



# National Center for Mental Health

April 03, 2023

## NOTICE OF AWARD

### FOUR A'S FOODS & CATERING SERVICES, INC.

Ground Floor AGG-CT II Bldg. V. Luna Ave. Corner  
Matapa St., Brgy. Pinyahan, District 4, Quezon City  
Tel. No.: 02-8983-4596  
CP No.: 0917-714-5689

Dear Sir/Madam,

Please be advised that as a result of **Negotiated Procurement – Two Failed Bidding** conducted by National Center for Mental Health for the **Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Main Facility CY 2023** and is hereby **awarded** to your company the following:

NO	ITEM CODE	Item Specifications / Description	QTY / UOM	UNIT PRICE	TOTAL PRICE
1	FS-NP-01-2023	<p><b>Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Main Facility CY 2023</b></p> <p><b>I. RATIONALE</b></p> <p>To provide the food service delivery to the service users of National Center for Mental Health (NCMH), the top management approved to look for a food service concessionaire who will operate and manage the food production and delivery requirement of the service users. The winning food service provider must meet the nutrition standard and ensure safe, quality and nutritious meals. Thus, the winning food service provider must meet the nutritional requirements of service users.</p> <p><b>II. APPROVED BUDGET FOR THE CONTRACT</b></p> <p>The NCMH must offer Negotiated Procurement (Two-Failed Bidding) to all prospective and interested bidders as food service provider for breakfast, lunch and supper to an estimate of 3000 service users at NCMH Main Facility. The Approved Budget for the Contract (ABC) is at Two Hundred Fifty One Million Four Hundred Eighty Four Thousand Seven Hundred Fifty Pesos (Php 251,484,750.00). This will cover three major meals namely breakfast, lunch and supper for service users per day and with supplementary diets (Tube Feeding, Supplementary Nourishment and Egg Supplement) for service users requiring additional supplement depending on their current nutritional needs from April 1, 2023 to December 31, 2023.</p>	1 / LOT	Php 251,484,750.00	Php 251,484,750.00

*"There is no Health without Mental Health"*

The Approved Budget for the Contract (ABC) - April to December 2023 (275 Days)				
	Kilocalories	COST/DAY (Php)	TOTAL CENSUS/ DAY*	TOTAL (Php)
<b>REGULAR AND THERAPEUTIC DIET</b>				
ADULT	2170 Kcal	292.00	3000	240,900,000.00
			<b>TOTAL</b>	<b>240,900,000.00</b>
<b>SUPPLEMENTARY DIET</b>				
	Kilocalories	COST/DAY (Php)	TOTAL CENSUS/ DAY*	TOTAL (Php)
SUPPLEMENTARY NOURISHMENT	500 Kcal**	75.00	250	5,166,250.00
TUBE FEEDING	0.62/kcal@ 1800 kcal/day	1116.00	15	4,803,400.00
EGG SUPPLEMENT	1 piece medium size (55g)	12.00	250	825,000.00
			<b>TOTAL</b>	<b>10,584,750.00</b>
			<b>GRAND TOTAL</b>	<b>251,484,750.00</b>

\* Total Census per day was based on the CY 2022 average daily census from HIMS and March 2023 census combined  
 \*\* 500 Kcal diet was based on the NCDAP Diet Manual page 200 under the Determination of Caloric Prescription.  
 Price range for snack was based on current market study.

### III. ELIGIBILITY REQUIREMENTS OF THE FOOD SERVICE PROVIDER

The winning food service provider must:

1. Must comply with all the Eligibility Requirements set forth in R.A. 9184 for Procurement of Goods and Services
2. Have a proven track record of at least three (3) years' experience in hospital food service / operation.
3. Have at least two (2) owned and duly registered air-conditioned food delivery vans for perishable items.
4. Have at least three (3) owned and duly registered closed food delivery vehicle for the meal distribution.
5. Have at least one (1) Food Safety Compliance Officer and at least six (6) Registered Nutritionist-Dietitians. This is to ensure proper manning most especially during tray line service and food distribution. RNDs must have an updated PRC license and an updated health certificate.
6. Have at least One Hundred (100) experienced personnel in food handling at NCMH Main Facility.
7. Provide NCMH NDS a copy of updated medical certificate for both old and new employees. Medical certificates must be updated at all times especially if there are new hires.
8. Have a valid and updated Certificate of Good Performance with at least a satisfactory rating from previous clients.
9. Have a valid and updated ISO 9001:2015 Standards – Quality Management Systems for Catering Services and Food Packs.
10. Prepare all meals for breakfast, lunch and supper and the supplementary diets outside the NCMH Main Facility. Should the winning food service provider opt to use the NCMH Main facility-kitchen, a separate meeting will be conducted with the canteen concessionaires committee for the details and discussion of the rent.

### IV. TECHNICAL PACKAGE

1. **MENU** - The winning food service provider must submit the following:
  - a. **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 and cooking instruction.
  - b. **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
	Adult (16-60 yrs old)	
Breakfast (40%)	870 kcal	Fruit, viand, rice or substitute, and warm beverage (ex: Ginger Ale/Rice Coffee)
Lunch (30%)	650 kcal	Soup, viand, vegetable dish, rice or substitute, fruit/dessert
Supper (30%)	650 kcal	Soup, viand, vegetable dish, rice or substitute, fruit/dessert
<b>TOTAL KILOCALORIE PER DAY</b>	<b>2170 KCAL</b>	

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 service users with specific caloric distribution and weight in grams indicated should be and must be strictly followed.

Any changes from the submitted and approved menu (regular, therapeutic and supplementary nourishment) is subject for notification and approval. A minimum of three (3) days must be given to make the necessary adjustments prior to the implementation.

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) in the pantry pavilion. 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	Carbohydrates 60-65%	Approx. Exchanges	Protein 15 - 20%	Approx. Exchanges	Fat 20 - 25%	Approx. Exchanges
Breakfast 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Lunch 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Supper 700 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges

Food Item	Household measurement per share
Meat (Pork / Beef)	105 g - 140 g
Chicken leg (85% edible portion)	125 g - 165 g
Chicken thigh (66% edible portion)	160 g - 210 g
Chicken breast (100% edible portion)	90 g - 120 g
Fish (without head)	105 g - 140 g
Rice	260 g - 300 g
Vegetable	45 g
Fruits	40 - 50g
Bread and other rice substitutes	Varies

**Terms and Conditions:**

- a. Regular diet must be served with one serving of fresh fruit per meal daily.
- b. Serve freshly prepared dishes for breakfast, lunch and supper.
- c. Serving of sweet products, sugar-based item/beverages and pastry as dessert is not allowed. This may exacerbate service users current mental health condition.
- d. Avoid processed meats like ham, sausage, meatloaf and canned meat. (AO 2022-0020 Annex B. Guide in Eliminating Trans-Fatty Acids in Inpatient Meals)
- e. 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	Carbohy- drates 55%	Appro x. Exchan ges	Prot ein 20%	Approx. Exchan ges	F at 2 5 %	Approx. Exchan ges

Breakfast 725 kcal	99 g	4 exchanges	25 - 35 g	4 exchanges	19 g	4 exchanges
Lunch 725 kcal	99 g	4 exchanges	25 - 35 g	4 exchanges	19 g	4 exchanges
Supper 720 kcal	99 g	4 exchanges	25 - 35 g	4 exchanges	19 g	4 exchanges

Food Item	Household measurement per Share
Meat (Pork / Beef)	140 g
Chicken leg (85% edible portion)	165 g
Chicken thigh (66% edible portion)	210 g
Chicken breast (100% edible portion)	120 g
Fish (without head)	140 g
Rice	240 g - 280 g
Vegetable	45 g
Fruits	40 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 sources 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 (*AO 2022-0020 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
Breakfast 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Lunch 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Supper 700 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges

**Terms and Conditions:**

- a. Soft Diet should be soft in consistency, easy to chew and made of simple, easily digestible foods. It should not contain insoluble fiber or strong flavors. Fried foods are not allowed.
- b. Serving of sweet products, sugar-based item/beverages and pastry as dessert is not allowed. This may exacerbate service users' current mental health condition.
- c. Avoid processed meats like ham, sausage, meatloaf and canned meat. (*AO 2022-0020 Annex B. Guide in Eliminating Trans-Fatty Acids in Inpatient Meals*)
- d. Meat/fish must be served boneless and cut into bite/strip size.
- e. Please refer to NDAP Diet Manual for further reference.

### 1.4 OTHER MODIFIED DIETS

Table 1.4						
OTHER MODIFIED DIETS						
(Low Salt, Low Fat, Low Purine, etc.)						
2170 Kcal	Carbohydrates 60-65%	Approx. Exchanges	Protein 15 - 20%	Approx. Exchanges	Fat 20 - 25%	Approx. Exchanges
Breakfast 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Lunch 725 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges
Supper 700 kcal	110 - 120 g	4.5 - 5 exchanges	25 - 30 g	3 - 4 exchanges	15 - 20 g	3 - 4 exchanges

	<p>Terms and Conditions:</p> <ul style="list-style-type: none"> <li>a. Other modified diets must be served with one serving (<i>consider FNRI DOST - Food Exchange List serving portion guide</i>) of fresh fruit daily per meal (i.e., banana lacatan, orange, papaya, watermelon, or any fruits in season).</li> <li>b. Serving of sweet products, sugar-based item/beverages and pastry as dessert is not allowed. This may exacerbate service users' current mental health condition.</li> <li>c. Avoid processed meats like ham, sausage, meatloaf and canned meat. (<i>AO 2022-0020 Annex B. Guide in Eliminating Trans-Fatty Acids in Inpatient Meals</i>)</li> <li>d. Low Salt, Low Fat, Low Purine and other modified diets must be served with a variety of protein dish to meet the recommended protein requirement.</li> <li>e. Soup must be provided every meal especially for dry foods (<i>e.g. fried chicken, shanghai, etc.</i>).</li> <li>f. Meat/fish must be served boneless and cut into bite/strip size as recommended for mentally-ill service users.</li> <li>g. Diet such as clear liquids, general liquids and other modified diets ordered by the physician in charge and is written in the diet list (<i>i.e. probiotic drink, salt packets (Liberal salt diet), candy, clear soup and etc.</i>) must be served. This will be in accordance with the condition and agreement of the winning food service provider and in-house dietitians considering cost control and food portion replacement.</li> <li>h. Please refer to NDAP Diet Manual for further reference.</li> </ul> <p><b>1.5 OTHER REQUIREMENTS</b></p> <p>Terms of Conditions:</p> <ul style="list-style-type: none"> <li>a. Nutritional formula for tube feeding must be prepared and provided by the winning food service provider together with the disposable food grade bottle (tube feeding container). The nutritional formula must meet the criteria as a sole source of nutrition for tube fed service users and must be complete and balanced formula, with 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 (e.g. person with diabetes, renal or high protein).</li> </ul> <p>The winning food service provider must have a separate and designated tube feeding formula room that is air-conditioned and must maintain the highest quality standard of cleanliness, thus maintaining a sterile and germ free room before, during and after preparation to prevent contamination. During delivery and transport the winning food service provider must maintain the proper temperature of the prepared Tube Feeding Formula to avoid spoilage.</p> <p>Meal tags must indicate the name and other notable information on the Tube Feeding tags for proper identification (Kcal, name of formula, time of preparation etc).</p>			
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Please observe the following preparation and delivery schedule of Tube Feeding:

	Tube Feeding Preparation	Delivery/Distribution
<b>Morning</b>	5:30 AM	6:30 AM
<b>Afternoon</b>	3:30 PM	4:30 PM

- b. Supplementary Nourishment must be prepared and provided by the winning food service provider together with the washable food container and spoon (as needed). The washable food containers and/or spoon must be collected by the winning food service provider together with the collection of bento boxes during supper. The request will be based on the number of request reflected on the diet list as referred by the Physician In-Charge.

The supplementary nourishment must meet the criteria of 500 kcal to be provided as pm snack. The food must follow the standard caloric distribution for Regular Diet C65-P15-F20 and for Person with Diabetes C55-P20-F25. It must be flexible and modifiable to accommodate both regular and therapeutic diets (intended for person with diabetes, renal or high protein etc.).

The in-house nutritionist-dietitian will randomly pick one (1) regular supplementary nourishment and one (1) therapeutic supplementary nourishment that must undergo daily food evaluation per meal distribution (pm) in the pantry pavilion area.

The winning food service provider must ensure the preparation and proper meal distribution. The winning food service provider must update the diet/meal tags for proper distribution to the intended service users. The in-house nutritionist-dietitian must ensure that the supplementary nourishment recipients must receive the meal according to their diet.

Please observe the following preparation and delivery schedule of the Supplementary nourishment:

	Preparation	Delivery/Distribution
<b>Afternoon</b>	12:30 PM	2:30 PM

- c. Egg supplementation must be prepared and provided by the winning food service provider based on the number of request reflected on the diet list. The winning 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 monitor the updated meal tags of the winning food service provider for proper distribution to the intended service users.
- d. Sugar and Salt requirement from requesting pavilions must be provided by the winning food service provider as per request that is reflected from the diet list.
- e. Special meals must be provided on Christmas (December 25) and New Year (January 1). A sample menu of at least



	<p>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.</p> <p><b>2. BENTO BOX</b></p> <p>Washable bento box (with at least 3 to 4 compartments) with cover and washable plastic spoon must be provided by the winning food service provider for use by service users' meal for breakfast, lunch, and supper. Collection of bento boxes from different pavilions will be conducted one to two hours after every meal.</p> <p><b>2.1 Meals for Breakfast</b> The winning food service provider must provide the washable cups with lids (beverage) and ensure the proper collection and drying. NCMH personnel assigned in pantry pavilions must ensure the proper washing and sanitation of used bento boxes with cover.</p> <p><b>2.2 Meals for Lunch and Supper</b> The winning food service provider must ensure the proper collection and drying of used bento boxes with cover. NCMH personnel assigned in pantry pavilions must ensure the proper washing and sanitation of used bento boxes with cover.</p> <p><b>2.3 Red Zone (Covid-19 Infection and other infectious diseases)</b> Disposable bento boxes with cover, disposable cups with lids and disposable spoons must be provided by the winning food service provider to specific service user/s under red zone or service user/s with infectious diseases.</p> <p><b>2.4 Meal Tags</b> Meal tags and crates must be provided by the winning 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):  <b>ORANGE</b> - for all server users with modified and restricted sodium level, CKD service users  <b>GREEN</b> - for all service users with modified diets, person with diabetes, low cholesterol, low fat, hypoallergenic diet  <b>YELLOW</b> for all service users on general and or clear liquid diet and soft diet  <b>RED</b> - for all service users in isolation precaution</p> <p>The RND of the winning 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><b>3. MEAL CENSUS (diet list)</b></p> <p><b>3.1</b> The winning food service provider must be responsible in the consolidation of daily census of service users for the preparation of meals (regular and modified diet) for breakfast, lunch, supper and supplementary diet.</p> <p><b>3.2</b> The NDS must provide a copy of the diet list on or before 6:00 PM for the meal census of the following day.</p> <p><b>3.3</b> The winning food service provider must ensure that there will be enough buffer of at least 20-30 meals/day in case there is an increase in service users' census due to admission. Changes in the admission of the following day will be updated before 7:30 AM to give way to the adjustment of meal census for lunch and supper.</p>				
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	<p>3.4 Additional census during admission will be counted provided that the diet list and Meal Receiving Form is updated and properly documented. Any additional changes in the meal census for admission will be charged to NCMH.</p> <p><b>4. MEAL SCHEDULE AND DISTRIBUTION</b></p> <p>4.1 The winning food service provider must comply with the following schedule of meal distribution to the different pantry pavilions:</p> <ul style="list-style-type: none"> <li>a. Breakfast - 5:30 am to 6:30 am</li> <li>b. Lunch - 10:30 am to 11:30 am</li> <li>c. Supper - 4:00 pm to 5:00 pm</li> </ul> <p>Upon delivery of the service users' meal, the winning food service provider must notify the NCMH authorized representative and present the Meal Receiving 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 winning food service provider RNDs only.</p> <p>4.2 The winning food service provider must prepare the Meal Receiving Form to be signed by both parties during the delivery of Regular Diet, Modified Diet, Tube Feeding, Supplementary Nourishment and Egg Supplementation.</p> <p>4.3 The winning food service provider must have at least three (3) closed delivery vehicles that will distribute all packed meals to the different pantry pavilions. The delivery vans must be cleaned and sanitized before and after use to ensure that proper hygienic practices are implemented at all times.</p> <p>4.4 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 winning food service provider. The winning food service provider must inspect and validate the incident report and provide a written explanation on actions taken in that particular incident.</p> <p>4.5 For spilled food packs during delivery the winning food service provider must provide a replacement immediately.</p> <p><b>V. TECHNICAL LOGISTICS AND ORGANIZATIONAL COMPETENCE</b></p> <p><b>A. REGISTERED NUTRITIONIST-DIETITIAN</b></p> <p>1. During the entire duration of the contract, the winning food service provider must have at least six (6) 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 winning food service provider RND must ensure that the food being served to our service users are complete and accurate. The winning food service provider RND must ensure proper monitoring most especially during tray line service. The winning 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</p>			
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	<p>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"> <li>a. An updated and certified true copy of PRC ID and Health Certificate must be available.</li> <li>b. At least one (1) of the six (6) Registered-Nutritionist Dietitian must have at least three (3) years of relevant trainings on HACCP, Food Safety and Sanitation and other trainings related to food service operations (to be submitted during post qualification).</li> </ol> <p><b>B. FOOD SAFETY COMPLIANCE OFFICER</b></p> <ol style="list-style-type: none"> <li>a. The winning 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.</li> </ol> <p><b>C. FOOD DISTRIBUTOR PERSONNEL (COOKS AND FOOD HANDLERS)</b></p> <p>The winning food service provider must:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Provide Personal Protective Equipment (PPE) such as hairnet, hand gloves, and face mask.</li> <li>3. Equip personnel with basic training on fire safety, food safety and sanitation at the start of the operation.</li> <li>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.</li> <li>5. Ensure that all personnel must be fully vaccinated from COVID-19.</li> </ol> <p><b>D. EMPLOYER-EMPLOYEE RELATIONSHIP</b></p> <ol style="list-style-type: none"> <li>1. The winning 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 winning food service provider or its personnel, on the other hand.</li> <li>2. The winning 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 winning 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.</li> <li>3. In the event NCMH be impleaded in any such action or case, NCMH must be authorized to withhold from the winning food service providers' 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 winning food service provider.</li> <li>4. The winning 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.</li> </ol>			
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**E. SECURITY AND SAFETY PRECAUTIONS**

1. The winning food service provider must adhere to the guidelines set by NCMH.
2. The delivery vehicles must maintain a 20 kph 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 winning food service provider. An incident report must be filed within 24 hours subject for investigation.

**F. OPERATIONS MANUAL AND CONTINGENCY PLAN**

1. The winning food service provider must provide a copy of supply delivery and risk management plan in the events such as natural calamity/disaster (fire, flooding etc.), accidents with damage to property and no electricity or water supply available.

**VI. PERFORMANCE EVALUATION**

The contract is subject to performance evaluation and assessment (weekly, and monthly) of the NCMH Nutritionist – Dietitian’s (NDs) or the authorized representative of the HoPE. Performance Evaluation must be coordinated with the winning 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 winning 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).

<b>Criteria in Grading the Winning Service Provider</b>	
Food Production	20%
Facility Maintenance and Equipment	10%
Personnel Management and Company Function	10%
Weekly Evaluation	60%
<b>TOTAL</b>	<b>100%</b>

**BREAKDOWN OF CRITERIA**

Descriptive Rating	% Equivalent
Excellent	95-100
Very Satisfactory	90-94
Satisfactory	85-89
Fairly Satisfactory	80-84
Needs Improvement	75-79
Poor Performance	74 and below

The winning 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.

The winning 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 winning food service provider must receive another (3) three poor performance score, the winning 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.

**VIII. OFFENSES AND PENALTIES**

1. Any **DOCUMENTED** negative feedback must be endorsed to the winning food service provider for comments and corrective actions.

2. Infractions committed by the winning food service provider may be classified as Minor or Major Offenses.

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)

Winning food service provider must be notified of any commission of Minor Offenses in writing by the NCMH authorized representative and the winning food service provider must immediately make necessary corrective measures.

Failure on the part of the winning 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.

Continued refusal and/or failure of the winning food service provider to make the necessary corrective measures within reasonable time must be ground for withholding of payment and/or Termination of Contract.

		<p>b. <b>For Major Violation</b> (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> <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 infractions committed by the winning 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>			
					<b>TOTAL</b> <b>Php 251,484,750.00</b>

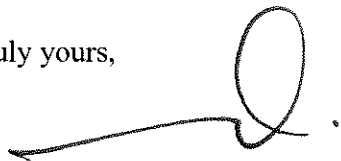
You are hereby required to provide the following within ten (10) calendar days:

- Contract Agreement Form for the Procurement of **Hospital Food Service for the Provision of Service Users' Meal NCMH NDS Main 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, MMHoA**  
 Medical Center Chief II *qr*

CONFORMED BY:

*Cristine Nep*  
Cristine Nep Pillano

DATE AND TIME:

April 3, 2023