



National Center for Mental Health

March 20, 2023

NOTICE OF AWARD

AICEE CATERING FOOD SERVICES

Blk 5 Lot 6 Corvette St., Thunderbird Subd.
Brgy. 174 Camarin, Caloocan City
Contact No.: 0905-330-8962
E-mail: aiceecateringfoodservices@yahoo.com

Dear Sir/Madam,

Please be advised that as a result of **Public Re-Bidding** conducted by National Center for Mental Health for the **Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Camarin Extension Facility CY 2023** and is hereby **awarded** to your company the following:

NO	ITEM CODE	ITEM DESCRIPTION	QTY	UNIT	UNIT PRICE	TOTAL PRICE						
1	ITB No. 010-2023	Public Re-Bidding for Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Camarin Extension Facility CY 2023					1	lot	P 8,090,137.00	P 8,090,137.00		
		Item No.	Description	Quantity	Unit Price	Total Amount						
		1	Regular and Therapeutic Diet (2170 Kcal)									
			Breakfast 870Kcal	84pax x 275days = 23,100	114.93	2,654,883.00						
			Lunch 650Kcal	84pax x 275 days = 23,100	85.92	1,984,752.00						
			Supper 650Kcal	84pax x 275days = 23,100	85.92	1,984,752.00						
					Sub-total	6,624,387.00						
		2	Supplementary Diet									
			Oral Nutritional Supplement 0.35 / Kcal @ 500Kcal/day	30pax x 275 days = 8,250	175.00	1,443,750.00						
			Egg Supplement 1 piece medium size, 55g	10persons x 275days = 2,750	8.00	22,000.00						
					Sub-total	1,465,750.00						
					GRAND TOTAL:	8,090,137.00						
		I. TECHNICAL PACKAGE										
		1. MENU - The food service provider must submit the following: <ol style="list-style-type: none"> Standardized recipes with exact measurements of the ingredients and consistency in the preparation method. It must include the menu item name, total yield portion size, ingredient list/quantity. Six (6) week cycle menu in a tabulated form. It must include the portion weight and kilocalorie. It must cover breakfast, lunch and supper for both regular and modified diets. Standard component per meal to include: 										
			Meal	Caloric Distribution	Component							
	Breakfast	870 kcal	Fruit, viand, rice or substitute, and warm beverage (ex: Ginger Ale /Rice Coffee)									

"There is no Health without Mental Health"

Lunch	650 kcal	Soup, viand, vegetable dish, rice or substitute, fruit/dessert
Supper	650 kcal	Soup, viand, vegetable dish, rice or substitute, fruit/dessert
TOTAL KILocalORIES PER DAY	2170 kcal	

The submitted six (6) week menu cycle must be reviewed and approved by the NCMH Chief of Nutrition and Dietetics Section two weeks prior to execution. The 2170 kcal intake requirement for the NCMH Camarin Extension service users with specific caloric distribution and weight in grams indicated should be and must be strictly followed.

The in-house nutritionist-dietitian will randomly pick one (1) bento box for regular diet and one (1) bento box for therapeutic diet that must undergo daily food evaluation per meal distribution (breakfast, lunch and supper) or may do so in multiple times in a day as the need arise. It should be noted that the weight of the food gathered and stated in the food evaluation will serve as a guide to monitor food adequacy for certification purposes only. Signatures of the outsourced nutritionist-dietitian and in-house nutritionist-dietitian on the food evaluation document report must be affixed to the food evaluation form to signify agreement without objection between two parties. Specific requests / demands listed must be considered.

1.1. REGULAR DIET

2170 Kcal	Carbohy-drates 60-65%	Approx. Exchanges	Protein 15 -20%	Approx. Exchanges	Fat 20 - 25%	Approx. Exchanges
Breakfast 870 kcal	135 - 140 g	5.5 - 6 exchanges	25 - 30 g	3 - 4 exchanges	20 - 24 g	4 - 5 exchanges
Lunch 650 kcal	100 -105 g	4.5 - 5 exchanges	20 - 25 g	2.5 - 3 exchanges	15 - 20 g	3 - 4 exchanges
Supper 650 kcal	100 -105 g	4.5 - 5 exchanges	20 - 25 g	2.5 - 3 exchanges	15 - 20 g	3 - 4 exchanges

Food Item	Household measurement per share (g)	
	Adults	
	Breakfast	Lunch and Supper
Meat (Pork / Beef)	105 - 140 g	88 - 105 g
Chicken leg (85% edible portion)	125 - 165 g	100 - 120 g
Chicken thigh (66% edible portion)	160 - 210 g	144 - 160 g
Chicken breast (100% edible portion)	90 - 120 g	88 - 105 g
Fish (without head)	105 - 140 g	88 - 105 g
Rice	440 - 480 g	360 - 400 g
Vegetable	45 g	45 g
Fruits	40 -50 g	40 -50 g
Bread and other rice substitutes	Varies	

Terms and Conditions:

- Regular diet must be served with one serving of fresh fruit per meal daily.
- Serve freshly prepared dishes for meals prepared and cooked in the NCMH designated facility.
- Serving of sweet products, sugar-based item/beverages and pastry as dessert is not allowed. This may exacerbate service users current mental health condition.
- Avoid processed meats like ham, sausage, meatloaf and canned meat. (*Annex B. Guide in Eliminating Trans-Fatty Acids in Inpatient Meals*)
- The serving must be according to FNRI DOST – Food Exchange List serving portion and FNRI DOST Pinggang Pinoy Filipino Guide which

includes vegetable, protein dish, rice and rice alternatives, and fruit. Please use MOVABA (Moderation, Variety, Balance) principle as a guide;

- f. Soup must be provided every meal especially for dry foods (e.g. fried chicken, shanghai, etc.).
- g. Meat / Fish must be served boneless and cut into bite/strip size.

1.2 PERSON WITH DIABETES DIET

Table 1.2 PERSON WITH DIABETES DIET						
2170 Kcal	Carbohydrates 55%	Approx. Exchanges	Protein 20%	Approx. Exchanges	Fat 25%	Approx. Exchanges
Breakfast 870 kcal	130 g	5.5 exchanges	43.5 g	5 exchanges	25 g	5 exchanges
Lunch 650 kcal	90 g	4 exchanges	32.5 g	4 exchanges	18 g	3.5 exchanges
Supper 650 kcal	90 g	4 exchanges	32.5 g	4 exchanges	18 g	3.5 exchanges

Food Item	Household measurement per share (g)	
	Adults	
	Breakfast	Lunch and Supper
Meat (Pork / Beef)	175 g	140 g
Chicken leg (85% edible portion)	200 g	165 g
Chicken thigh (66% edible portion)	250 g	210 g
Chicken breast (100% edible portion)	150 g	120 g
Fish (without head)	175 g	140 g
Rice	440 g	320 g
Vegetable	45 g	45 g
Fruits	40 -50 g	40 -50 g
Bread and other rice substitutes	Varies	

Terms and Conditions:

- a. Person with Diabetes Diet must be strictly served with one (1) exchange of fresh fruits three (3) times a day (breakfast, lunch and dinner) to provide source of dietary fiber, vitamins and minerals.
- b. Serving of sweet products, sugar-based item/beverages and pastry as dessert is not allowed.
- c. Avoid processed meats like ham, sausage, meatloaf and canned meat. (*Annex B. Guide in Eliminating Trans-Fatty Acids in Inpatient Meals*)
- d. A serving of vegetable should contain at least 45 grams per meal.
- e. Soup must be provided every meal especially for dry foods (e.g. fried chicken, shanghai, etc.).
- f. Meat/fish must be served boneless and cut into bite/strip size.
- g. Please refer to NDAP Diet Manual for further reference.

1.3 SOFT DIET

Table 1.3 SOFT DIET						
2170 Kcal	Carbohydrates 60-65%	Approx. Exchanges	Protein 15 - 20%	Approx. Exchanges	Fat 20 - 25%	Approx. Exchanges

- the food service provider and in-house dietitians considering cost control and food portion replacement.
- h. Please refer to NDAP Diet Manual for further reference.

1.5 OTHER REQUIREMENTS

Terms of Conditions:

- a. Oral Nutritional Supplement (ONS) must be prepared and provided by the food service provider together with washable large container/pitcher. The nutritional formula must meet the criteria as a sole source of nutrition. The nutritional formula must be complete and balanced with a different selection and specification depending on the service users medical condition such as but not limited to modular and polymeric formulas with disease specific considerations (intended for person with diabetes, renal or high protein).
The in-house nutritionist-dietitian must monitor the preparation of the nutritional formula by the food service provider nutritionist-dietitian. The food service provider must have a separate and designated area in the preparation of ONS. It must maintain the highest quality standard of cleanliness, thus maintaining a sterile and germ free area before, during and after preparation to prevent contamination.
The in-house nutritionist-dietitian must forward the updated diet/meal tags to the food service provider for proper distribution to the intended service users one day in advance. Please ensure that the preparation and distribution will be distributed during lunch and supper.
- b. Egg supplementation must be prepared and provided by the food service provider based on the number of request reflected on the diet list. The food service provider must ensure the cooking and the proper distribution of hard boiled eggs (without shell) on the bento box. The in-house nutritionist-dietitian must forward the updated diet/meal tags to the food service provider for proper distribution to the intended service users. Egg supplementation must be included inside the bento box.
- c. Sugar and Salt requirement from requesting pavilions must be provided by the food service provider as per request that is reflected from the diet list. The in-house nutritionist-dietitian must update and prepare the request for sugar and salt one day in advance.
- d. Special meals must be provided on Christmas (December 25) and New Year (January 1). A sample menu of at least three (3) special Christmas and New Year menu must be submitted one (1) week before the date subject for review and final approval of the NCMH-NDS Chief Dietitian.

2. BENTO BOX

Washable bento box (4 compartment) with cover and washable plastic spoon must be provided by the food service provider for use by service user's meal for breakfast, lunch, and supper. Collection of bento boxes from different pavilions will be conducted one to two hours after every meal.

2.1 Meals for Breakfast

The food service provider must provide the washable cups with lids (beverage) and ensure the collection, sanitation and drying.

NCMH personnel assigned in pantry pavilions must ensure the proper washing of used bento boxes with cover.

2.2 Meals for Lunch and Supper

The food service provider must ensure the collection, sanitation and drying of used bento boxes with cover.

NCMH personnel assigned in pantry pavilions must ensure the proper washing of used bento boxes with cover.

2.3 Red Zone (Covid-19 Infection and other infectious diseases)

Disposable bento boxes with cover, disposable cups with lids and disposable spoons must be provided by the food service provider to specific service user/s under red zone or service user/s with infectious diseases.

2.4 Meal Tags

Meal tags and crates should be provided by the food service provider. All modified meal tags must have the service users surname for ease of identification. Please use the following color coding for meal tags (may opt to use colored paper or highlight):

	<p>ORANGE - for all server users with modified and restricted sodium level, CKD service users GREEN - for all service users with modified diets, person with diabetes, low cholesterol, low fat, hypoallergenic diet - for all service users on general and or clear liquid diet and soft diet RED - for all service users in isolation precaution</p> <p>The RND of the food service provider must ensure that all bento boxes are inspected properly, free from other foreign objects and complete viands are included in the bento box before delivery.</p> <p>3. MEAL CENSUS 3.1 The NDS must be responsible in the consolidation of daily census of service users for the preparation of meals for breakfast, lunch and supper. 3.2 The NDS must submit the Patient Meals Summary on or before 2:00 PM for breakfast, lunch and supper of the following day. 3.4 The food service provider must prepare the Food Packed Meal Distribution and Endorsement Form to be signed by both parties during the delivery of meals.</p> <p>4. MEAL SCHEDULE AND DISTRIBUTION 4.1 The food service provider must comply with the following schedule of meal distribution to the different pavilions: a. Breakfast - 6:30am to 7:30 am b. Lunch - 10:30 am to 11:30 am c. Supper - 4:00 pm to 5:00 pm</p> <p>Upon delivery of the service users' meal, the food service provider must notify the NCMH authorized representative and present the Food Packed Meal Distribution and Endorsement Form for signature. Signed forms by the NCMH representatives, indicates complete delivery of food packs.</p> <p>Updates on the Meal Census form must be finalized on the same day when movements of service users from different pavilions occur and must be made final between in-house RNDs and the food service provider RNDs only.</p> <p>4.3 In the event of late delivery of food, food spoilage, presence of foreign objects in food or any other incidence that may compromise the health and safety of service users, the in-house RND on-duty must validate and forward the incident report from the concerned pantry pavilions to the food service provider. The food service provider must inspect and validate the incident report and provide a written explanation on actions taken in that particular incident.</p> <p>4.4 For spilled food packs during delivery the food service provider must provide a replacement immediately.</p> <p>5. INVENTORY 5.1 The food service provider must at any time, must have a running inventory stock of the following: a. Non-perishable items - good for one (1) week to guarantee against any eventuality of unforeseen event that may hamper the operation of the service. b. Perishable items – good for not less than (3) days to guarantee against any eventuality of unforeseen event that may hamper food service operation.</p> <p>6. COOKING EQUIPMENT AND FOOD PRODUCTION 6.1 The food service provider must be responsible for the provision of the basic requirements necessary to the production operation, such as but not limited to the following: a. Cooking equipment; b. Cooking wares and utensils;</p>			
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		<p>c. Refrigerator; d. Freezer; e. Fire extinguishers; f. Grease trap</p> <p>6.2 The food service provider must prepare and cook all meals (breakfast, lunch and supper) at the designated NCMH kitchen facility in order to avoid food spoilage or delay in food delivery.</p> <p>II. TECHNICAL LOGISTICS AND ORGANIZATIONAL COMPETENCE</p> <p>A. REGISTERED NUTRITIONIST-DIETITIAN</p> <p>1. During the entire duration of the contract, the food service provider must have at least one (1) Registered-Nutritionist Dietitian employee with an experience in the field of institutional catering and hospital food service system to ensure that foods are prepared according to standards, codes of practice and other control measures to prevent or minimize food safety hazards. The food service provider RND must ensure that the food being served to our service users are complete and accurate. The food service provider RND must ensure proper monitoring most especially during tray line. The food service provider RND must also include ward rounds during meal time to immediately address any concern/s and must attend monthly meetings from the different pavilions together with the in-house RNDs for fast resolution of issues and concerns. The following are the minimum requirements for the RND:</p> <ol style="list-style-type: none"> a. An updated and certified true copy of PRC ID and Health Certificate from the City Health Office of Mandaluyong must be available. b. At least one (1) Camarin Registered-Nutritionist Dietitian must have relevant trainings on HACCP, Food Safety and Sanitation and other trainings related to food service operations (to be submitted during post qualification). <p>B. FOOD SAFETY COMPLIANCE OFFICER</p> <ol style="list-style-type: none"> a. The food service provider must have a regular Food Safety and Compliance Officer in compliance with R.A 10611, otherwise known as the Food Safety Act of 2013. The FSCO must monitor or implement HACCP-based system to ensure quality and safe meals are being provided to our service users. <p>C. KITCHEN PERSONNEL (COOKS AND FOOD HANDLERS)</p> <p>The food service provider must:</p> <ol style="list-style-type: none"> 1. Employ only qualified individuals to ensure the highest standard of service. All employees must have a Health Certificate issued by the Health and Sanitation Office of the City Health Officer of Mandaluyong City yearly. 2. Provide Personal Protective Equipment (PPE) such as hairnet, hand gloves, apron and face mask. 3. Equip personnel with basic training on fire safety, food safety and sanitation at the start of the operation. 4. Provide official uniform with proper identification (e.g. ID or t-shirt with name tag) and appropriate footwear (closed shoes) to their personnel while inside hospital premises. 5. Post and provide an updated organizational structure with proper identification and designation of employees in a conspicuous place within the dietary premises. 6. Ensure that all personnel must be fully vaccinated from COVID-19. <p>D. MAINTENANCE OF KITCHEN FACILITIES</p> <ol style="list-style-type: none"> 1. The food service provider must, at its own expense undertake janitorial duties and all minor repairs necessary in the operations and management of the dietary facility. This must include cleaning, repairing and replacing 				
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	<p>of kitchen facilities and other equipment to maintain proper function and orderliness.</p> <ol style="list-style-type: none"> 2. The food service provider must cover the expenses for the repairs or damages cause by force majeure. The same applies on damages caused by negligence from their staff such as fire or any damage to NCMH property during operations. 3. The food service provider must coordinate with NCMH Sanitation Office regarding the monthly water analysis test. 4. The food service provider must be responsible for the monthly schedule of pest control in the kitchen, including insects, rodents, vermin and other nuisance pest. They must maintain the premises clean and orderly at all times. 5. Proper waste segregation and disposal must be in place and must be followed accordingly based on their operation manual and contingency plan. A copy of the operation manual and contingency plan must be provided by the food service provider to NCMH NDS for future reference and proper documentation. Garbage bags must be provided by the food service provider for non-biodegradable (black garbage bags) and biodegradable waste (green garbage bags). The food service provider must be responsible for the disposal of their daily waste. <p>E. EMPLOYER-EMPLOYEE RELATIONSHIP</p> <ol style="list-style-type: none"> 1. The food service provider is and must remain independent contractor and that there must be no employer-employee relationship between NCMH, on one hand, and the food service provider or its personnel, on the other hand. 2. The food service provider must hold NCMH free from any liability, causes of action or claims which may be filed by its personnel relating to their employment by the food service provider, or based on the claim that the personnel are employees of NCMH, under the provision of the Labor Code, the Social Security, and all other laws, and regulations in force or which hereafter may be enacted. 3. In the event NCMH be impleaded in any such action or case, NCMH must be authorized to withhold from the food service provider's collectible accounts such amounts as would reasonably approximate the claims of their personnel against them in case the same is executed against NCMH, and which must be the sole obligation of the food service provider. 4. The food service provider must hold NCMH free from and all liabilities, damages, losses arising from death or injuries of their personnel, due to its own fault, negligence, act or omission, while in the performance of its undertaking and obligations. <p>F. RENTAL OF FACILITIES (KITCHEN/STOCK ROOM)</p> <ol style="list-style-type: none"> 1. All NCMH facilities/rooms that will be occupied by the food service provider for their operations must have a corresponding rent based on existing/approved NCMH rental. <p>G. SECURITY AND SAFETY PRECAUTIONS</p> <ol style="list-style-type: none"> 1. The food service provider must adhere to the guidelines set by NCMH. 2. The delivery vehicles must maintain a 20kph speed limit within hospital premises. Failure to comply will lead to disciplinary action. Any damages to NCMH property, personal damages and injury claims incurred during vehicular accidents must be covered by the food service provider. An incident report must be filed within 24 hours subject for investigation. <p>H. OPERATIONS MANUAL AND CONTINGENCY PLAN</p> <ol style="list-style-type: none"> 1. The food service provider must provide a copy of supply delivery and risk management plan in the events such as natural calamity/disaster (fire, flooding 					
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etc.), accidents with damage to property and no electricity or water supply available.

VI. OPTIONAL TECHNICAL SPECIFICATION

In case the food service provider opts to utilize the NCMH utilities, the following provisions must apply. Power and water consumption will be based on sub-meter reading from NCMH and Manila water. A monthly reading with the presence of the food service provider representative and NCMH NDS Dietitian representative must be present for transparency.

1. POWER CONSUMPTION

1.1 Electricity consumption must be charged to the food service provider and will be billed on a monthly basis. Electric meter will be provided by food service provider to determine actual energy consumption. Payment for monthly billing of energy consumption must be payable at the Cashier's Office.

2. WATER

2.1 Water consumption must be charged to the food service provider and will be billed on a monthly basis. Water meter will be provided by the food service provider to determine actual water consumption. Payment for monthly billing of water consumption must be payable at the Cashier's Office.

3. FUEL

3.1 The food service provider may choose the following options:

- a. To install their own pipeline and bullet tanks for their own LPG consumption;
- b. Use the existing NCMH LPG provider.

VII. PERFORMANCE EVALUATION

The contract is subject to performance evaluation and assessment (daily, weekly, and monthly) of the NCMH Nutritionist – Dietitian's (NDs) or the authorized representative of the HoPE. Performance Evaluation must be coordinated with the food service provider's representative. The NCMH Nutrition and Dietetics Section (NDS) Chief must recommend to the HoPE the Performance Evaluation Rating for review and final approval. The NCMH Nutrition and Dietetics Section (NDS) Chief must propose to the HoPE the Performance Evaluation Criteria with proper rating factors from (1) POOR PERFORMANCE, (2) NEEDS IMPROVEMENT, (3) FAIRLY SATISFACTORY, (4) SATISFACTORY (5) VERY SATISFACTORY (6) EXCELLENT.

The food service provider must allow NCMH authorized representatives to inspect facilities, equipment and premises during operating hours for the duration of the effectivity of the Contract to ensure satisfactory and courteous service, safe, sanitary and clean facilities in the entire area (kitchen, stockroom, and its immediate premises).

Criteria in Grading the Winning Service Provider	
Food Production	40%
Facility Maintenance and Equipment	20%
Personnel Management and Company Function	20%
Weekly Evaluation	20%
TOTAL	100%

BREAKDOWN OF CRITERIA

Descriptive Rating	% Equivalent
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	Excellent	95-100			
	Very Satisfactory	90-94			
	Satisfactory	85-89			
	Fairly Satisfactory	80-84			
	Needs Improvement	75-79			
	Poor Performance	74 and below			
<p>The food service provider must obtain a passing rate of 75%. Thus, there should be no sanction acquired for the month in order to get a good standing compliance. In case a certain sanction was attained in a month, a poor compliance evaluation will be automatically given.</p> <p>The food service provider must receive a written warning on poor performance when it has an accumulated (3) three poor performance score within the first six months of service. If in the next (6) six months the food service provider must receive another (3) three poor performance score, the food service provider will not receive a certificate of good performance and will no longer be allowed to join the public bidding at NCMH for (2) two consecutive years.</p> <p>VIII. OFFENSES AND PENALTIES</p> <ol style="list-style-type: none"> 1. Any <u>DOCUMENTED</u> negative feedback must be endorsed to the food service provider for comments and corrective actions. 2. Infarctions committed by the food service provider may be classified as Minor or Major Offenses. <ol style="list-style-type: none"> a. For Minor Offenses (i.e. failure to deliver on time, serving of viand/rice not properly cooked, food spoilage, inadequate kcal or below specification and inadequate food preparation) <p>Food service provider must be notified of any commission of Minor Offenses in writing by the NCMH authorized representative and the food service provider must immediately make necessary corrective measures.</p> <p>Failure on the part of the food service provider to make the necessary corrections within the reasonable time must be a ground for imposition of Liquidated Damages pursuant to Section 6 of the 2022 amendments to the Revised IRR of RA 9184.</p> <p>Continued refusal and/or failure of the food service provider to make the necessary corrective measures within reasonable time must be a ground for withholding of payment and/or Termination of Contract.</p> b. For Major Violation (i.e. presence of any dead bugs or foreign object in the food and other issues that may endanger the health and safety of service user). <p>The NCMH HoPE upon receipt of a written report of commission of any Major Offense/s must form a Fact-Finding investigation committee (FFIC) to determine the seriousness of the infarctions committed by the food service provider. The FFIC must submit their report in writing immediately upon completion of the investigation and recommend the appropriate sanctions based on applicable GPPB rules and regulations.</p>					
TOTAL					P 8,090,137.00

You are hereby required to provide the following within ten (10) calendar days:

- Contract Agreement Form for the Procurement of **Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Camarin Extension Facility CY 2023**

- Notarized Performance Securing Declaration; or
- Performance Security in any forms and amount stipulated below:

A. Cash / Cashier's Manager's Check Bank Guarantee	Five Percent (5%) of the Total Contract Price
B. Surety Bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission / GSIS	Thirty Percent (30%) of the Total Contract Price

Failure to provide any of the above must constitute sufficient ground for cancellation of the Award and forfeiture of the Bid Security.

Truly yours,



NOEL V. REYES, MD, FPPA, MMH_oA
 Medical Center Chief II

CONFORMED BY: ACREIL V. BASCO
 DATE AND TIME: March 21, 2023