of Default is not remedied within 20 days of receipt by the Agency a notice in writing specifying the breach required to be remedied.
- 11.2. If the maximum applicable penalty of 10% is imposed on the Agency for three consecutive months, or the Agency fails to provide satisfactory service despite



several notices, the 'Agreement can be terminated by the Authority by giving one-month notice.

- 11.3. Either party may terminate the agreement without assigning any reason by giving a ninety days' notice.
- 11.4. In the event force majeure event continues for thirty (30) days or more, the non-affected party shall have the right to terminate the Agreement by issuing a Termination Notice.
- 11.5. Upon termination of the Agreement, the Agency shall vacate the premises and withdraw its services and staff.

12. Covenants

- 12.1. Agency shall ensure compliance with all applicable laws, rules and regulations, guidelines or policies for the performance of obligations under the Agreement.
- 12.2. Agency shall be responsible for any existing government charges, taxes, liabilities or fees or any personnel taxes and shall indemnify and hold harmless the Authority for any liability in this connection.
- 12.3. Other than as may be permitted by the Agreement, Agency shall not disclose, use or share any data/information/record, etc. with respect to the health facility where it is providing services and shall treat all information as confidential.

13. Limitation of Liability

- 13.1. Nothing herein shall impose any liability upon the Authority in respect of any defects/casualty arising out of the acts, omissions, commissions, negligence or defaults on part of the Agency, its employees, staff and/or agents for any failure by the Agency in carrying out their roles and responsibilities mentioned in the Agreement.
- 13.2. The Agency shall be responsible for due compliance with all the applicable Central, State, Municipal and Local Statutes, Rules and Regulations made there under with respect to the objectives contemplated herein. Any penalty fees levies or the likes if any imposed by any authority due to any non-compliance shall be solely to the account of the Agency and will not be borne by the Authority.
- 13.3. The Authority will not be responsible for any loss or damage that third parties may suffer to due events such as fire, flood, storms, earthquakes, accidents, etc.

14. Indemnity

- 14.1. Agency shall indemnify Authority on demand, against any loss, destruction, or damage to any property or any loss, injury, or casualty caused by the negligent act or omission or wilful misconduct of Agency or its employees or agents.
- 14.2. Agency shall indemnify Authority on demand, against all claims, costs, demands, allegations, charges, expenses and liabilities of whatsoever nature arising out of or in connection with any claim arising out of Agency's performance of its obligations under the Agreement.

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Annexure 6 - Format for Performance Bank Guarantee

(To be stamped in accordance with the stamp act)

Ref: Bank Guarantee No.: Date:

To

The Civil Surgeon/Superintendent

District Health Society _____

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Contract dated (hereinafter referred to as "the Contract") to provide dietary services at _____ (name of the facilities) under Public Private Partnership Model, for the DHS, Saran.

AND WHEREAS it has been stipulated in the said Contract that the bidder shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized / Scheduled Commercial Bank for the project/performance of providing dietary services at government healthcare facilities as per the agreement.

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the DHS, Saran the Guarantee:

Therefore, the Bank hereby agrees and affirms as follows:

- 1) The Bank hereby irrevocably and unconditionally guarantees the payment of INR _____ to _____ under the terms of their Agreement dated on account of full or partial non-performance / non-implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards DHS, Saran under this Guarantee shall not, under any circumstances, exceed in aggregate.
- 2) In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from DHS, Saran stating full or partial non-implementation and/ or delayed and/or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to DHS, Saran any and all sums demanded by DHS, Saran under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from DHS/_____ to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr.
- 3) This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 15 months from the date of its execution.
- 4) The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a) Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - b) Any breach or non-compliance by the bidder with any of the terms and conditions of any Agreements/credit arrangement, present or future, between bidder and the Bank.
- 5) The Bank also agrees that DHS, Saran at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without

proceeding against vendor and notwithstanding any security or other guarantee that DHS, Saran may have in relation to the bidder's liabilities.

- 6) The Bank shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of DHS Saran or any other indulgence shown by DHS Saran or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.
- 7) This guarantee shall be governed by the laws of India and only the courts of Patna, Bihar shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of

Witness

(Signature)

(Name)

Bank Rubber Stamp

(Official Address)

Designation with Bank

(Signature)

(Name)

Handwritten signatures in blue and purple ink, including a signature that appears to be 'Saran' and another that appears to be 'DHS'.

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Schedule A -Dietary Services

(1) A. नाश्ता	फुल डायट (नार्मल) Energy - 3500 Kcal/ Protein - 100 gm पावरोटी, दूध केला एवं सेब
	पावरोटी - 200 ग्राम - 01 पैकेट दूध 500 ml केला - 06 नंग सेब 100-ग्राम 01 नंग
B. भोजन दोपहर एवं संध्या	चावल, दाल, सब्जी एवं दही चावल (उसना)/ओटा - 400 ग्राम/475 ग्राम दाल (गूंग 50 ग्राम + गरूर 50 ग्राम) हरी सब्जी - 300 ग्राम आलू - 150 ग्राम दही/मक्खन या पनीर-100 ml/200 ml/50 ग्राम तेल - 20 ग्राम गसाला - 30 ग्राम
C. विविध कुल लागत	कुल A + B + C

(2) A. नाश्ता सुबह	हाफ डायट (चिल्ड्रेन) Energy - 2775 Kcal/ Protein - 100 gm वन पावरोटी, दूध अण्डा, सेब, केला एवं चीनी
	वन पावरोटी - 90 ग्राम दूध 500 ml अंडा (मुर्गी) 02 नंग सेब 100 ग्राम 01 नंग केला - 03 नंग चीनी 25 ग्राम
B. भोजन दोपहर एवं संध्या	चावल, दाल सब्जी एवं दही चावल (उसना) 300 ग्राम दाल (गूंग 50 ग्राम + गरूर 50 ग्राम) आलू - 100 ग्राम हरी सब्जी - 150 ग्राम दही या पनीर -100 ग्राम/50 ग्राम तेल - 10 ग्राम गसाला - 15 ग्राम
C. विविध कुल लागत	कुल A + B + C

(3)	लोफ फ्रूट साफ्ट ब्लैंड डायट Energy - 2500 Kcal/ Protein - 65gm
A नाश्ता सुबह-संध्या	पावरोटी, दूध अण्डा, केला सेब, संतरा एवं चीनी
	पावरोटी - 200 ग्राम X 02 पैकेट
	दूध 500 ml
	अंडा (मुर्गी) 02 नग
	केला - 12 नग (एक दर्जन)
	सेब-200 ग्राम 02 नग
	संतरा-200 ग्राम 02 नग
	चीनी - 50 ग्राम
B विविध	
कुल लागत	A + B

(4)	डायबेटिक पथ्य Energy - 2500 Kcal/ Protein - 80 gm
A नाश्ता सुबह	पावरोटी, दूध, सेब एवं संतरा
	पावरोटी - 200 ग्राम X 01 पैकेट
	दूध 500 ml
	सेब-200 ग्राम 02 नग
	संतरा-200 ग्राम 02 नग
B भोजन दोपहर एवं संध्या	रोटी, दाल, सब्जी एवं दही
	आटा 150 ग्राम X 2 300 ग्राम
	दाल (मूंग 25 ग्राम + मसूर 25 ग्राम) 50 ग्राम
	हरी सब्जी 150 ग्राम X 2 300 ग्राम
	दही/मट्ठा या पनीर (100ml/100 ग्राम)
	तेल (सरसों) 20 ग्राम
	मसाला 30 ग्राम
C विविध	
कुल लागत	A + B + C

(5)	पोस्ट ऑपरेटिव सुपाच्य पथ्य Energy - 2600 Kcal/ Protein - 78 gm
A नाश्ता	पावरोटी, दूध, केला एवं सेब
	पावरोटी - 200 ग्राम X 01 पैकेट
	दूध 500 ml
	केला विनिया 06 नंग
	सेब - 100 ग्राम 01 नंग
B भोजन	खिचड़ी-चोखा-संतरा-दही
दोपहर एवं संध्या	
	चावल 100 ग्राम X 2 - 200 ग्राम
	दाल (मूंग 50 ग्राम + मसूर-50 ग्राम) 100 ग्राम
	आलू 100 ग्राम X 2 - 200 ग्राम
	दही/ मट्ठा (100ग्राम/ 200 ml)
	संतरा 100 ग्राम X 2 - 200 ग्राम - 02 नंग
	जीरा 2½ ग्राम X 2 - 05 ग्राम
	हल्दी 5 ग्राम X 2 - 10 ग्राम
	तेल 5 ग्राम X 2 - 10 ग्राम
C विविध	
कुल लागत	A + B + C

(6)	रीनल डायट-लोप्रोटीन Energy - 2450 Kcal/ Protein - 36 gm
A नाश्ता	पावरोटी - मक्खन-सेब- साबुदाना-खीर
	वन पावरोटी 90 ग्राम
	मक्खन (सुधा/अमूल के मानक स्तर का) 10 ग्राम
	दूध 200 ml
	साबुदाना 25 ग्राम
	चीनी 25 ग्राम
	संतरा 100 ग्राम 01 नंग
B भोजन	चावल-दही- सब्जी- साबुदाना टिक्की
	चावल 100 ग्राम X 2 - 200 ग्राम
	दही 100 ग्राम X 2 - 200 ग्राम
	सब्जी 100 ग्राम X 2 - 200 ग्राम
	आलू 50 ग्राम X 2 - 100 ग्राम
	साबुदाना 25 ग्राम X 2 - 50 ग्राम
	तेल 20 ग्राम X 2 - 40 ग्राम
	हल्दी 5 ग्राम X 2 - 10 ग्राम
	जीरा 2½ ग्राम X 2 - 05 ग्राम
	मसूर 2.5 ग्राम X 2 - 05 ग्राम
	चीनी 25 ग्राम X 2 - 50 ग्राम
	सेब 100 ग्राम - 01 नंग
C विविध	
कुल लागत	A + B + C

नोट :- RDA for Protein 0.6 gm/ Kg Body Wt.

IRM (Indian Reference Man) Wt. 60 kg RDA Protein 36 gm

IRW (Indian Reference Woman) Wt. 55 kg RDA for Protein 33 gm

(7)	दूध फीड- लिक्विड डायट Volume 1400 ml, 1400 Kcal/ Protein - 33 gm
A	फ्रुट जूस 200 ml X 01 बार मौसम्मी 500 ग्राम - 5 नग चीनी 20 ग्राम नमक 2.5 ग्राम
B	दूध 200 ml X 01 बार दूध 200 ग्राम चीनी 10 ग्राम बटर/क्रीम 10 ग्राम (सुधा/अमूल के मानक स्तर का)
C	सूप 200 ml X 02 बार कद्दू 50 ग्राम शलजम 50 ग्राम दाल 20 ग्राम दूध 200 ml नमक 2.5 ग्राम चीनी 05 ग्राम नींबू - 01 नग तेल - 10 ग्राम
D	सी0पी0 मिक्स 200 ml X 02 बार चावल 50 ग्राम दाल 20 ग्राम हरि सब्जी 100 ग्राम दही 100 ग्राम चीनी 10 ग्राम नमक 05 ग्राम तेल - 20 ग्राम
E	विविध
कुल लागत	A + B + C + D + E

नोट :- यह पथ्य BMR कैलोरी आवश्यकता आधारित है।

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 [Signature]
 [Signature]
 [Signature]

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(B)	डी0 भी0 डी0 डायट कै- दस्त अतिसार पथ्य	Electrolyte rich Pre- Biotic Diet - 1200 कैलोरी
A	क्लीअर फ्लूइड ORS नींबू - 01 नंग वीनी 25 ग्राम नमक 05 ग्राम	
B	लिक्वीड जूस मोसम्मी जूस 200 ml - (05 मोसम्मी) या डाभ (नारियल पानी) वीनी 10 ग्राम नमक 2.5 ग्राम	
C	वटर मिलक या लस्सी	
D	भोजन (मडगीला चावल-दही- कच्चा केला का चोखा) धवल 100 ग्राम कच्चा केला 100 ग्राम दही 200 ग्राम नमक 10 ग्राम उबला सेब 100 ग्राम - 01 नंग	
E	विविध	
कुल लागत	A + B + C + D + E	

नोट :- यह पथ्य Electrolyte आवश्यकता आधारित है।

Ref :- ICMR RDA for Energy - 2500 - 3800 Kcal.

RDA for Protein 8 -12 % Total Energy 50 gm to 75 gm / or 75 gm to 114 gm

नोट :-

- (1) मसाला 30 ग्राम अन्तर्गत प्रति मरीज प्रतिदिन गोलकी - 02 ग्राम, जीरा - 02 ग्राम, धनिया पाउडर- 03 ग्राम, लाल मिर्च पाउडर - 03 ग्राम, लहसुन-03 ग्राम, प्याज-10 ग्राम तथा हल्दी 07 ग्राम का प्रावधान किया जा सकता है। हाफ-डायट चिल्ड्रेन के लिए मसाला 15 ग्राम के अन्तर्गत गोलकी, जीरा धनिया पाउडर, लाल मिर्च पाउडर तथा लहसुन सभी का एक-एक ग्राम कुल-05 ग्राम, प्याज-05 ग्राम तथा हल्दी-05 ग्राम का प्रावधान किया जा सकता है।
- (2) उपरोक्त पथ्य सामग्रियों की दर्शायी गई मात्रा भविष्य में अनुमोदित पथ्य सामग्रियों के दर के आधार पर घट-बढ़ सकती है।

Spd S
Rm
famer

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Schedule B – Minimum Manpower to be Deployed

S. No	Staff Category	Numbers for PHC	Numbers for Referral/CHC Hospital	Numbers for SDH	Numbers for Sadar-Hospital
1	Cook	1	1	2	2
2	Kitchen helper	1	2	3	4
3	Cleaner for Kitchen/Collector of plates				
	Total	2	3	5	6

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Schedule C – Performance Matrix

S. No	Performance Indicators	Expected Level	Measurement protocol	Penalty in case of non-compliance
1.1.	Number of grievances/ complaints by patients on quality of dietary services	Less than 10% of the total feedback forms filled in a month	Inputs from feedback forms to be collated by BHM/Hospital Manager/MOIC/ DS on a weekly basis and communicated to the Agency	1% of the total monthly invoice for the respective facility
1.2.	Percentage of in-patients served	100%	Daily inspection and random checks by BHM/HM/ on duty doctor/ ward in-charge	1% of the total monthly invoice for the respective facility
1.3.	Staff availability	100%	To be verified from daily Log Book / attendance register	Rs. 200 per staff per day of absence
1.4.	Availability of operations and maintenance equipment (brooms, stove, ladle, cooking pots, pans)	100%	To be verified by daily inspection and random checks by BHM/HM/on duty doctor/ ward in-charge	1% of the total monthly invoice for the respective facility
1.5.	Cleanliness of the kitchen premise	Daily cleaning and mopping of the kitchen; No leftover food strewn in the kitchen. Utensils and appliances to be cleaned after use.	Daily inspection and random checks by HM/ on duty doctor/ ward in-charge	5% of the total monthly invoice for the respective facility

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Handwritten signature in blue ink.

Handwritten signature in green ink.

Schedule D – Attendance Record

Format for Attendance Certificate -- to be kept with Hospital Manager

Name of the facility:	Month:
Name of the block:	District:

Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	-
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Staff Name 1																
Staff Name 2																
Staff Name 3																


Name of the Agency's Representative


Signature

Name of the Authority's Representative

Signature

Note: In case of temporary replacement staff, note the staff name in remarks column. Also mention the duration of the temporary replacement.





<input style="width: 80%; height: 30px;" type="text"/> Employee's Signature	<input style="width: 80%; height: 30px;" type="text"/> Authority representative's Signature
--	--

Handwritten signature in green ink

Schedule E – Equipment/Material Availability

Equipment/Material Availability

Name of the facility:	Month:
Name of the block:	District:

EQUIPMENTS	DATE														Authority's Representative's Sign
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
Equipment 1															
Equipment 2															
....															
....															
....															
....															
Remarks															

*The final log book format to be developed by the facility in-charge (Authority's representative)

