Directorate of Economics and Statistics
Planning Department, Government of Maharashtra

Limited tender for conducting evaluation study of Take Home Ration implemented by Women and Child Development Department, GoM

Tender Notification No. EVL/1117/THR/986

Refer to RFP No. 1. OAP/1116/EVL/277 dated 09th May 2016
2. OAP/1116/EVL/679 dated 23rd December 2016

Issued By
The Director

Directorate of Economics & Statistics
Administrative Bldg., 8th floor, Govt. Colony,
Bandra (E), Mumbai 400 051
Ph No. 022-26400053 / 26400178
Fax No. 022-26559492
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Part I

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>BG</td>
<td>Bank Guarantee</td>
</tr>
<tr>
<td>EDP</td>
<td>Electronic Data Processing</td>
</tr>
<tr>
<td>EMD</td>
<td>Earnest Money Deposit</td>
</tr>
<tr>
<td>GoM</td>
<td>Government of Maharashtra</td>
</tr>
<tr>
<td>LoI</td>
<td>Letter of Intent</td>
</tr>
<tr>
<td>NDA</td>
<td>Non-Disclosure Agreement</td>
</tr>
<tr>
<td>PBG</td>
<td>Performance Bank Guarantee</td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Proposal</td>
</tr>
<tr>
<td>ISO</td>
<td>International Organization for Standardization</td>
</tr>
<tr>
<td>PQ</td>
<td>Pre-Qualification</td>
</tr>
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</table>

Government

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoM</td>
<td>Government of Maharashtra</td>
</tr>
<tr>
<td>DES</td>
<td>Directorate of Economics and Statistics, Planning Department, GoM</td>
</tr>
</tbody>
</table>

Bidder

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bidder</td>
<td>Entity which will respond to this limited bid</td>
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</table>

Government Agencies

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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</thead>
<tbody>
<tr>
<td>Government</td>
<td>Government entities which will assign actual work to empanelled vendors</td>
</tr>
</tbody>
</table>

Empanelled Vendors

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Empanelled Vendors</td>
<td>Agency/organisation which has been empanelled in the respective categories mentioned in the Government resolution of Planning Dept., GoM, dated 22/07/2016 and 26th September, 2017.</td>
</tr>
</tbody>
</table>

Raw data

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raw data</td>
<td>Raw data is a primary data collected from survey and data entered in electronic format for all field</td>
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</tbody>
</table>

Final data

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final data</td>
<td>Final data (in electronic format) is a primary data collected from survey, which is scrutinised, validated and cleaned by removing outliers, data entry errors, etc. and ready to use for further data processing &amp; tabulation</td>
</tr>
</tbody>
</table>

Contract Value

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Value</td>
<td>Price payable to the successful bidder under the contract for the full and satisfactory performance of the contractual obligation</td>
</tr>
</tbody>
</table>

Committee

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<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Committee</td>
<td>Tender Evaluation Committee</td>
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THR

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<tr>
<th>Term</th>
<th>Meaning</th>
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<tr>
<td>THR</td>
<td>Take Home Ration</td>
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ICDS

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<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICDS</td>
<td>Integrated Child Development Service, Navi Mumbai</td>
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</table>

Approach Note

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<tr>
<th>Term</th>
<th>Meaning</th>
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</thead>
<tbody>
<tr>
<td>Approach Note</td>
<td>A brief note about</td>
</tr>
<tr>
<td>ii.</td>
<td>Evaluation of scheme: Objectives of evaluation of the scheme, sample size, methodology &amp; for whom schedules are to be designed.</td>
</tr>
</tbody>
</table>
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Invitation for Proposal

**Limited Tender Notice**

**LIMITED TENDER NOTICE**

**Directorate of Economics & Statistics**

Planning Department

Government of Maharashtra, Mumbai

The Directorate of Economics & Statistics, Planning Department, GoM invites Limited tender for conducting evaluation study of Take Home Ration implemented by Women and child development Department, GoM through e-tender from Group I-category A1 & Group II-category A2 organisations/institutions empanelled vide Planning Department’s, Government Resolution, dated 22nd July, 2016, 26th September, 2017 and 27th September, 2017. The e-tender document is available from 26th December, 2017 on website [https://mahatenders.gov.in](https://mahatenders.gov.in) (Tender reference No. EVL/1117/THR/986). Last date of online submission of this tender is 9th January, 2018 up to 11.00 a.m.

-Sd-

Dated: 26th December, 2017

Director

Directorate of Economics & Statistics,

Govt. of Maharashtra, Mumbai

Bidders are advised to study this limited tender document carefully before submitting their proposals in response to the Limited Tender Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document (and clarification/corrigendum issued subsequently, if any) with full understanding of its terms, conditions and implications.

This Tender document is not transferable.

RFP reference No. OAP/1116/EVL/277 for empanelment dated 9th May, 2016 and RFP reference No. OAP/1116/EVL/679 for empanelment dated 23rd December, 2016 is the base document for this tender process including all terms, conditions and guidelines set forth.

Bidders are advised to go through the Planning Department-

1. Government Resolution No. मुमाअ्रून 1016/प्र.क्र.78/का-1417, dated 22nd July, 2016
2. Government Resolution No. मुमाअ्रून 1016/प्र.क्र.78/का-1417, dated 21st November, 2016
3. Letter No.मुमाअ्रून 1017/934/प्र.क्र.98/का-1417, dated 16th September, 2017
4. Government Resolution No. मुमाअ्रून 1016/प्र.क्र.78/का-1417, dated 26th September, 2017
5. Government Resolution No. मुमाअ्रून 1016/प्र.क्र.78/का-1417, dated 27th September, 2017

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## Important Information

<table>
<thead>
<tr>
<th>#</th>
<th>Information</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Project Name</td>
<td>To conduct evaluation study of Take Home Ration implemented by Women &amp; Child Development Department, GoM</td>
</tr>
<tr>
<td>2.</td>
<td>Limited Tender document reference No</td>
<td>EVL/1117/THR/986 Date: 26th December, 2017</td>
</tr>
<tr>
<td>3.</td>
<td>Limited Tender Fee (Non-refundable)</td>
<td>INR 1,000/- (Rupees One Thousand only) To be submitted online at <a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a> (Bidders from Group II Category A2 are exempted for submitting Tender fee and EMD)</td>
</tr>
<tr>
<td>4.</td>
<td>Earnest Money Deposit (Refundable)</td>
<td>INR 10,000/- (Rupees Ten Thousand only) To be submitted online at <a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a> (Bidders from Group II Category A2 are exempted for submitting Tender fee and EMD)</td>
</tr>
<tr>
<td>5.</td>
<td>Bid Validity Period</td>
<td>180 Days</td>
</tr>
<tr>
<td>6.</td>
<td>Performance Bank Guarantee</td>
<td>10 % of the Contract Value</td>
</tr>
<tr>
<td>7.</td>
<td>Performance Security Validity Period</td>
<td>6 months after expiration of all the Contractual Obligations</td>
</tr>
<tr>
<td>8.</td>
<td>Availability of Tender Document</td>
<td>26th December, 2017 from 12.55 Hrs</td>
</tr>
<tr>
<td>9.</td>
<td>Last date for submission of queries for</td>
<td>Up to 30th December, 2017 till 13.00 Hrs</td>
</tr>
<tr>
<td></td>
<td>clarifications via email</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Date, Time &amp; Place of pre-bid meeting</td>
<td>Date- 2nd January, 2018 Time - 2.30 pm Place - Directorate of Economics and Statistics, 4th floor, EDP Centre, New Admin bldg, Opposite Mantralaya, Madam kama road, Mumbai-400032, Maharashtra</td>
</tr>
<tr>
<td>11.</td>
<td>Last date (deadline) for uploading the bid</td>
<td>Up to 9th January, 2018 till 11.00 Hrs at <a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a></td>
</tr>
<tr>
<td></td>
<td>on e-Tendering website</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Date of online opening of Technical Proposals</td>
<td>On 11th January, 2018</td>
</tr>
<tr>
<td></td>
<td>received in response to the Limited Tender Notice</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Place, Time and Date of opening of Commercial</td>
<td>To be informed later to the shortlisted bidders</td>
</tr>
<tr>
<td></td>
<td>proposals received in response to the Limited</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tender Notice</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Contact person for queries</td>
<td>Mr. Vijay Aher Additional Director (Evaluation) Ph.: 022 22797006/09/00, 22021614</td>
</tr>
<tr>
<td>15.</td>
<td>Email ID, Phone No:</td>
<td>Email Id: <a href="mailto:jtdireval.des@maharashtra.gov.in">jtdireval.des@maharashtra.gov.in</a> Ph.: 022 22797006/09/00, 22021614</td>
</tr>
<tr>
<td>16.</td>
<td>Submission Type</td>
<td>e-tendering system</td>
</tr>
</tbody>
</table>
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Scope of work

The Directorate of Economics and Statistics (DES) desires to conduct an evaluation study of “Take Home Ration” implemented by Women & Child Development Department, GoM. The limited tenders are called from Group I-category A1 & Group II-category A2 as specified in Planning Department, GoM Government Resolution No. मुमाअ1016/प्र.क्र. 78/का-1417, dated 22nd July, 201626th September, 2017 and 27th September, 2017.

Minimum two districts to be covered from each revenue region in the State (districts where scheme performance is good & district where scheme performance is low). Also bidder may propose appropriate sampling methodology.

Overview of Take Home Ration Programme

The Integrated Child Development Services (ICDS) Scheme is being implemented by the Department of Women and Child Development, Government of Maharashtra. ICDS is an important and prestigious welfare scheme for the benefit of children in the age group of six months to 6 years, pregnant women and lactating mothers. Besides other services, the scheme provides Supplementary Nutrition to these beneficiaries. For this purpose, Extruded Fortified Blended Food of various recipes to be manufactured by extrusion technology with essential micronutrients is to be provided to various categories of the beneficiaries under the ICDS scheme as Take Home Ration through Anganwadi centres as per the guidelines of the Government of India to address malnutrition in the State. The Take Home Ration scheme, designed with the goal to provide Take Home Ration along with hot cooked meal to children under 6 months to 3 years of age group, pregnant women and lactating mothers, beneficiaries with severe low weight among 6 months to 3 years of age group, beneficiaries with severe low weight among 3 years to 6 years of age group in the rural / tribal areas of the state and girls who do not go to school among 11 years to 14 years of age group and adolescent girls among 14 to 18 years of age group in Beed, Nanded, Mumbai City, Mumbai sub-urban, Nashik, Gadchiroli, Buldana, Kolhapur, Satara, Amaravati, Nagpur and Gondia Districts under SABALA scheme. According to the order of Hon. Supreme Court & Government resolution No. एबावि-2008/प्र.क्र.59/का-5 dated 24/08/2009 beneficiaries are provided with minimum 300 days THR in the Anganwadi Centre. Central & State government provide funds for the programme in the ratio 60:40 respectively.

THR programme is being implemented in Maharashtra covering all TSP areas. The programme is funded by Central Government and GoM. The project targets beneficiaries in Anganwadi centres in the rural / tribal and urban areas of the state. It focuses on minimising malnutrition among children of 6 months to 3 years of age group, pregnant women and lactating mothers. Specific objectives of THR programme are as follows:

- Improve the nutritional and health status of children between 0 and 6 years of age
- Laying the foundation of proper mental, physical, social development of children
- Decrease in child mortality, childhood diseases, malnutrition and dropouts from school
- Effective coordination with policy and enforcement in different departments in order to facilitate child development
- Enhancing mother's ability to focus on the general health and nutrition needs of children through proper nutrition and dietary education.

Project Rationale:

This programme is designed to provide meal to the beneficiaries who are unable to come to Anganwadi centres for having meal but need the supplementary nutrition.

Following are the beneficiaries of the programme:

i. Infants of age group 0 to 6 months
ii. Children of 6 months to 3 years of age group

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iii. Children of 3 to 6 years of age
iv. Children with severe low weight among 6 months to 3 years of age group
v. Children with severe low weight among 3 to 6 years of age of age group
vi. Pregnant women and lactating mothers
vii. Girls who do not go to school among 11 years to 14 years of age group and adolescent girls among 14 to 18 years of age group in Beed, Nanded, Mumbai City, Mumbai sub-urban, Nashik, Gadchiroli, Buldana, Kolhapur, Satara, Amaravati, Nagpur and Gondia Districts under SABALA scheme

**Purpose/Objectives of this evaluation study of the Take Home Ration in the State for last 5 years**

The following are the objectives of this evaluation study:
- To study programme designs for effectiveness, adequacy, consistency and feasibility with respect to the goals and objectives.
- To evaluate physical and financial progress of the programme since last five years.
- To evaluate the extent of impact among programme beneficiaries.
- To identify bottlenecks, programme lacuna, catalysts, challenges, barriers & constraints, if any up to ground implementation.
- To study monitoring mechanism of Women & Child Development Department for effective implementation of programme from State to local level.
- To evaluate whether programme is being implemented as per recent FSSAI guidelines (Please refer Annexure L).
- To evaluate whether approved supplementary food samples as per norms defined by concerned authority is being followed/reached by/up to all Anganwadi centres.
- To evaluate THR related audit points suggestions rather than financial suggestions.
- To evaluate whether training is being provided to mothers of 0-6 years children to make variety of recipes by using supplementary food.
- To study whether any reforms/measures/initiatives for better implementation and fulfillment of the purpose of programme for which it has been initiated are being taken from time to time by respective department.
- To evaluate whether beneficiaries of all THR targeted age groups have been benefitted from the programme according to the criteria.
- To evaluate whether nutritional level & health of beneficiaries of all THR targeted age groups improved.
- To evaluate...
Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

- reasons of beneficiaries of all THR targeted age groups who needs supplementary nutrition but did not get benefit of the scheme.

These are minimum objectives of this evaluation study to be accomplished. The successful bidder may extend the scope beyond these objectives which will be appreciated by DES.

**Expected broad procedure to be followed by successful bidder and expected deliverables**

The successful bidder would be required to carry out the evaluation study of Take Home Ration in the State, covering following components:

(i) To formulate evaluation study implementation procedure
(ii) To design schedules for conducting evaluation study
(iii) To determine coverage in terms of geography, population frame, etc. for canvassing schedules and sampling procedure
   *(Component (i) to (iii) should be submitted to DES for approval)*
(iv) To conduct pilot study for schedule testing
(v) Rectification of schedules on the basis of pilot survey
(vi) To prepare Instruction Manual for conducting field work
(vii) To impart training for conducting field work & schedules briefing which may be attended by DES representatives. Venue & time schedule of training should be informed well in advance to DES.
(viii) To conduct field work, venue & time schedule of fieldwork should be informed well in advance to DES so that DES representatives can inspect the same.
(ix) To monitor field work & take corrective measures
(x) To capture data (collection, validation, data entry & compilation in electronic format)
(xi) To validate captured data
(xii) To tabulate validated data
(xiii) To analyse tabulated data (tabulation plan to be mutually decided by DES with successful bidder)
(xiv) To submit questionnaire and final evaluation report (soft copy and 10 Hard copies each) covering results & recommendations in Marathi language. However, summary & recommendations will have to be submitted in both Marathi and English language.
(xv) To submit raw data, final data (in electronic format) and schedules to DES. The schedules which would be canvassed by successful bidder should be submitted to DES, if canvassed physically.
(xvi) Secondary data needs to be analysed for all Districts. (Secondary data generated through MIS/Administrative operative system).
(xvii) Fortnight report indicating the progress of evaluation survey should be submitted regularly to DES.

**All rights regarding this evaluation survey are reserved to DES.**

Kindly refer to the ‘4.4 Scope of work’ for empanelled agencies mentioned in the tender document OAP/EVL/1116/277, dated 09th May, 2016 and OAP/EVL/1116/679, dated 23rd December, 2016. The successful bidder will have to adhere to the standard prescribed by United Nations Group of Evaluation. (Please refer the site [http://www.uneval.org/document/detail/22](http://www.uneval.org/document/detail/22)). Further Corrigendum-1 issued to the above mentioned tender document dated 09th May, 2016, wherein it has been made binding on the empanelled agencies to adhere to the guidelines issued by erstwhile Planning Commission. These guidelines are available at [http://planningcommission.nic.in/reports/peoreport/peo/guide_consult1902.pdf](http://planningcommission.nic.in/reports/peoreport/peo/guide_consult1902.pdf) (pages 1-7). The bidders are advised to refer to these standards for conducting evaluation studies and evaluation report of SABLA scheme implemented by Women & Child Development Department conducted by DES available at [http://mahades.maharashtra.gov.in/files/report/Sabala_report_06042016.pdf](http://mahades.maharashtra.gov.in/files/report/Sabala_report_06042016.pdf)

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Expected important activities

The successful bidder will have to ensure that all data is collected, validated and tabulated as per the specified time schedule. Following are the expected important activities

a. A summary of interaction with various stakeholders like health officials, local bodies, beneficiaries, etc.
b. Fortnight/Mid progress report to be submitted.
c. Reports on documentation of experiences at the end of the study.
d. Presentations and participations in the discussions, meetings and minutes of meeting.
Instructions to Bidder

1. Purpose of Bid Document
This document provides information to enable the bidders to understand the broad requirements to submit their "Bids".

2. Cost of Bid Document
The Cost of tender document is INR 1,000/- (Rupees One Thousand only) inclusive of GST which shall be paid online. Bidders from Group II Category A2 are exempted for submitting Tender fee and EMD.

3. Completeness of Bid Document
Bidders are advised to study all instructions, forms, terms, requirements and other information in the Bid Documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of its implications. The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required, submission of a proposal not substantially responsive in every respect will be at the bidder's risk and may result in rejection of the bid.

4. Proposal Preparation Cost
The bidder shall be responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DES to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The DES will in no case be responsible or liable for such costs, regardless of the conduct or outcome of the bidding process. This Bid Document does not commit DES to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the Bidder shall become the property of the DES and may be returned at the sole discretion of DES.

5. Period of Validity of Bids
Bids shall remain valid for the period of 150 days after the bid submission deadline date prescribed by DES. A bid valid for a shorter period shall be rejected by DES as non-responsive.
In exceptional circumstances, prior to the expiration of the bid validity period, the DES may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing. In this case, the EMD shall also be extended for Thirty days (30) beyond the deadline of the extended validity period. No interest will be paid by DES on amount of EMD.
6. Pre-Bid Meeting

DES will host a Pre-Bid Meeting for queries (if any) raised by the prospective bidders. The date, time and place of the meeting are given in this document. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid.

All enquiries from the bidders relating to this Bid Document must be submitted to Deputy Director (Evaluation) by 30th December, 2017 till 13.00 Hrs. These queries should also be emailed to jtdireval.des@maharashtra.gov.in. The queries should necessarily be submitted in the following format as a Word Document:

**Format for raising queries in the bidding:**

<table>
<thead>
<tr>
<th>#</th>
<th>Bid Document reference (Section No., Page No.)</th>
<th>Content of the Bid Document requiring clarification</th>
<th>Clarification sought / queries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>3</td>
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</table>

Authorisation letter in the name of the person attending pre-bid meeting needs to be submitted on the letterhead of the Bidder during the pre-bid meeting in the format specified in Annexure C.

Queries submitted post the deadline mentioned or which do not adhere to the above mentioned format may not be responded to. All the responses to the queries (clarifications/corrigendum) shall be made available at DES Head office & will be informed to respective vendor accordingly.

7. Amendments to Bid Document

At any time before the deadline for submission of bids, the Directorate, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment. All the amendments made in the document would be issued as a corrigendum to the Tender Document and shall be made available at http://mahatenders.gov.in.

The bidders are advised to visit the website http://mahatenders.gov.in on regular basis for checking necessary updates. DES also reserves the rights to amend the dates mentioned in this Tender Document for bid process.

In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, DES may, at its discretion, extend the last date for the receipt of Bids.
8. Rights to Terminate the Process

DES may terminate the Bid Document process at any time and without assigning any reason. DES makes no commitments, express or implied, that this process will result in a business transaction with anyone. This Bid Document does not constitute an offer by DES. The bidder's participation in this process may result in DES selecting the bidder to engage in further discussions and negotiations toward selection. The commencement of such negotiations does not, however, signify a commitment by DES to execute a contract or to continue negotiations. DES may terminate negotiations at any time without assigning any reason.

9. Site Visit/Field visit

The Take Home Ration implemented by Women and Child Development Department, Mantralaya, GoM through ICDS in the State. If intending bidder desires to visit field offices, it is requested that prior appointments of concerned officers be taken (for which accommodation/Transportation charges will be incurred by successful bidder only). The letter for extending co-operation to the intending bidder shall be issued by DES to the offices of ICDS, if demanded. Man-days for field work and expected duration of field work must be shared with DES. Also convey the visit schedule of survey well in advance along with name and contact details of surveyor to the respective Deputy Commissioner or District Statistical officer so that DES representative may visit the same randomly which will also help the agency to collect information from Government Official if they refuse to do so. Successful bidder must send written communication to Administrative Department (Women & child Development Department) and concerned office for necessary primary / secondary data for the said evaluation survey within one month of issuing of work order. If concerned office fails to provide necessary information regarding the scheme within one month of awarding the tender, successful bidder should communicate to DES, Evaluation Branch with all follow up letters & required information for the study for further necessary action.

10. Language of Bid

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and DES, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidder.
11. Bid Submission Format
The entire proposal shall be strictly as per the format specified in this Bid document. Details of the format are given in Part-II- Annexures of this tender document. Bidder shall ensure that the bid documents are submitted in the respective folder online.

12. Documents Comprising of Bid
The following table is provided as a guideline for submitting various important documents along with the bid.

<table>
<thead>
<tr>
<th>#</th>
<th>Type of Envelope</th>
<th>Documents to be submitted</th>
</tr>
</thead>
</table>
| 01 | Technical Proposal Folder (Envelope A) | ✓ Annexure A: Bid Cover Letter  
✓ Online payment receipt of EMD of Rs. 10,000/- & Online payment receipt of Limited Tender Fee of Rs. 1,000/-  
✓ Annexure B: Format to share Bidder’s Particulars and contact person’s details  
✓ Annexure C: Authorisation letter for attending pre-bid meeting (To be provided on the letter head of Bidder)  
✓ Annexure D: Format for CV of 3 key staff members proposed for this study  
✓ Annexure E: Draft Format for activity wise work plan with subject title  
✓ Annexure F: Brief understanding of Take Home Ration  
✓ Annexure G: Proposed methodology for evaluation study of Take Home Ration  
(Complete tender documents with signature & stamp of authorized signatory on each page with proper subject title) |
| 02 | Commercial Proposal Folder (Envelope B) | ✓ Annexure H: Format for Price schedule  
Commercial Bid (in the BoQ format)  
(Complete tender documents with signature & stamp of authorized signatory on each page with proper subject title) |

Condition: It may be noted that, the activities which can be sub-contracted should be strictly as per the RFP document OAP/1116/EVL/277 for empanelment dated 9th May, 2016 & OAP/1116/EVL/679 dated 23rd December 2016.

Tender to be submitted in two separate parts containing Technical and Commercial proposals (online). Commercial offer must be given in separate envelope. Price Bid should not contradict in Technical proposal in any manner. Bidder should submit their prices only in price schedule (Annexure H) given in the tender, prices quoted other than in the bid form shall be liable to be rejected. The bid form must be filled completely, without any errors, erasures or alterations.

The bidder offer shall contain no interlineations, erasures or overwriting excepts as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing offer. Offers containing erasures or alterations will not be considered. There should be no hand- written material, corrections or alterations in the offer. Technical details must be completely filled up. Filling up of the technical details Form using terms such as “OK”, “accepted”,

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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

“noted”, “as given in the brochure/manual” is not acceptable. The DES may treat offers not adhering to these guidelines as unacceptable.

13. Earnest Money Deposit (EMD) and refund for Group I – Category A1

Bidders are required to submit EMD of Rs.10,000/- (Rupees Ten Thousand only) online on the https://mahatenders.gov.in portal.

Unsuccessful Bidder’s bid security (EMD) will be discharged/ returned after the expiration of the period of tender offer validity prescribed by the DES.

The successful Bidder’s bid security (EMD) will be discharged upon the bidder executing the Contract and furnishing the Security deposit/performance security in the form of performance bank guarantee.

The bid security may be forfeited if a Bidder withdraws its bid during the period of bid validity or in case of a successful Bidder, if the Bidder fails:

i) To sign the contract in accordance with the terms and conditions
ii) To furnish performance bank guarantee as specified in the terms and conditions

14. Submissions of Bid

- Complete bidding process will be online (e-tendering) in two envelope system. All the notifications & detailed terms and conditions regarding this tender notice hereafter will be published online on web site https://mahatenders.gov.in.
- Bidding documents can be seen, downloaded and submitted in electronic format on the website. The deadline for submission of bid is specified in this document.
- The bidders are required to submit EMD online on web site https://mahatenders.gov.in
- Technical Proposal bids will be opened online on website https://mahatenders.gov.in on 26th December, 2017.
- Bidder should submit information & scanned copies in only PDF format in Technical Proposal Envelope as mentioned in the Bid Document.
- Uploaded documents of successful bidder may be verified with the original before signing the agreement. The successful bidder has to provide the originals to the concerned authority.
- No physical documents of Technical Proposal and Commercial Bid envelopes shall be accepted. Only the soft copies need to be uploaded on e-tendering website.
- Time and date of opening of Commercial bids will be informed by email to technically qualified bidder.
- The guidelines to download the tender documents and online submission of bids and procedure of tender opening can be downloaded from website http://mahatenders.gov.in.
- All documents are mandatory, however, DES reserves right to waive minor infirmity / non-conformity or call for clarifications / additional documents. The bidder will have to submit
additional document / clarification within 3 working dates from the date of issue of the letter / mail seeking clarification / additional document.

- The Director, Directorate of Economics & Statistics, Mumbai, GoM reserves the right to accept or reject any or all the tenders without assigning any reason.

15. Opening of Bid

Bids shall be opened through e-tender process (online). All the Bids received within the deadline shall be opened at the date, place and time mentioned in “Important Information” of this tender document. The technical bids of all bidders will be opened. The Bidders’ representatives who are present shall be requested to sign the attendance sheet. Authorisation letter in the name of the person attending bid opening meeting needs to be submitted on the letterhead of the Bidder during bid opening in the format specified in Annexure C. Once the bids are opened each bid will be checked for technical criteria.

16. Opening of Commercial Bid

Bids shall be opened through e-tender process (online). The commercial bids of only technically successful bidders will be opened. DES shall notify the technically qualified bidders about the date of opening the Commercial Bids. The commercial bids will be opened and assessed by DES for completeness and accuracy. Arithmetical errors will be rectified on the following basis -

- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
- If there is a discrepancy between words and figures, the amount in words will prevail unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the points above.
- The amount stated in the proposal form, adjusted in accordance with the above mentioned procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.

If the bidder does not accept the correction of errors, its bid will be rejected and the bid security may be forfeited.

17. Evaluation Process

DES shall appoint an Evaluation Committee (EC) to scrutinize and evaluate the technical and commercial bids received. The EC will examine the Bids to determine whether they are complete, responsive and whether the Bid format confirms to the Bid Document requirements. DES may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to DES.

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The evaluation process of the Bid Document proposed to be adopted by DES is indicated under this clause. The purpose of this clause is only to provide the Bidder an idea of the evaluation process that DES may adopt. However, The Director, DES reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder of any such change.

The committee constituted by DES shall evaluate the response to the tender process and all supporting documents. Criteria for Technical Evaluation of the bids which shall be followed under this procedure are as follows:
<table>
<thead>
<tr>
<th>#</th>
<th>Technical Bid Criteria</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Understanding of scheme Take Home Ration implemented by Women and Child Development Department, GoM</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Proposed methodology for Evaluation Study of Take Home Ration implemented by Women and Child Development Department, GoM (Sampling method, Sample size, etc.)</td>
<td>30</td>
</tr>
<tr>
<td>3</td>
<td><strong>Proposed team composition (3 key members)</strong></td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>a. Criteria for assigning marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. Total experience of all 3 key members in evaluation/sample survey.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Experience in conducting evaluation/sample survey in development sector especially on nutritional issues related to children/pregnant/lactating mothers.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iv. Team should be retained throughout the project. If member changes, it should be done with one month prior notice. In case of substitute replaced candidate should have similar qualification as mentioned in the bid.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Conditions and methodology of assigning marks:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>i. None of the key member should be greater than 65 years of age</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Mandatory condition: The three members should consist of the following: Two members should be post graduates in Statistics/Economics, and one key member must be post graduate/graduate in Home Science/Social Work/Sociology/nutrition/health management with 5 years of experience in development sector especially on nutritional issues related to children/pregnant/lactating mothers is mandatory condition.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Total experience of all 3 key members in the field of evaluation studies/sample surveys shall be calculated. The bidder with highest experience will get the highest marks. The total experience of each other bidder will be compared with the bidder having highest experience and proportionate marks shall be given to each of them. For non-compliance of b. (i) &amp; (ii) conditions, 5 marks each shall be deducted.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td><strong>Work plan:</strong></td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>i. Work plan should be feasible and aggressive (maximum 150 days). The feasibility of the work plan shall be assessed activity wise by Evaluation Committee. The most aggressive and feasible work plan (in the eyes of Evaluation Committee) shall be given highest marks.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. The bidders proposing work plan for more than 150 days, the deduction of marks would be done in the proportion of 2 marks for each additional 10 days or part thereof.</td>
<td></td>
</tr>
</tbody>
</table>

Total 100

The Evaluation Committee shall invite each bidder to make a power point presentation as part of the technical evaluation. Bidder must submit soft copy of power point presentation. Bidder should carry all necessary original documents at the time of presentation. Presentation marks will be awarded on the basis of quality of content and the bidder who is found to show case the best quality in particular
criteria defined above shall be awarded maximum marks, other bidders awarded marks on relative basis. In order to qualify technically, **Bidder must secure a minimum of 60% of total marks in technical evaluation after summing up. Only those Bidders who have a minimum score of 60% of total marks in technical evaluation will be considered for opening of their Commercial Bid.**

**Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.**

The Bidder must possess the technical know-how and the financial ability that would be required to successfully provide the services sought by DES, GoM, Mumbai for the entire period of the contract. The Bidder’s Bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid Document.

There should be no mention of bid prices in any part of the Bid other than the Commercial Bids.

Directorate of Economics and Statistics, GoM, Mumbai reserve rights to negotiate with successful bidder.

**18. Award Criteria**

The technically qualified bidders will further be selected on the basis of QCBS (Quality and Cost Based Selection) method. Technical score would be assigned as per technical evaluation and Commercial Score would be calculated as ((Minimum commercial value of all the bidders/Commercial Value of the concerned bidder) * 100) and Final Score would be calculated as (0.55 * Technical Score) + (0.45 * Commercial Score). The Final score will be calculated as follows:

**Example:**

In order to qualify technically, bidders must secure minimum Technical Score of 60.

- The Final Normalized technical score of the Bidder shall be calculated as follows:

  
  \[
  \text{Normalized Technical Score of a Bidder} = \frac{\text{Technical Score of that Bidder}}{\text{Score of the Bidder with the highest technical score}} \times 100
  \]

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Bidder</th>
<th>Technical Score</th>
<th>Normalized Technical Score</th>
<th>Technical score to be considered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidder-1</td>
<td>88</td>
<td>(88/95)*100</td>
<td>93</td>
</tr>
<tr>
<td>2</td>
<td>Bidder-2</td>
<td>90</td>
<td>(90/95)*100</td>
<td>95</td>
</tr>
<tr>
<td>3</td>
<td>Bidder-3</td>
<td>80</td>
<td>(80/95)*100</td>
<td>85</td>
</tr>
<tr>
<td>4</td>
<td>Bidder-4</td>
<td>95</td>
<td>(95/95)*100</td>
<td>100</td>
</tr>
</tbody>
</table>

- Only technically qualified Proposals shall be considered for Financial bid Opening.

**Evaluation of Financial Proposal**

a. The Normalized Financial score of the technically qualified bidders will be calculated, while considering the Financial quote given by each of the Bidders in the Financial Bid as follows:

  \[
  \text{Normalized Financial Score of a Bidder} = \frac{\text{Lowest Financial Quote of Bidder}}{\text{Financial Quote of Bidder under consideration}} \times 100
  \]
- Bidders Financial Quote (In Calculation Normalized Financial lakhs) Score

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Bidder</th>
<th>Financial Quote (₹In thousand)</th>
<th>Normalized Financial Score</th>
<th>Financial Score to be considered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidder-1</td>
<td>110</td>
<td>(110/110)*100</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>Bidder-2</td>
<td>140</td>
<td>(110/140)*100</td>
<td>79</td>
</tr>
<tr>
<td>3</td>
<td>Bidder-3</td>
<td>160</td>
<td>(110/160)*100</td>
<td>69</td>
</tr>
<tr>
<td>4</td>
<td>Bidder-4</td>
<td>130</td>
<td>(110/130)*100</td>
<td>85</td>
</tr>
</tbody>
</table>

b. The bid price will include all applicable taxes and shall be in Indian Rupees and mentioned separately.

**Final score calculation through QCBS:**

a. The final score will be calculated through Quality and Cost selection method based on the following weight-age:

- Technical: 55%
- Financial: 45%

Final Score = (0.55 * Normalized Technical Score) + (0.45 * Normalized Financial Score)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Bidder</th>
<th>Bidders Normalized technical score</th>
<th>Weighted Technical score {column (3)*55}/100</th>
<th>Normalized Final Score</th>
<th>Weighted Financial score {column (5)*45}/100</th>
<th>Final Score column (4)+ column (6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>Bidder-1</td>
<td>95</td>
<td>51</td>
<td>100</td>
<td>45</td>
<td>96</td>
</tr>
<tr>
<td>2</td>
<td>Bidder-2</td>
<td>95</td>
<td>52</td>
<td>79</td>
<td>36</td>
<td>88</td>
</tr>
<tr>
<td>3</td>
<td>Bidder-3</td>
<td>85</td>
<td>47</td>
<td>69</td>
<td>31</td>
<td>78</td>
</tr>
<tr>
<td>4</td>
<td>Bidder-4</td>
<td>100</td>
<td>55</td>
<td>85</td>
<td>38</td>
<td>93</td>
</tr>
</tbody>
</table>

b. The bidder with the highest Final score shall be treated as the Successful bidder. In the above example, **Bidder-1** will be treated as successful bidder.

c. **In the event the Final scores are ‘tied’, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the project.**

The bidder with highest final score would be considered for award of contract. DES shall award the Contract to the selected bidder by issue of Letter of Award. Prior to the expiration of the period of proposal validity, the bidders will be notified in writing or by fax or email that their proposal has been accepted.

If the selected bidder does not sign the Contract and does not submit Performance Bank Guarantee within 15 days, the Letter of Award may be cancelled. The deadline may be extended only once on request by successful bidder.

**19. Clarification of Bid**

To assist in the examination, evaluation, and comparison of the Bids and qualification of the Bidders, DES may, at its discretion, ask any Bidder for a clarification of its bid. Any clarification submitted by a Bidder that is not in response to a request by DES shall not be considered, and DES’s request for clarification and the response shall be in writing. If the Bid includes a financial proposal, no change in

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the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by DES in the evaluation of the Bids. If a Bidder does not provide clarifications of its bid by the date and time set in DES’s request for clarification, its bid shall be rejected.

20. Non-Material Non-Conformities

Provided that a bid is substantially responsive, DES may waive any non-conformity in the bid that does not constitute a material deviation, reservation or omission. DES may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify non-material non-conformities in the bid related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of its bid. DES may rectify non-material non-conformities related to the Bid Price. To this effect, the Bid Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component.

21. Stamp Duty

The stamp duty payable for the contract shall be borne by the successful bidder.

22. Signing of Contract

The successful bidder is required to refer to the draft Contract Form (CF)/MoU, attached as Annexure J in this Bid Document, which will be considered as base document before signing the agreement between DES & Successful Bidder. Within 15 days of receipt of the letter of intent, the successful Bidders shall sign and date the Contract and return it to DES. One extension on bidder’s request may be given by DES at its sole discretion. Successful bidder must sign on each page of all tender document including corrigendum.

Terms and Conditions of contract

1. Eligibility

All bidders in Group 1- category A1&Group II-category A2, who are currently empanelled & have completed all the necessary formalities mentioned in the Government Resolution dated 22thJuly, 2016and 26th September, 2017are eligible to apply for this tender. Bidders who have not complied all terms & conditions of RFP Ref. OAP/1116/EVL/277 dated 09th May 2016& OAP/1116/EVL/679 dated 23rd December 2016 of empanelment before closing date of this RFP are not eligible to apply.

2. Terms and Conditions

All terms & conditions mentioned in the DES empanelment tender document no. OAP/1116/EVL/277 dated 09th May, 2016 and 23rd December, 2016 for empanelment as well as in this contract agreement shall be valid throughout the term of this contract agreement. In case of any friction between the terms & conditions mentioned in the tender document and contract agreement, the terms and conditions mentioned in the tender document shall prevail. All the commitments made by the bidder through
correspondences for the completion of the tender process as well as during the presentation shall be applicable as part of this contract.

3. Performance Bank Guarantee

The successful bidder shall at his own expense, deposit with DES, within 15 days from the date of issuance of LoI the notification of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from any Scheduled or Nationalised bank as per the format given in this Bid Document, payable on demand, for the due performance and fulfilment of the contract by the bidder.

This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value and shall be valid for 12 months. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.

The Performance Bank Guarantee format can be found in the Annexure I section of this document.

The Performance Bank Guarantee may be discharged/ returned by DES upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

4. Payment Terms

Group I – Category A1 agencies: No advance payment will be made at any stage. TDS will be deducted as applicable at source. Payment shall be made within 45 days from the date of submission of invoice. The payment shall be made as follows:

**Payment terms**

<table>
<thead>
<tr>
<th>#</th>
<th>Stages of Payment</th>
<th>Delivery wise payments percentage (including taxes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On submission of raw data in electronic format along with canvassed filled in interviewed schedules- 1st instalment</td>
<td>10 per cent of contract value including taxes.</td>
</tr>
<tr>
<td>2</td>
<td>On submission of final data, tables and acceptance of the same by DES– 2nd instalment</td>
<td>20 per cent of contract value including taxes.</td>
</tr>
<tr>
<td>3</td>
<td>On submission of draft evaluation report covering detailed analysis, findings and recommendations - 3rd instalment</td>
<td>20 per cent of contract value including taxes.</td>
</tr>
<tr>
<td>4</td>
<td>On acceptance of final report by the committee constituted – Last instalment</td>
<td>50 per cent of contract value including taxes.</td>
</tr>
</tbody>
</table>

For Group II – Category A2 agencies stages of payment will be decided mutually before signing of MOU.

5. Penalty

The successful bidder should adhere to the work plan strictly. Delay beyond 150 days shall attract penalty of ₹ 2000/- per week or part thereof (Period of 150 days will be calculated from the date of work order. No communication will be entertained in this regard). DES reserves the right to waive off penalty considering prevailing circumstances and the reasons for delay for which successful bidder is
not responsible. If the final report of the study is not submitted as per the agreed condition and within the stipulated timelines, where the delay is on account of the successful bidder then the DES will withhold the last instalment. All penalties shall be deducted subject to a cap of 25 per cent of contract value.

6. Indemnity
The successful bidder agrees to indemnify and hold harmless DES, its officers, employees and agents (each a “Indemnified Party”) promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney’s fees and disbursements) and expenses (collectively, “Losses”) to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from any misstatement or any breach of any representation or warranty made by the successful bidder.

7. Force Majeure
The successful bidder shall not be liable for forfeiture of its Performance Guarantee, imposition of liquidated damages or termination for default, if and to the extent that it’s delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, “Force Majeure” means an event beyond the “reasonable” control of the successful bidder, not involving the successful bidder’s fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

For the successful bidder to take benefit of this clause it is a condition precedent that the successful Bidder must promptly notify DES, in writing of such conditions and the cause thereof within 5 calendar days of the Force Majeure event arising. DES or the evaluation committee appointed by DES shall study the submission of the successful bidder and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by DES in writing, the successful bidder shall continue to perform its obligations as far as it is reasonably practical, and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of 15 days, DES and the successful bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding anything to the contrary mentioned above, the decision of DES shall be final and binding on the successful bidder.

8. Termination of contract
DES may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 15 days stating the reason for default to the successful bidder and as it deems fit, terminate the contract either in whole or in part:

- If the successful bidder fails to deliver any or all of the requirements of this evaluation study (more particularly described elsewhere in this tender document); or
- If there is more than 25 percent delay in the time frame as per activity chart proposed by bidder and accepted by DES; or
- If the successful bidder fails to perform any other obligation(s) under the contract.

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Prior to providing a notice of termination to the successful bidder, DES shall provide the successful bidder with a written notice of 15 days instructing the successful bidder to cure any breach/ default of the Contract, if DES is of the view that the breach may be rectified.

On failure of the successful bidder to rectify such breach within 15 days, DES may terminate the contract by providing a written notice of 15 days to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DES. In such an event the successful bidder shall be liable for penalty/liquidated damages imposed by DES.

In the event of termination of this contract for any reason whatsoever, DES is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the successful bidder shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to DES and/ or succeeding bidder, as may be required, to take over the obligations of the successful bidder in relation to the execution/ continued execution of the requirements of this contract.

9. Rights to Accept/Reject any or all proposals

Director, DES reserves the right to accept or reject any proposal and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for DES's action.

10. Fraud and Corruption

DES requires that Bidder must observe the highest standards of ethics during the execution of the contract. In pursuance of this policy, DES defines, for the purpose of this provision, the terms set forth as follows:

- **corrupt practice** is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- **fraudulent practice** is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- **collusive practice** is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- **coercive practice** is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- **obstructive practice**
  - i. deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a DES investigation into allegations of a corrupt, fraudulent, coercive or collusive
practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or

ii. Acts intended to materially impede the exercise of DES’s inspection and audit rights.

If it is noticed that the Bidder has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices,

a) It will be a sufficient ground for DES to terminate the contract and initiate black-listing of the vendor.

b) It will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract;

c) It will sanction a firm or individual, including declaring ineligible, either indefinitely or for a stated period of time, to be awarded a DES-financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, a DES-financed contract; and

d) It will have the right to require that a provision be included in bidding documents and in contracts financed by DES, a provision be included requiring bidders, suppliers and contractors to permit DES to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by DES.

In the event of the successful bidder being unable to service the contract for whatever reason, DES would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of DES under the Contract in the matter, the proceeds of the PBG shall be payable to DES as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract. DES shall notify the successful bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

DES shall also be entitled to make recoveries from the successful bidder’s bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
Part II – Annexures

Annexure A: Bid Cover Letter

Date: dd/mm/yyyy

To,

The Director,

Directorate of Economics & Statistics, Government of Maharashtra,

New Administrative Bldg., 7th floor, Opposite Mantralaya, Mumbai 400 032

Sub : Selection of bidder to conduct evaluation study of Take Home Ration implemented by Women & Child Development Department, GoM


Dear Sir,

Having examined the Bid Document (and the clarification / corrigendum issued thereafter, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to conduct evaluation study of “Take Home Ration implemented by Women & Child Development Department, GoM”.

We attach hereto our responses to Technical requirements & commercial proposals as required by the Bid Document. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to Directorate of Economics and Statistics, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the DES in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the Bid Document (& subsequent clarification / corrigendum, if any) document and also agree to abide by this tender response for a period of 150 days from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee and sign the contract in the form prescribed in the Bid Document.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organisation and empowered to sign this document as well as such other documents, which may be required in this connection.

____________________________________
Signature of Authorized Signatory (with official seal)

Name : 
Designation : 
Address : 
Telephone & Fax : 
E-mail address :
Annexure B: Format to share Bidder’s particulars and contact person’s details

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Details (to be filled by the responder to the Bid Document)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Organisation/Institution Details:</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Name of the Organisation/Institution</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Official address &amp; contact details</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Phone No. and Fax No.</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Service Tax Registration No.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Permanent Account Number (PAN) of the agency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Authorised signatory:</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Organisation/Institution address</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Phone No.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Mobile No.</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>e-mail</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Secondary contact:</td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Phone No.</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Fax</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>e-mail</td>
<td></td>
</tr>
</tbody>
</table>
Annexure C: Authorisation letter for attending pre-bid meeting

(To be provided on the letter head of Bidder)

No…………………………………… Date…………………………

To,
The Director,
Directorate of Economics & Statistics,
Mumbai

Sub: Bid No…………………………………………… due date……………………

Sir,

We hereby authorize Dr./Mr./Ms………………………………………..as our authorized representative, to represent us on the following occasion:

i. Pre-bid Meeting to be held on……………..at……………a.m./p.m.

Kindly permit him/her to attend the same.

Yours faithfully,

Signature:
Name of signatory:
Designation:
Rubber Stamp
Annexure D: Format for CV of 3 key staff members proposed

Please submit CV of 3 key staff members with **supportive documents** for all the details mentioned.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Staff</td>
</tr>
<tr>
<td>2</td>
<td>Current designation in the organisation</td>
</tr>
<tr>
<td>3</td>
<td>Age as tender issuing date</td>
</tr>
<tr>
<td>4</td>
<td>Proposed role in the evaluation study</td>
</tr>
<tr>
<td>5</td>
<td>Educational Qualification (in chronological order with subject)</td>
</tr>
<tr>
<td>6</td>
<td>Language proficiency</td>
</tr>
<tr>
<td></td>
<td>Language</td>
</tr>
<tr>
<td></td>
<td>English</td>
</tr>
<tr>
<td></td>
<td>Marathi</td>
</tr>
<tr>
<td></td>
<td>Hindi</td>
</tr>
<tr>
<td>7</td>
<td>Total no. of years of work experience</td>
</tr>
<tr>
<td>8</td>
<td>Total no. of years of relevant experience in evaluation/sample surveys</td>
</tr>
<tr>
<td>9</td>
<td>Total no. of years of relevant experience in development sector especially on nutritional issues related to children/pregnant/lactating mothers</td>
</tr>
</tbody>
</table>

**Note:**

1. Third key staff members may or may not be full-time employee of the bidder. However, whenever his/her services are required, this key member should be available.
2. Supportive documents must be attached.
3. Bidder should carry all necessary original documents at the time of presentation.
Annexure E: Draft Format for activity wise work plan

<table>
<thead>
<tr>
<th>#</th>
<th>Activity</th>
<th>Timelines</th>
<th>Total No. of weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>&lt;Month_1&gt;</td>
<td>&lt;Month_...&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>&lt;week_1&gt;</td>
<td>&lt;week_2&gt;</td>
</tr>
<tr>
<td>1</td>
<td>Schedule Designing &amp; Pilot survey along with final Approach Note</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Schedule finalisation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>To collect all necessary secondary data regarding the scheme from all concerned offices.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Instruction set design and training to the field staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Actual field work (man days)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Inspection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Schedules Scrutiny</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Data entry in electronic form and Validations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Tabulation and data analysis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Draft report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Final report</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:

- For an activity, please mention name of month and put tick in concern week.
- Work plan (maximum up to 150 days) with timelines covering
- Details of activities which shall be subcontracted (if any) and the names & address of sub contracted parties.
Annexure F: Brief understanding of Take Home Ration

(To be submitted by Bidder)

___________________________________________________________________________
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Annexure G: Proposed methodology for evaluation study of Take Home Ration

(To be submitted by Bidder)

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**Annexure H: Format for Price Schedule**

The Bidders have to fill the details for price schedule for conducting evaluation study of Take Home Ration implemented by Women and child development Department, GoMin below format.

This annexure should be submitted strictly on the letter head duly filled in, signed and stamped. (Signature & stamp of authorized signatory on each page is mandatory).

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submission of raw data (in electronic form) along with canvassed filled in interviewed schedules</td>
</tr>
<tr>
<td>2</td>
<td>Submission of final data and all final tables as per tabulations plan</td>
</tr>
<tr>
<td>3</td>
<td>Submission of draft evaluation report</td>
</tr>
<tr>
<td>4</td>
<td>Final report and recommendations</td>
</tr>
<tr>
<td>5</td>
<td>Total Costs (Item 1 to 4)</td>
</tr>
<tr>
<td>6</td>
<td>Local taxes (as applicable)</td>
</tr>
<tr>
<td>7</td>
<td>Grand Total</td>
</tr>
</tbody>
</table>

**Total Cost in Rs.**

Commercial proposal instructions:

The Bidder has to fill the details for price bid only in the BoQ format provided in the [https://mahatender.gov.in](https://mahatender.gov.in) portal.

**Note:**

i. All the prices are to be entered in Indian Rupees (INR) ONLY.
ii. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
iii. Prices indicated in the schedules shall be including of all taxes, Levies, duties etc. It is mandatory to provide breakup of all type of applicable Taxes, Duties & Levies wherever asked for at the time of raising invoice. During the payment stage, DES reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies etc.
iv. For the purpose of evaluation of Commercial Bids, DES shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
v. The Contract Price shall be a firm lump sum not subject to any alteration.
vi. The successful bidder shall be deemed to have satisfied itself as to the correctness and sufficiency of the contract price, which shall, except as otherwise provided for in the contract, cover all its obligations under the contract.
vii. DES would make payments to the successful bidder as delivery. The payment would be done within 45 days from the date of submission of invoices.
viii. Director, DES reserves the rights to waive aforementioned penalty considering prevailing circumstances.
ix. In case there is a discrepancy between the amount specified in figures and words, the amount specified in words would prevail.
x. No advance payment will be made at any stage.
xii. TDS will be deducted as applicable at source.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

Annexure I: Performance Bank Guarantee

(For a sum of 10% of the value of the contract value)

Ref. No. : 
Date : 
Bank Guarantee No. :

To,

The Accounts Officer,

Directorate of Economics & Statistics,

8th Floor, Administrative Building,

Government Colony, Bandra (East),

Mumbai-400 051

Against Letter of Intent number _______ dated _______ relating to Tender No. EVL/1117/THR/986 Conduct evaluation study of “conducting evaluation study of Take Home Ration implemented by Women & Child Development Department, GoM” (hereinafter called the 'LoI') and the contract to be entered into between the Directorate of Economics & statistics,

Govt. of Maharashtra, (hereinafter called "DES") and ________________ (hereinafter called the Bidder), this is to certify that at the request of the Bidder we ______________________ Bank, are holding in trust in favour of -------------------, the amount of Rs. __________________________ (write the sum here in words) to indemnify and keep indemnified the DES against any loss or damage that may be caused to or suffered by the ------------------- by reason of any breach by the Bidder of any of the terms and conditions of the contract that will be entered subsequently (within 15 days) and/or in the performance thereof. We agree that the decision of -------------------, whether any breach of any of the terms and conditions of the contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by ------------------- shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to -------------------.

We _________________________________ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the contract by the Bidder i.e. till _______________ (hereinafter called the said date) and that if any claim accrues or arises against us ______________________ Bank, by virtue of this guarantee before the said date, the same shall be enforceable against us ______________________ Bank, notwithstanding the fact that the notice of any such claim is given to us ______________________ Bank, by ------------------- either before the said date or within

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the enforcement period of six months thereafter. Payment under this letter of guarantee shall be made promptly, within one month of our receipt of notice to that effect from ------------------.

It is fully understood that this guarantee is effective from the date of the said LoI and that we ______________________ Bank, undertake not to revoke this guarantee during its currency without the consent in writing of ------------------.

We undertake to pay to ---------- any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present guarantee being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under.

We ______________________ Bank, further agree that ------------------ shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by ------------------ against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, ______________________ Bank, shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by ------------------ to the said Bidder or for any forbearance and or omission on the part of ------------------ or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs.______________ (Rupees ________________ only).

____________________________
Signature of Authorized Signatory (with official seal)

Date : 
Place : 
Name : 
Designation : 
Address : 
Telephone & Fax : 
E-mail address: 

____________________________   _______________
Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

Signature of Witness 1

Name: __________________

(Bank's common seal)

Signature of Witness 2

Name: __________________
Annexure J: A. Draft Contract Form (CF) with Group I Category A1 empanelled agencies on Stamp Paper of ₹100

AGREEMENT MADE this __________ day ____________ of 2018 at Directorate of Economics & Statistics, Government of Maharashtra, 8th Floor, Administrative Building, Government Colony, Bandra (E), Mumbai-400051

Between

The Director, Directorate of Economics & Statistics (DES), Planning Department, Government of Maharashtra, hereinafter referred to as FIRST PARTY (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns) of the First Part

AND

M/s ________________, an organization registered under ________________ act in India and having its registered office at ___________________________________________________ hereinafter referred to as SECOND PARTY” (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors and permitted assigns) of the Second Part

NOW IT IS HEREBY AGREED between the parties hereto as follows:

And Whereas FIRST PARTY intends to conduct evaluation study of “conducting evaluation study of Take Home Ration implemented by Women & Child Development Department, GoM”

The SECOND PARTY has accepted the contract on the terms and conditions set out in the tender document ______ dated ______ as well in the acceptance of tender no.____ dated______, which will hold good during period of this agreement.

Upon breach by the SECOND PARTY of any of the conditions of the agreement, the DES may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the Government to claim damages for antecedent breaches thereof on the part of the SECOND PARTY and also to reasonable compensation for the loss occasioned by the failure of the SECOND PARTY to fulfil the agreement as certified in writing by the DES which certificate shall be conclusive evidence of the amount of such compensation payable by the SECOND PARTY to the Government.

This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract unless and until the party decides to cancel the contract at any time upon giving 15 days’ notice in writing to the other party.

In witness whereof the said____________ hath set his hand hereto and the DES has on behalf of the Government of Maharashtra affixed his hand and seal thereto the day and year first above written.

Notice in connection with the contract may be given by DES, or any gazetted officer authorised by the DES.

In consideration of the payments to be made by the DES to the SECOND PARTY as hereinafter mentioned the SECOND PARTY hereby covenants with the DES to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

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The Contract value will become payable by DES to the SECOND PARTY under the provisions of the contract at the times and in the manner prescribed by the contract.

If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the contract, the First Party shall at his option be entitled either.

SECOND PARTY should adhere to the work plan strictly. Delay beyond 150 days shall attract penalty of Rs. 2000/- per week or part thereof. DES reserves the right to waive off penalty considering prevailing circumstances and the reasons for delay for which SECOND PARTY is not responsible. If the final report of the study is not submitted as per the agreed condition and within the stipulated timelines, where the delay is on account of the SECOND PARTY then the DES will withhold the last instalment. All penalties shall be deducted subject to a cap of 10% of contract value.

If the DES has not received requisite evaluation report because of the delay caused by the Second Party, the performance Bank Guarantee shall be forfeited and no payments shall be effected full or part thereof to the Second Party.

Signed, sealed and delivered
By------------------------

For and on behalf of Directorate of Economics & Statistics, Planning Department, Government of Maharashtra

Signed, sealed and delivered
By------------------------

For and on behalf of the “<SECOND PARTY>”,

Witnesses:
(1)

(2)
B. Draft MoU Form with Group II Category A2 empanelled agencies

MEMORANDUM OF UNDERSTANDING (MoU)

For

Evaluation study of Take Home Ration Programme

Between

Directorate of Economics & Statistics, Planning Department, Government of Maharashtra, Mumbai 400051.

and

< Name of the empanelled agency >

This MoU is entered into on this _______ day________________ of at Directorate of Economics & Statistics, Government of Maharashtra, 8th Floor, Administrative Building, Government Colony, Bandra (E), Mumbai-400051

Between

The Director, Directorate of Economics & Statistics (DES), Planning Department, Government of Maharashtra, hereinafter referred to as FIRST PARTY (which term or expression, unless excluded by or repugnant to the subject or context, shall mean and include its successors-in office and assigns) of the First Part

AND

<Name of the Empanelled Organisation>hereinafter referred to as SECOND PARTY” situated at <Address of Empanelled Organisation>

The FIRST PARTY & SECOND PARTY are hereinafter collectively referred to as PARTIES.

And whereas:

The FIRST PARTY desires to carryout detailed evaluation study of Take Home Ration Programme implemented by the Women & Child Development Department, GoM.

1. In response to the Tender of FIRST PARTY, SECOND PARTY agreed to carry out evaluation study as mentioned in the tender document & bid submitted by the SECOND PARTY.

2. The SECOND PARTY agreed on to undertake the evaluation study for Rs./- (Rs. in words Onlyexcluding all prevailing taxes and duties). The total contract value including prevailing taxes and duties is Rs./- (Rs. in words only AT CURRENT TAXES.) This may change at the time of billing as per govt. norms and regulations).

NOW IT IS HEREBY AGREED between the parties hereto as follows:

1. Objective, Methodology, Coverage, Sampling etc. of the study:

The Agency has already spelled out the various details of the study the proposal RFP reference No. OAP/1116/EVL/277 dated 09th May, 2016&OAP/1116/EVL/679 dated 23rd December 2016 submitted

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to DES. These details are objectives, methodology, coverage, sampling, research tools, secondary data collection, and work schedule.

The Tender document is also a part of this MoU. The assignment will be completed in 150 days from the date of signing, barring any unusual circumstance or delay owing to circumstances not within our control.

2. Output:

The SECOND PARTY will submit report covering results & recommendations in English language. However, summary & recommendations will be submitted in both Marathi & English Language.

The Agency will present the draft report in stages, or one consolidated report for all projects together, depending on the total no. of the projects/sites, spread up of the project sites etc. The report will cover various aspects including Training, etc.

The agency will also submit a monthly report on the progress of the study on the last day of the calendar month.

The Agency will make available three hard copies of the report. A soft copy of the report will also be made available on CD.

3. Duration of MoU:

This MoU has continued validity unless terminated by either PARTY.

4. Terms and conditions:

RFP reference No. OAP/1116/EVL/277 dated 09th May, 2016 & OAP/1116/EVL/679 dated 23rd December 2016 are the base document for this DES Tender including all terms, conditions and guidelines set forth. Agency is advised to go through the Planning Department-Government Resolution No मुमाअ1016/प्र.क्र.78/का-1417, dated 22nd July 2016 and Government Corrigendum No. मुमाअ1016/प्र.क्र.78/का-1417, dated 26th September, 2017 as well.

5. Force Majeure:

It will not be treated as default in performance of the obligations under this agreement, if such performance is prevented or delayed by events such as, but not limited to war, hostilities, revolutions, riots, civil commotion, strikes, lockouts, conflagration, epidemics, accidents, fire, wind, floods, droughts, earthquake or because of any other cause beyond the reasonable control of the parties affected, provided notice in writing of any such cause with necessary evidence that the obligations under the agreement is hereby affected or prevented or delayed is given within 30 days from the happening for the event and in case it is not possible to serve the notice within the said 30 days period, then within the shortest possible period without delay.
As soon as the cause for Force Majeure is removed, the party whose ability to perform its obligation has been affected will notify the other of such cessation of the actual delay incurred thereof. From the date of occurrence of a case of force majeure, obligations of the party affected shall be suspended during the continuance of any liability so caused, until the cause itself and the liability resulting there have been removed and the agreed time of completion of the respective obligations under this contract shall stand extended by a period equal to period of delay occasioned by such events.

Should one or both parties be prevented from fulfilling the contractual obligations by a state of force majeure lasting for a period of six months or more, then the two parties shall consult each other and decide regarding the future execution of this contract.

6. **Termination of Services:**

   The DES reserves the right to terminate this Agreement with one month’s prior notice. In such case, fees/amount payable to consultant shall be determined on the basis of completed work. No other claims from the Agency will be entertained by the DES and the decision of the DES on the consultation fees shall be final and binding on consultant.

7. **Arbitration:**

   In case of any dispute in execution of the work, or interpretation of any conditions of the agreement, the parties can mutually decide to appoint an Arbitrator under the provisions of Arbitration & Conciliation Act 1996, and the decision of the Arbitrator shall be final and binding on both the parties.

8. **Property of the DES:**

   All documents and reports prepared and delivered to the DES under this agreement while rendering the services shall become the property of the DES. The Agency will in no way be liable to any defect, damage or loss thereof, once the same has been delivered to the DES by the Agency.

9. **Confidentiality:**

   a. The FIRST PARTY and the SECOND PARTY agree to hold in confidence all information/data designed by the SECOND PARTY as being confidential which is obtained from FIRST PARTY or Government Agency, created during the performance of the MOU and will not disclose the same to any third party without written consent of the FIRST PARTY or Government Agency.

   b. The above confidential clause under this MoU excludes the information/data possessed by SECOND PARTY before entering into this MoU or independently developed and/or information already available through public domain.
10. Amendments to Agreement:

Any amendment to extension of this Agreement, in order to be valid, will be in writing and signed by all parties hereto.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the day and year first hereinabove mentioned.

For and Behalf of:

The Director, Directorate of Economics & Statistics, Govt. of Maharashtra, Mumbai. <Agency>.

Signature : 

Name : 
Designation:Additional Director, Evaluation, DES, Mumbai.

Signature :

Name :
Designation:

WITNESS

1.

2.
Annexure K: Check-list for the documents to be included

<table>
<thead>
<tr>
<th>#</th>
<th>Documents to be submitted</th>
<th>Submitted (Y/N)</th>
</tr>
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<tbody>
<tr>
<td>1.</td>
<td>Annexure A: Bid Cover Letter</td>
<td></td>
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<tr>
<td>2.</td>
<td>Online payment receipt of E.M.D. of Rs. 10,000/- &amp; Online payment receipt of Tender Fee of Rs. 1,000/-</td>
<td></td>
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<tr>
<td>3.</td>
<td>Annexure B: Format to share Bidder’s Particulars and contact person’s details</td>
<td></td>
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<td>4.</td>
<td>Annexure C: Authorisation letter for attending pre-bid meeting (To be provided on the letter head of Bidder)</td>
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<tr>
<td>5.</td>
<td>Annexure D: Format for CV of 3 key staff members proposed</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Annexure E: Draft Format for activity wise work plan</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Annexure F: Brief Understanding of conducting evaluation study of Take Home Ration</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Annexure G: Proposed methodology for evaluation study of conducting evaluation study of Take Home Ration</td>
<td></td>
</tr>
</tbody>
</table>

Technical Proposal - Envelope A

Commercial Proposal - Envelope B

9.  | Annexure H: Format for Price schedule                                                    |                 |

Complete tender document with signature on each page
Annexure L: Organisation Structure, Government Resolutions & Scheme related information

Commissionerate, Integrated Child Development Service scheme, Navi Mumbai

Rural & Tribal Projects

- Chief Executive Officer,

Deputy Chief Executive Officer, ZP

- Women & Child Development Officer (ZP) (Class I)

- Child Development Project Officer (Class II)

- 1 मुख्यसेविका (for 25 Anganwadi centre)

- 25 Anganwadi सेविका व 25 helpers

Urban Projects

- Child Development Project Officer (Urban) (Class I)

- 1 मुख्यसेविका (for 25 Anganwadi centre)

- 25 Anganwadi सेविका व 25 helpers
Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

<table>
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<th>महत्ती</th>
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<td>१) ते ६ वर्ष वयोगतितल मुलांचा पोषण व आरोग्य विषयक दण्डी सुधारणे.</td>
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<td>२) मुलांचा पोषण मानविकी, शारीरिक, शारीरिक विकासाचा पाठा घालणे.</td>
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<td>३) बालगृह, बाल रोगांना, कुरूकोषांना आणि सूक्ष्ण शास्त्र समीक्षा योजना करणे करणे.</td>
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<td>४) बाल विकासासाठी चालना निर्भर किंवा विषय विभागासह चालने व अंतर्गत वातावरण विभागात परिणामवरक कार्यक्रम उभारणे</td>
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<td>५) योग्य आणि चोजना पोषण व आहार विषयक विकासासाठी बालकांच्या सार्वजनिक आहार व विधी चोजना पोषण विभागांच्या संचालनासाठी त्यांना पुरविता वातावरणांमधील वातावरण कार्यक्रम करणे.</td>
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<tr>
<td></td>
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<td>६) मास.सौऱ्याच्या नावाच्या दिनांकन क्र. १९/२००९ मध्ये डी.११/२००९ वृष्टीवर व द.२३/४/२००९ अस्तित्वात योजना आहार मामल्यांत लेखन करण्यात आलेला व्यवस्थापकांना माहिती आणि विकास विभागासह आहार नियंत्रण क्र. २००८/२००९ क्र. १३/५/२००९ अस्तित्वात ६ महिने ते ६ वर्ष बंदोबस्ती बाल, गोरी यूंक्या व तसोंच वेळा, तसेच ६ महिने ६ वर्ष बंदोबस्ती लाभकार्यासंबंधी सुरू येऊन त्यांनी समुप (Fortified) वेळेपर्यंत स्वच्छतापूर्ण (hygienic) वेळावर्गात Extrusions Technology द्वरे तयार केलेला उष्णकटिबंधन (Energy dense), (Micronutrient fortified Energy dense food) Take Home Ration (THR) देण्यास मान्यता दिल्यानुसार प्राधिकृत अधिशासकीय नीती ६ महिने ते ६ वर्ष बंदोबस्ती बालक, माहिती रिक्त व तसोंच वेळा, ६ महिने ६ वर्ष बंदोबस्ती तीत्र कमी वेळावर्गीय लाभकारिता Take Home Ration (THR) तसेच ६ वर्ष ते ६ वर्ष बंदोबस्ती तीत्र कमी वेळावर्गीय लाभकारिता ग्रंथित होणार आहारास बांटव. Take Home Ration (THR) माहितीला उयान २५ रुपये व बांटूने उयान ३०० रुपया अंगणातील केंद्रतील वेळापत्रो.</td>
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| २ | स्वरूप | केंद्र शासित प्रदेशात एकत्रित बाल विकास संथाने चोजना, महाराष्ट्र राज्य, महिला व बाल विकास विभागांशी अनुसंधानांसाठी माहिती, धारणां, अधिशासकीय नीती कार्यावस्था योजना, ही चोजना |
Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

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<td>130 रुपये</td>
<td>130 रुपये</td>
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<td>2</td>
<td>1 year</td>
<td>160 रुपये</td>
<td>160 रुपये</td>
<td>160 रुपये</td>
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<td>3</td>
<td>2 years</td>
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<td>180 रुपये</td>
<td>180 रुपये</td>
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<td>4</td>
<td>3 years</td>
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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

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<thead>
<tr>
<th>Sr. No.</th>
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<th>Location</th>
<th>Contact Person</th>
<th>Email</th>
<th>Phone</th>
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<tr>
<td>1</td>
<td>ABC Consulting Pvt. Ltd.</td>
<td>Delhi</td>
<td>John Doe</td>
<td><a href="mailto:john.doe@abcconsulting.com">john.doe@abcconsulting.com</a></td>
<td>9999999999</td>
</tr>
<tr>
<td>2</td>
<td>XYZ Research &amp; Consultancy</td>
<td>Mumbai</td>
<td>Jane Smith</td>
<td><a href="mailto:jane.smith@xyzresearch.com">jane.smith@xyzresearch.com</a></td>
<td>8888888888</td>
</tr>
<tr>
<td>3</td>
<td>PQR Development Services</td>
<td>Kolkata</td>
<td>Robert Wilson</td>
<td><a href="mailto:robert.wilson@pqrdist.com">robert.wilson@pqrdist.com</a></td>
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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

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<td>रु. 500 उपर: आयाम</td>
<td>रु. 500 उपर: आयाम</td>
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<td>2</td>
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<td>3</td>
<td>6 महीने में 3 वर्ष परीक्षा आयुष्ठीत बालकों</td>
<td>रु. 500 उपर: आयाम</td>
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<td>4</td>
<td>3 वर्ष में 6 वर्ष परीक्षा आयुष्ठीत बालकों</td>
<td>रु. 500 उपर: आयाम</td>
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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

Minimum List of Government Resolutions for further reference:

1. शासन निर्णय क्र. एबावि 2004/प्र.क्र.233/का-5, दिनांक 28/10/2005
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/2004090931933009.pdf)

2. शासन निर्णय क्र. एबावि 2004/प्र.क्र.233/का-5, दिनांक 17/11/2005

3. शासन निर्णय क्र. एबावि 2004/प्र.क्र.02/का-5, दिनांक 18/08/2006
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/2004090934935009.pdf)

4. शासन निर्णय क्र. एबावि 2004/प्र.क्र.02/का-5, दिनांक 08/09/2006
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/2004090938884009.pdf)

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5. शासन निर्णय क्र. एबावि 2008/प्र.क्र.59/का-5, दिनांक 24/08/2009
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/20090831152237001.pdf)

6. शासन निर्णय क्र. एबावि 2010/प्र.क्र.113/का-5, दिनांक 26/09/2011
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/20100926165916001.pdf)

7. शासन निर्णय क्र. एबावि 2010/प्र.क्र.331/का-5, दिनांक 25/10/2011
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/20101025100733001.pdf)

8. शासन निर्णय क्र. एबावि 2014/प्र.क्र.46/का-5, दिनांक 29/02/2016
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/201402291227293430.pdf)

9. शासन निर्णय क्र. एबावि 2017/प्र.क्र.109/का-5, दिनांक 29/04/2017
   (https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/Marathi/201704291315403430.pdf)
F.No 5(25)/2010/ND-Tech Pt.
Government of India
Ministry of Women & Child Development

New Delhi, dated the 24th December 2013

To

1. All the Secretaries of all States/UTs, Women & Child Development Department/ Social Welfare Department (dealing with ICDS Scheme)

2. The Directors (ICDS) of all States/UTs

Subject :- Operational Guidelines for Food Safety and Hygiene In ICDS

Sir/Madam,

As you are aware that food safety standards are to be followed while providing Supplementary Nutrition under ICDS to provide safe food and prevent contamination. The ‘Revised Nutrition and Feeding Norms issued vide this Ministry’s letter No. 5-9/2005/ND-Tech dated 24th Feb 2009 states the need for adherence to food safety measures by State/UTs. This was further emphasized vide Secretary Ministry of WCD’s D.O. dated 26.07.13 addressed to Chief Secretary of the States/UTs for taking utmost precaution & quality check of Supplementary Nutrition under ICDS.

Though a number of positive steps have been taken by some of the States, further steps are required to be taken to improve and emphasize on basic cleanliness, hygiene and food handling standards in ICDS. A detailed Operational guideline for Food Safety and Hygiene in ICDS has been developed and enclosed herewith (also available on the Ministry’s website www.wcd.nic.in).

These guidelines provide the broad contours and may be customized to individual State level specificities of operationalization of ICDS and Supplementary Nutrition. These operational guidelines include separate sections on general principles for maintenance of cleanliness and hygiene at Anganwadi centres and manufacturing units. Precautionary measures and easy to follow
simple protocols for food handling at different stages for both Take Home Ration (THR), Hot cooked meal and morning snacks have been outlined.

In view of recent mishaps under Govt. feeding programme, it is also requested to devise Standard Operating Procedures (S.O.P) for effective handling of emergencies and information about these displayed and made known to all stakeholders including families and communities.

I hope these guidelines will help States/UTs to follow standards and procedures in delivering safe environment and quality food to children pregnant and lactating mothers.

Yours faithfully,

Encl: as above.

(Dr. Shreeranjan)
Joint Secretary to the Govt. of India
Tel. NO.23387683

Copy to:

1. PS to Secretary
2. JS(SAK) – ( in respect of CD Bureau)
3. JTA, Food and Nutrition Board, Jeevan Deep Building, New Delhi
4. All DTAs, FNB

Copy also to:

Additional Secretary, Ministry of HRD (MDM)
Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

Operational Guidelines for Food Safety and Hygiene for Supplementary Nutrition under ICDS

MINISTRY OF WOMEN AND CHILD DEVELOPMENT
GOVERNMENT OF INDIA

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ACKNOWLEDGEMENT

For sharing of guidelines and inputs

Ministry of Human Resource Development, Government of India
Women and Child Development Department, Government of Delhi
Women and Child Development Department, Government of Odisha
Women and Child Development Department, Government of Jharkhand
Social Welfare and Nutritious Meal Programme, Department Tamil Nadu
Women and Child Development Department, Haryana
Women and Child Development Department, Himachal
Women and Child Development Department, Sikkim
Food Safety and Standards Authority of India, Ministry of Health and Family Welfare
National Institute Public Cooperation and Child Development
Department of Bio Technology, Ministry of Science and Technology
Dr. Radha Krishna, Scientist, NIN, Hyderabad

**ABBREVIATIONS**

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
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<td>AGMARK</td>
<td>Agriculture Grading and Marketing</td>
</tr>
<tr>
<td>ANM</td>
<td>Axillary Nurse Midwife</td>
</tr>
<tr>
<td>ASHA</td>
<td>Accredited Social Health Activist</td>
</tr>
<tr>
<td>AWC</td>
<td>Anganwadi Center</td>
</tr>
<tr>
<td>AWH</td>
<td>Anganwadi Helper</td>
</tr>
<tr>
<td>AWW</td>
<td>Anganwadi Worker</td>
</tr>
<tr>
<td>CDPO</td>
<td>Child Development Project Officer</td>
</tr>
<tr>
<td>CFNEU</td>
<td>Community Food and Nutrition Extension Unit</td>
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<td>CMU</td>
<td>Central Monitoring Unit</td>
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<tr>
<td>DFS</td>
<td>Double Fortified Salt</td>
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<tr>
<td>FCI</td>
<td>Food Corporation of India</td>
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<tr>
<td>FIFO</td>
<td>First In First Out</td>
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<td>FSSAI</td>
<td>Food Standards and Safety Authority of India</td>
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<td>ISI</td>
<td>Indian Standards Institute</td>
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<td>LPG</td>
<td>Liquefied Petroleum Gas</td>
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<td>MDM</td>
<td>Mid-Day Meal Programme</td>
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<td>Maintenance of Certification</td>
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<td>RCC</td>
<td>Reinforced Cement Concrete</td>
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<td>SHG</td>
<td>Self Help Groups</td>
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<td>SOP</td>
<td>Standard Operating Procedure</td>
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<td>THR</td>
<td>Take Home Ration</td>
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<td>UT</td>
<td>Union Territory</td>
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<tr>
<td>WHO</td>
<td>World Health Organization</td>
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INTRODUCTION

Care in handling of food and water is a pre-requisite to ensure better health and prevention from health hazards. The food borne illness can arise due to various reasons like improper practices in agriculture, transportation and storage of food, lack of hygiene, sanitation and proper control mechanisms at every stage of food preparation production and consumption.

Food safety includes food handling, food preparation, and storage of food in proper manner so that the food should be acceptable and safe for human consumption. This is inclusive of various standardized procedures that need to be followed in order to avoid various food borne diseases.

Contamination of food may take place due to poor personal hygiene, unsafe source of food, or due to poor environmental hygiene. Biological, physical and chemical agents cause food borne illness if not controlled.

**Biological contaminant:** includes bacteria, viruses or parasites that are present in air, food, water, soil, animals and humans

**Physical contaminant:** Foreign bodies in food are usually due to accidental contamination and/or poor handling practices these are visible particles like pebbles, stones, metal, glass, wood, insects, soil, dirt, jewellery, hair, fingernails etc.

**Chemical contaminant:** Includes Chemicals used for cleaning and sanitizing food contact surfaces; Pest control chemicals, paints and water treatment chemicals; Pesticides, fertilizers, fungicides, there are some naturally occurring harmful chemicals also Mycotoxins like aflatoxin

The WHO five key principles of food hygiene are

1. Prevent contaminating food with pathogens spreading from people, pets, and pests.
2. Separate raw and cooked foods to prevent contaminating the cooked foods.
3. Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
4. Store food at the proper temperature.
5. Do use safe water and cooked materials.
Contamination of food leads to conditions of diarrhoea, nausea, vomiting, fever and infection and even death in severe cases, therefore protection from chemical, microbiological, biologic toxins, pesticides, drug residues and allergens is mandatory.

In ICDS there is provision of supplementary nutrition for children 6 months to 6 years of age and for pregnant and lactating women. The guidelines issued by Government of India regarding safety and quality of supplementary nutrition (dated 24.2.2009) recommends that the supplementary nutrition should conform to Prevention of Food Adulteration Act 1954 now repealed as Food Safety Standards Act 2006, Food Safety and Standards Authority of India regulations 2011.

Take Home Ration (THR) is provided for children 6 months to 3 years and pregnant and lactating women, while freshly cooked hot food and a morning snack is provided to children 3-6 years who attend the Anganwadi centre daily, for 300 days annually.

Pregnant mothers, infant and young children are especially vulnerable to infection hence utmost care should be taken at all stages of managing supplementary nutrition. The food supplied from ICDS involves both local preparation and processing, it is imperative that precautionary measures are undertaken at different levels.

Quality assurance of supplementary nutrition and food safety should be an integral part of supply chain management and food handling procedures at AWCs. The food provided through these centres should be nutrient dense free from food adulterants, pathogens, food colours, additives and adhere to food safety and quality norms.

There are several constraints in ICDS like no uniformity in design of Anganwadi center, lack of space, high rent for AWC's in urban areas, lack of water and sanitation facilities etc., however basic food safety principles need to be followed. Some States/UTs have already taken the initiative to develop food safety guidelines for ICDS.

Operational variations exist in the delivery of supplementary nutrition, across the country; this guideline aims in providing the broad contours of Food Safety measures in ICDS. In addition to this an initiative by the GOI is being undertaken for random quality checks of supplementary nutrition through National Accredited Board for Laboratories. It is desirable that each State/UTs draw individual State specific operational guidelines along with monitoring and supervision at different levels and carry out sample checking of SNP to ensure provision of safe and hygienic supplementary nutrition through ICDS.

(A copy of D.O. letter addressed to Chief Secretaries and Chief Administrators of All States/UTs is enclosed at Annexure I).
CHAPTER 1
GENERAL GUIDELINES ON HYGIENE FOR ANGANWADI CENTRE

The Anganwadi centre is visited by children, pregnant and lactating women, who have greater chances of contracting infection during this vulnerable period, hence it is imperative that the environment of the centre and its nearby areas are kept in hygienic condition. The Angwanwadi Helper who is mandated for cleaning the Centre should be adequately trained for the purpose.

A basic Anganwadi centre consists of a room for activity based learning, health classes and other activities of ICDS. A Kitchen is usually a side room where preparation of supplementary nutrition takes place, often has a store attached with it. A toilet is there usually at one end of the premises. The premises may have a small space in front for children to play.

Usually a tube well is installed in the premises or nearby. The infrastructure varies and size differs depending primarily on the availability of space. It is mandatory that a cleaning and disinfection schedule be drawn up for each Anganwadi centre to ensure that all areas are appropriately cleaned under proper supervision and record must be maintained.

1. General Tips for Maintaining Hygiene and Sanitation at the Anganwadi Centre

- To prevent contamination of Supplementary Nutrition all equipment and utensils must be cleaned as frequently as necessary and disinfected whenever circumstances demand.
- Adequate precautions must be taken to prevent the food item from being contaminated during cleaning or disinfecting of rooms, equipment or utensils, by use of water, detergents or disinfectants. Whilst clean-as-you-go should be the general policy,
- Floors and drains must not be cleaned whilst the food is being prepared.
- Detergents and disinfectants must be suitable for the purpose. Any residues of these agents on a surface, which may come in contact with food item, must be removed by thorough rinsing with potable water before the area or equipment is used again.
- Immediately at the end of the day’s work, or at such other times as may be appropriate, floors (including drains), structures and walls of food handling areas must be thoroughly cleaned.
- Toilets must be kept clean and tidy at all times.
- Provision of safe disposal of stool and wastes must be made
- Nearby outside area/surroundings in the immediate vicinity of the premises, must also be kept clean and tidy.
2. Establishment Design and Facilities

2.1 Anganwadi Centre

The main activity room of the centre should be spacious enough, well ventilated and with windows having wire mesh. The room should be cleaned every day before the centre starts functioning in the morning. Children/ mothers are often seated on Durries or mats. It is important that the durries/ rugs often used are cleaned every day and is free from dust, ants and other contaminants. It requires regular professional washing and sun drying. Toys and other learning materials at the centre which is handled by children should be cleaned regularly.

2.2 Kitchen-Cum-Store

Adequate space should be provided for kitchen, it should be separate from activity/ class rooms, preferable located at a safe, but accessible distance. They should be well ventilated and designed so that there is a separate storage facility with locks to check pilferage. On no account should kitchen-cum-store have roofs of inflammable material, like straw, bamboo and synthetic material. Adequate natural or artificial lighting should be provided throughout the kitchen area. Lights and fixtures should be cleaned regularly to keep it free from dust, dirt and carbon.

Smokeless chulhas should be used to the extent possible. Fuel (kerosene/fuel wood/charcoal/LPG) should be stored safely, so that there is no fire hazard. To the extent possible firewood should not be used in the interest of environmental protection. If kerosene/gas is used for cooking, the cook/AWH should be specifically trained in safe handling of stoves, gas cylinders etc.

2.3 Toilet

Baby friendly toilets are most preferred; it should be washed and cleaned every day, there should be water supply for the toilet. Provision of soap should be there outside the toilet for children to wash hands after each visit.

2.4 Water Supplies

- An adequate supply of potable water with appropriate facilities for its storage, distribution should be available, which should be used in processing and cooking.

- Water used for washing should be of such quality that it does not introduce any hazard or contamination to render the finished food item unsafe.
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- Water storage tanks/ buckets should be cleaned periodically. Safe drinking water should be available and kept covered or in containers with a tap, hands should not be dipped while taking out water.

- If water filters/ purifiers are used, prescribed instructions for cleaning need to adhered as mentioned by the company.

- Non potable water can be used provided it is intended only for cooling of equipment, fire fighting etc.

2.5. Drainage and Waste Disposal

Adequate drainage and waste disposal systems and facilities should be provided.

- Food waste and other waste material should be removed periodically from the place where food is being handled or cooked to avoid building up. A refuse bin of adequate size with a proper cover preferably one which need not be touched to open should be provided in the premises for collection of waste material. This should be emptied and washed daily with a disinfectant and dried before next use.

- Adequate drainage, waste disposal systems and facilities should be provided and they should be designed and constructed in such manner so that the risk of contaminating food or the portable water supply is eliminated.

- Waste storage should be located in such manner that it does not contaminate the food process, storage areas, the environment inside and outside the food establishment and waste should be kept in covered containers and removed at regular intervals.

- Periodic disposal of the refuse/ waste should be made compulsory. No waste should be kept open inside the premise and disposed of in an appropriate manner as per local rules and regulations including those for plastic and other non-environment friendly materials.

3. Cleaning Processes

3.1 Cleaning of Floors and Walls

Special attention must be paid to the cleaning of obstructed sites including cooking areas and at the junction of floors and walls. The floors of kitchen and the slabs should be cleaned every day before and after the food is served. Unwanted material should not be left on the floor and should be picked up immediately. Drainage channels must be cleaned properly and
regularly. Floors should never be cleaned whilst cooking / serving / distribution of food is in process. The upper part of the walls should be cleaned preferably at intervals. The wall and ceiling should be cleaned once a week so that no dirt, dust cob webs or any unwanted material is found in the AWC or kitchen.

3.2 Cleaning of Food Preparation and Storage Surfaces

These areas must be kept cleaned at all times. It is important that surfaces in direct contact with food must be both clean and dry before use. Cracks, rough surfaces, open joints etc. must be repaired as soon as possible. Sinks and hand wash facility must be maintained and cleaned regularly.

3.3 Cleaning of Equipment and Materials

All utensils equipment used for preparing and serving food should be washed in potable water using suitable detergent.

Cleaning equipment such as cloths, mops and brushes carry a very high risk of cross contamination. They must therefore be thoroughly cleaned and dried after use. Brushes and mop heads are best washed in hot water, soaked overnight in detergent sanitizer, rinsed in water and dried quickly before going into store. Mop buckets should be dried and store inverted. Cleaning equipment's used in the cooking area/packing area should not be used in other parts of the Centre. Sun drying of the cleaning equipment in a clean and tidy place should be done.

4. Pest Control at the Anganwadi Centre

Cleanliness is essential for effective control of all pests (mainly rodents, birds, and insects). The emphasis must be on not attracting pests and preventing entrance. The building must be kept in good condition and repair to prevent access and to eliminate potential breeding sites. Holes, drains and other places where pests are likely to gain access must be kept sealed. Wire mesh screens, for examples on open windows, doors and ventilators, will reduce the problem of pest entry.

The kitchen & AWCs surrounding areas must be regularly examined for evidence of infestation. Before pesticides are applied, care must be taken to protect people, food, equipment and utensils from contamination. Pesticides should always be kept in its original containers. Clearly marked and be stored in a locked storage separate from production. Records must be kept of all pesticides used, including name of pesticides, concentration used, method of application and location of application.

Substances which could contaminate food must not be used or stored in food handling areas, and in the AWCs except when absolutely necessary for hygienic or processing purposes with proper caution and supervision.
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Chemical substances like phenyl, mosquito repellent etc. and pesticides, which may represent a hazard to health, must not be stored in food handling areas of the AWCs and if kept must be labelled with a warning about toxicity and information on proper use and away from normal reach of children and under lock and key in segregated area. Hazardous chemicals must be stored in containers which will prevent further contamination in case of leakage and kept in locked rooms or cupboard used only for that purpose. All hazardous substances must be handled only by authorized personnel such as AWWs or AWH who will be trained appropriately on hygienic handling of food.

5. Personal Hygiene and Health Requirements

The personal hygiene standard of food handlers at kitchen, AWW/AWH includes: a high standard of personal cleanliness, freedom from infectious diseases and a sufficient standard of hygiene. State may ensure that AWWs / AWHs are in good health. All staff enrolled for supply of food items must be adequately trained in good hygiene practices.

AWW/AWH must be instructed to report immediately to their supervisors, if they are suffering from any disease likely to be transmitted via food, e.g. diarrhoea or vomiting, infected wounds like, skin infections, jaundice or sores. In case of such illness they will re-join only after clearance by a Medical Officer.

5.1 Washing of Hands

Contamination of food via hands of the personnel may be by direct contact of the food with hands that are contaminated, to prevent hand washing and soap / hand disinfections are highly recommended. The purpose of hand washing is to remove superficial dead skin scales and sweat.

Hands disinfection refers to the application of soap to the hands. Wash facilities should be provided preferably at the entry of the food handling area. Some general instructions are:

- Every person working in a kitchen/food handling area must wash her hands frequently and thoroughly using a suitable with soap / hand cleansing preparation and running, potable water.
- Hands must always be washed before entering the foods handling area immediately after using the toilet, after handling contaminated material and whenever necessary.
- Toilets should be provided with soap to wash hands.
- Notices requiring hand washing must be displayed in the local language.

When to Wash Hands

The primary reason for washing hands is to prevent cross contamination, in food handling which could lead to food poisoning incidents.
• Hands, therefore, need to be washed to remove acquired pathogens, so that the hands do not transfer organisms to food product or food contact equipment.
• Hands need to be washed after any operation, which may lead to hands becoming contaminated, and also before embarking upon food handling procedures.
• Hands need to be washed
  o **After**....................
    ▪ Visiting the toilet
    ▪ Handling raw food
    ▪ Handling waste
    ▪ Touching body parts
    ▪ Carrying out cleaning duties
    ▪ Touching non-food contact surfaces, e.g. machine adjustment, power switches etc.
  o **Before**.................
    ▪ Entering food handling areas (Kitchen/ Serving/distribution)
    ▪ Handling cooked food or ready to eat food/ fruits etc.
    ▪ Eating

The hand should be washed systematically by rubbing all parts of the hands wrists, following the 6 steps. Each step consists of five strokes forward and five backwards, there should be a designated as a “hand washing area”, Hand washing facilities should not be used for other purposes, e.g. washing utensils.
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Figure 1 Hand Washing Procedure

Reference WHO (Clean Care is Safer Care)

5.2 Personal Cleanliness and Behaviors

- Food handlers mainly AWWs/ AWH/ SHG members should maintain a high degree of personal cleanliness. They must refrain from behaviour, which could result in contamination of food such as eating and drinking, use of tobacco, chewing paan, supari etc., or unhygienic practices such as spitting, smoking while handling food.
- Fingernails of the anganwadi Worker/helper must be trimmed and special attention should be given to clean them when washing hands.
- Nail polish or artificial nails should not be worn because they can become foreign bodies and may compromise on hygiene.
- No watches, rings, jewellery and bangles should be worn during cooking, serving and distribution where there is a danger of contamination of product.
- Glass in any form should not be allowed in the cooking areas.
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- Before entry into food preparation area footwear should be removed.
- Hair should be tied up neatly and covered.
- Hands should be washed thoroughly using soap and running potable water.
- The clothing must be cleanable. Clothing must be changed at least daily.
- Any person who has cut or injury or wound should not be allowed to work till fully recovered and cleared by the Health Officer.

Key Points to Remember:
- Anganwadi premises should be cleaned every day.
- Cleaning of premises should not take place during food preparation.
- Pesticides, fuels, disinfectants should be kept separately and not come in contact with food.
- There should be proper washing facility, toilet and provision of portable water.
- Soap should be provided for hand washing.
CHAPTER 2
FOOD HANDLING AND SAFETY MEASURES FOR HOT COOKED MEAL
AND MORNING SNACK

Hot cooked meal and morning snack provided under Supplementary Nutrition are often cooked at the Anganwadi centre. In some States/UTs the cooked food is supplied by SHGs / local groups or cooked at community kitchens. Irrespective of where the food is cooked, it is imperative that a high degree of care should be taken and adherence to food safety and hygiene protocols in handling food.

This section outlines simple food safety measures in preparation of hot cooked meal and morning snacks prepared at AWC/community kitchen or any other cooking arrangement.

1. Lifting and Transportation of Cereals (Rice & Wheat)

As mandated under ICDS cereals are provided centrally and all other ingredients are procured locally. It should be noted:

- Fair and Average quality of rice and wheat should be lifted from Food Corporation of India (FCI) godown. The officer lifting should ensure that the grains are of good quality and if there is doubt the higher authorities should be informed immediately.
- Cereals are delivered to the AWCs for hot cooked meal, the transit time should be short and proper route charts need to be drawn for delivery to avoid spoilage during transportation. Quantity of food items delivered should be weighed and given to each AWC/processing units.
- If cereals need to be stored before delivery due to any circumstances, the godown where food is stored should be safe, free from dust, rodents and pests.
- The vehicle carrying cereals should be in proper condition and clean.

2. Local Procurement

Certain safety measures need to be ensured for all local procurement these are enlisted below:

- Preparation of hot cooked meal and morning snack, require local purchase of perishable and dry ingredients. FIFO (First in First Out) standards to be strictly followed for all local procurement. Food stuff with shorter shelf life should be used within their prescribed time limit. Once ingredients are exhausted, the containers should be washed dried in the sun before refilling.
- Dry ingredients – pulses, oil, iodized salt, condiments etc. should be purchased locally, in amounts which last not more than 15 days. Good quality ingredients should only be...
purchased, with Agmark, ISI mark; purchase of loose ingredients specially oil, salt should be avoided at all costs.

- Non-iodized and loose salt should not be procured and used in the hot cooked meal. Double fortified salt should be carefully stored in air tight containers.
- All condiments like turmeric, chilly powder should be without additives and colour.
- Pulses should be good quality free from infestation; Khesari dal should not be used
- Fresh vegetable and fruits should be purchased on day of cooking only, discolored vegetables, and fruits should be avoided. Purchase of vegetables infested with insects should be avoided.
- Eggs should be purchased on the day of use, it should be ensured that eggs are not broken or the shell cracked as this leads to contamination.
- Proper records of purchases should be maintained.

3. Storage of Food at the Anganwadi Centre

The supply of cereals like wheat and rice should not be stored for more than a month; they may be stored in airtight bins or stacked neatly in gunny bags and stored in area free of rodents and insects. Food should not be stored directly on the ground; a wooden plank should be used for stacking of food materials. (Refer Chapter 3)

Dry ingredients like iodized salt, condiments, oils soyabean, pulses etc. should be stored in airtight containers, which may be purchased from the allocated fund for utensils at AWC level. All containers should be of materials that do not impart toxicity to food. These containers should be cleaned at regular intervals and thoroughly dried before use. It should be ensured that ingredients used for cooking, food grains, pulses, vegetables, cooking oil and condiments, should be free from adulteration and pest infestation.

All stored raw materials and ingredients must be kept under dry and cool conditions that will prevent spoilage, protect against contamination by pathogenic microorganisms, insects, rodents, foreign bodies, chemicals and damage. This implies that food and non-food materials should not be stored in same area and not all food materials can be stored together because of risk of cross-contamination.

Raw material or Processed food should not be stored for more than month at the Anganwadi centre as there is shortage of space.

4. Food Safety Measures before Cooking

Food and food ingredients should be sorted to segregate material which is evidently unfit for human consumption; any rejected material should be disposed in a hygienic manner.

All area of the cooking space and utensils should be clean and personal hygiene should be maintained before cooking (Refer Chapter 1).
5. Safety Measures during Cooking

All raw materials should be cleaned and washed in clean water, cooking should be done in clean utensils with lid, so as to prevent contamination and loss of nutrients.

Water used should be clean and safe; cooking should be done thoroughly so as kill all pathogens and cooked food should be kept covered so that dust dirt or pest does not enter.

At the AWC vegetables/ fruits are procured locally or contributed by the community, care should be taken to avoid use of vegetables and fruits which are likely to have been sprayed with pesticides/chemicals. Purchase of any vegetables and fruits having any odour of pesticides should be avoided. Such chemical residues must be removed by washing and cooking.

Removal of the Pesticide Residues from the Food Products by Different Methods:

Most of the pesticide residues can be removed by adopting four methods. These methods should be easily adopted at the AWC/ house hold level to remove the pesticide residues. These methods are washing, blanching, peeling and cooking.

a) Washing: The first step in the removal of pesticide residues from the food products is washing. About 75-80% of pesticide residues are removed by cold water washing. Washing with 2% of salt water will remove most of the contact pesticide residues that normally appear on the surface of the vegetables and fruits. The pesticide residues that are on the surface of the grapes, apples, guava, plums, mangoes, peaches, pears etc, vegetables like tomatoes, brinjal, okra require 2-3 washings. The green leafy vegetables must be washed with 2% salt water. The pesticide residues from green leafy vegetables are removed satisfactorily by normal processing such as washing, blanching and cooking.

b) Blanching: It is a short treatment in hot water or steam applied to most of the vegetables. Certain pesticide residues can effectively be removed by blanching. But before blanching it is very important to thoroughly pre-wash the vegetables and fruits.

c) Peeling: Contact pesticide that appears on the surface of the fruits and vegetables can be removed by peeling. Steps such as concentration, dehydration and extraction from the raw product can further reduce pesticide residues in the end produce. The net influence of processing almost always results in minimal residues in processed food.

d) Cooking: Animal products are also the major source of contamination for pesticide residues in human diets since the animals feed or fodder, which are sprayed with pesticides. Pressure cooking, frying and baking will minimize the harmful effect pesticide residues. Boiling of milk at high temperatures will destroy the persistent pesticide residues. Refined oils will have fewer amounts of pesticide residues. Household heating of oils will minimize pesticide residues.
6. Safety Measures While Serving

Precaution should be taken some measures are enlisted below:

- Food should be tasted by AWW/ AWH before serving.
- Food should be served to children in a clean area.
- Hands should be washed before serving.
- Dishes, plates, bowls and spoons used by children should be washed with portable water and dried before serving.
- Food should be served using spoons with long handle.
- Small amounts of food should be given first, second helping should be offered, this will prevent wastage.
- Fruits given for morning snack should be washed with portable water and given to children.
- As far as possible food should not be touched by hand.

7. Safety Measures while Feeding

Children should be taught basic manners of eating food. Some tips are given below:

- The space for eating should be neat and clean, it is best to avoid durries in the feeding area.
- Children should wash hands with soap before eating (provision of soap should be made at the centre).
- Nails of children should be trimmed.
- It is preferred that children eat with spoons.
- Safe drinking water should be available.

8. Disposal of Left Overs

Some safety measures include:

- Food should be cooked strictly as per requirement to prevent wastage.
- Care should be taken to prevent, so far as reasonably practicable, deterioration and spoilage through appropriate measures which may include controlling temperature, humidity, and/or other control.
• Food remaining should be disposed or discarded appropriately and as fast as possible.
• Food should not be thrown away near the Anganwadi centre where it attracts animals pests or lead to growth of micro-organisms.
• Stale food should not be mixed with the fresh food on any account.
• Left overs should not be kept in the Anganwadi centre and allowed to spoil.
• If there is any doubt of spoilage of raw or cooked food, it should be “thrown away” or discarded.
• Records of food used and disposal should be kept at the AWCs.

9. Food Borne Illnesses and Managing Food Poisoning/ Emergencies

Food borne illnesses may be caused due to

   I. micro-organisms
   II. chemicals
   III. Food Allergies

I. Caused by Micro-Organisms

Food poisoning is caused by a microbial organism (bacteria, virus, and parasites) present in the food or water. Food and drink can easily become contaminated by micro-organisms. Several factors contribute to the contamination which is preventable

   • Raw foods contaminated at the source (e.g., meat, fish, rice, lentils, grains, oil)
   • Contaminants spread by workers’ hands, utensils, cleaning cloths
   • Utensils not properly cleaned
   • Food contaminated by sewage
   • Food cooked at inadequate temperature or for too short a time
   • Previously cooked foods stored for a while, and then reheated for too short a time or at insufficient temperature

Food contaminated by microorganisms can lead to acute food poisoning, when two or more children are affected within one to six hours of consumption of food, and there is no history of anyone else having a similar condition in the prior few days.
Food borne illnesses may also occur due to infections when children display symptoms such as fever, diarrhoea/abdominal cramps (as in Typhoid), jaundice (Hepatitis A), abdominal cramps, watery (like rice water) stools, bloody diarrhoea/abdominal pain (Amoebiasis), diarrhoea/abdominal cramps (Giardiasis).

The distinction between acute food poisoning and those caused by infections is that at least one person (almost always somebody who either cooks or serves the food) should have had the infection in the prior few days.

The most common and earliest symptoms are nausea, vomiting, abdominal cramps, and diarrhoea. Food contamination is confirmed if the symptoms are reported by more than one individual.

The time of onset of symptom and specific signs provide clues for an early identification of the possible source of contamination. The Table below lists the correlation between time of onset, nature of symptoms and likely contaminant.

### Table

<table>
<thead>
<tr>
<th>Time of Onset of Symptoms</th>
<th>Signs and Symptoms of Food Poisoning</th>
<th>Possible Sources of Contamination</th>
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<tbody>
<tr>
<td>Between 1-6 hours</td>
<td>Sudden onset of nausea, vomiting, abdominal pain and diarrhoea</td>
<td>Contaminated/ unpasteurized milk, unhygienically handled food that carries germs from cuts and droplets of handlers, vegetable, rice and meat dishes which after cooking have not been adequately heated before consumption.</td>
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<td>Between 8-16 hours</td>
<td>Moderate to severe abdominal pain and diarrhoea</td>
<td>Inadequately cooked meat, egg or beans</td>
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<tr>
<td>More than 16 hours</td>
<td>Fever, diarrhoea, vomiting and abdominal pain</td>
<td>Unwashed vegetables eaten raw, raw meat, contaminated water</td>
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II. Caused by Chemicals

- This can happen when food or water is contaminated by a poisonous substance or chemical: for example pesticide, kerosene, or sometimes poisonous mushrooms, yellow oleander, catura seeds, etc.
- Symptoms with this type poisoning depend upon the amount of chemical present in the foodstuff. A large amount of the chemical leads to acute reactions that set in within a few minutes of consumption of the meal.

The most common symptoms are: vomiting, diarrhoea, muscle cramps, difficulty in breathing, excessive salivation, sweating, watery eyes, blurred vision, Garlic like smell emanating from mouth, etc.
III. Food Allergy

- Sometime a normally harmless foodstuff can produce an adverse reaction in the body or cause allergies but this is generally limited to one child at a time, unlike food poisoning which affects more than one child.

Food allergies happen relatively quickly after intake, and can happen even with a tiny amount of that food. **Symptoms related to such allergies are:** rashes, vomiting, diarrhoea. Food stuffs such as peanuts can lead to allergy.

Handling Emergencies

As indicated above contamination can cause food poisoning, within hours of consuming food, symptoms of nausea, vomiting, diarrhoea, abdominal pain may be reported by beneficiaries. Management varies with the type of food borne illness. Proper linkage with all health facilities around the village, block and district should be maintained by AWWs supervisors and CDPOs in order to facilitate prompt referral of the affected children. **A list of emergency numbers should be available with AWWs to contact District Magistrate, District Programme officer (DPO), health officials (CMOH, BMHO, MO etc.), Supervisor, CDPO, ANM, ASHA, transport, Police, etc. and the same must be displayed at AWC. The medicine kit should have sufficient ORS and other medicines for any basic first line treatment.**

Under any such experiences AWWs should immediately seek help of ASHA/ ANM for first line treatment and then refer or accompany children to health facility. AWWs / AWHS should not hide any information but provide them so that proper and timely diagnosis and management can be done. Information of such incidence should immediately reach supervisors, CDPOs and health officers who should take quick and necessary action.

Handling Chemical Poisoning

Chemical poisoning and contamination of food with pesticides requires immediate action as it may be life threatening. In the case of chemical poisoning it may be necessary to call for an ambulance with Advanced Life Support, because a basic life support ambulance may not have the necessary equipment to handle such emergencies.

- Such individuals require immediate referral to Block CHC for specific treatment and further management. Cases of chemical food poisoning require getting the chemical out of the blood stream quickly. When large quantities have been consumed, the children will need medical support to pump out the poison and artificial ventilation with special equipment. Dealing with other types of chemical poisoning including Kerosene may require different emergency response and should be undertaken under the guidance of a qualified medical practitioner.
• Sometimes the vomited material in cases of pesticide poisoning can cause skin rashes. It is therefore important to clean the vomit from the external surface.

• In cases where the nausea is mild, and only one or two episodes of vomiting/diarrhoea occur, and where it is confirmed that the illness is not due to chemical poisoning, the children should be placed under observation. They should be given plenty of fluids/ORS. If they are unable to retain anything given orally, and if the vomiting/diarrhoea continue, they should be referred to the nearest Primary Health Centre. In severe cases children would need referral and the AWWs / supervisors should accompany the children up to the point of treatment until the child is handed over to parent.

How to Prevent Food Borne Illness

All the precautions mentioned earlier on general hygiene conditions at the AWCs and food handling should be followed for preventing cases of food poisoning and illnesses

Basic tips for preventing food borne illness

• Individuals engaged in handling, preparation, cooking and serving food should follow high standards of personal hygiene.

• Hand washing after using toilets and touching raw food, and before preparing, serving and consuming food.

• People suffering from infected wounds, boils, diarrhoea, dysentery, throat infection should be excluded from food handling.

• Any of the food handlers who have had a case of typhoid, jaundice due to Hepatitis A or other diarrheal illness such as Amoebiasis or Giardiasis should not be allowed to handle the food until a certificate has been provided by the medical officer of the area.

• Ensuring storage of raw material in clean covered containers to prevent insects, rats, lizards, etc. from falling in.

• Taking particular care to ensure that containers that were used to store paint, pesticides, or other chemical substances are not used to store food or water.

• Checking the quality of raw material prior to usage and food handlers should carefully look for contaminants if any. Handlers should be vigilant about the date of usage and use only well sealed packs of raw material such as rice, dal, lentils and oils.

• Washing raw material with safe water, before using for cooking
• Covering the prepared food or raw materials properly so that rats or lizards may or other insects may fall into the food. While per se, this is not a primary cause of food poisoning. However since there is a cultural taboo the food should be discarded, if only to prevent misconceptions spreading from the episode.

• Always listen to the children’s opinion when they taste the food, and take them seriously when they say it smells or tastes bad. Do not force them to eat the food.

10. Monitoring and Supervision

CDPOs, ICDS supervisors, have the primary responsibility of monitoring of Supplementary Nutrition. ICDS supervisors should ensure that all Anganwadi centres under their jurisdiction follow proper norms of food handling, right from receipt of stocks to delivery of Supplementary Nutrition to children. They should also inspect the general hygiene of the AWCs and personal hygiene of workers and other food handlers. Simple checklists should be used for monitoring food safety measures at every stage by Supervisors/ CDPOs. (Annexure II)

Anganwadi Level Monitoring and Support Committee and Gram Panchayat Pradhans should be involved for monitoring of activities under Supplementary Nutrition. District level monitoring committees should review Supplementary Nutrition under ICDS regularly and redressal mechanism may be set up for at the district level.

11. Quality Assurance

• It should be ensured that food should be free of any contamination and adulterants.
• FIFO ‘First in First Out’ system should be applied to release the raw materials (for processing, packaging and delivery) in order to protect the food from being stored too long and becoming contaminated or spoiled.
• At regular intervals food should be sent for laboratory testing.
• The States/UTs may consider engaging CSIR institutes/National Accredited Board for Laboratories recognized labs for carrying out sample checking of SNP, to ensure quality meal through ICDS. A list of test may be referred given Annexure III (depend upon the type of food)
• Periodic inspection (preferably every week) of all items stored should be carried out.
• Most AWCs have hand pumps in the vicinity or use water from bore wells. Water used for cooking/ drinking should be regularly tested for conforming to drinking water quality standards as prescribed by the Ministry of Drinking Water and Sanitation (MDWS).
Key Points to Remember:

- Good quality ingredients should be procured with standardized certifications like AGMARK, ISI.
- The quantity of food (THR or dry ingredients) should be not stored for more than a month in the AWC.
- Hands should always be washed before handling food.
- Provision of soap should be there, children should wash hands before eating.
- All utensils, equipment's should be cleaned before and after use.
- Wastage of food should be avoided.
- Disposal of left-over food should be done properly.
- In case of emergency or food poisoning AWWs should take quick action and take support of health system without delay.
- Water and food should be tested at regular interval.
CHAPTER 3
GENERAL GUIDELINES FOR FOOD SAFETY AND HYGIENE IN PRODUCTION OF TAKE HOME RATION

Take Home Ration (THR) is dry packed food produced locally by SHG’s, local groups and federations. The production should meet standards and specifications for food safety and handling.

The establishment in which food is being handled; processed, stored, distributed by the SHG/producer is a holder of registration certificate or a license as per the norms laid down by the Food Standards and Safety Authority Act 2006, regulations 2011. Sanitary and hygienic requirement, food safety measures and other standards should be conformed and it will be responsibility of the producer to ensure adherence to necessary requirements.

This section deals with the certain basic food safety measures during the production of THR.

1. Location, Surrounding and Building Facilities

The production unit should be ideally located away from industries which emit harmful gases, obnoxious odour, chemical etc. The building must permit easy and adequate cleaning including where appropriate disinfections and prevent the entrance and harbouring of pests and the entry of environmental contaminants such as smoke and dust.

It must take into account the need to separate (by partition, location or other means) those materials, operations and particles, which may lead to cross contamination. Lay out of the building and facilities must take into account the need to have supervision and control of hygiene and to have a regulated flow of people and incoming raw materials, to prevent cross contaminations.

The establishment should meet the following basic criteria:

- The nature of ceiling roof should be of permanent nature (iron sheet/Asbestos sheet/R.C.C).
- The floor of building should be cemented, tiled or laid in stone/pucca floor.
- The production area walls must be smooth, made with impervious material up to a height of not less than five feet and the junction between the walls and floors must be curved.
- The premises of the production unit should be adequately lighted and ventilated, properly white washed or painted.
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- Building should be soundly built and maintained with good repair. It must also provide appropriate temperature control.
- All the windows and doors of the building must be adequately screened to exclude flying insects and they must also be rodent proof.
- Other spaces to be avoided between the ceiling and roof of the building or any such space provided in the building which may be a place for the birds roosting etc.
- Cracks, rough surfaces, open joints etc. must be repaired as soon as possible.
- Provision for disposal of refuse and effluents should be available.
- The food production/food service area provided with adequate drainage facility.
- In case cooking/frying/roasting is done on open fire, proper outlets for smoke/steam should be provided, chimney, exhaust fan should be installed and fans should be installed at a suitable height.
- Fire extinguishers should be installed in the premises.

2. Drainage and Waste Disposal Facility

- Adequate drainage and waste disposal systems and facilities should be provided.
- Food waste and other waste material should be removed periodically from the place where food is being handled or cooked or manufacture to avoid building up. A refuse bin of adequate size with a proper cover preferably one which, need not be touched for opening should be provided in the premises for collection of waste material. This should be emptied and washed daily with a disinfectant and dried before next use.
- The disposal of sewage and effluents (solid, liquid and gas) should be in conformity with requirements of Factory/Environment Pollution Control Board. Adequate drainage, waste disposal systems and facilities should be provided and they should be designed and constructed in such manner so that the risk of contaminating food or the potable water supply is eliminated.
- Waste storage should be located in such manner that it does not contaminate the food process, storage areas, environment inside and outside the food establishment and waste should be kept in covered containers and should be removed at regular intervals.
- Periodic disposal of the refuse/waste should be made compulsory. No waste should be kept open inside the premise and should be disposed of in an appropriate manner as per local rules and regulations including those for plastic and other non-environment friendly materials.
3. Washing Facilities

Adequate facilities for washing of raw food should be provided. All basins (or other facilities) for washing food items must have an adequate supply of water. The water should be potable. These facilities must be kept clean and, where necessary, disinfected. Adequate, if possible separate facilities, for cleaning of utensils and equipment should be provided.

4. Personal Facilities and Toilets

- Personnel facilities should include those for proper washing and drying of hands before touching food materials including wash basins and a supply of hot and/or cold water as appropriate; separate lavatories, of appropriate hygienic design, for males and females separately; and changing facilities for personnel and such facilities should be suitably located so that they do not open directly into food processing, handling or storage areas.
- Number of toilets should be adequate depending on the number of employees (male/female) in the establishment and they should be made aware of the cleanliness requirement while handling food.
- Rest and refreshments rooms should be separate from food process and service areas and these areas should not lead directly to food production, service and storage areas.
- A display board mentioning do's & don'ts for the workers should be put up inside at a prominent place in the premise in local language for everyone's understanding.
- Cleaning agents soaps, detergents should be provided.

5. Storage Facilities

Following points should be considered while deciding a place for store house/godown to keep the raw materials, processed foods and packaged foods:

- Building having concrete ceiling, wall and flooring, strong wooden doors and windows are the most preferred place for store house.
- The store house needs to be located in the place that is free from contaminations due to industrial pollution, flooding, drainage etc.
- It should not be a passage or entrance.
- It should be spacious enough to accommodate stock at least for few months.
- It should have proper ventilation to prevent build-up of heat, steam, condensation or dust and to remove contaminated air and be well lit.

5.1 Storage of Food Material

Each establishment should have spacious area for storage of both raw ingredients and processed products, adequately segregated and labelled. It should be secured and pilferage prevented. Some principles for storage are:
Food storage facilities should be designed and constructed to enable food to be effectively protected from contamination during storage; permit adequate maintenance and cleaning, to avoid pest access and accumulation.

Segregation should be provided for the storage of raw, processed, rejected, recalled or returned materials or products. Such areas, materials or products should be suitable if marked and secured.

Raw materials and food should be stored in separate areas from printed packaging materials, stationary, hardware and cleaning materials / chemicals.

The arrangement must not only facilitate insect pest control but also allow easy intake and despatch of stock and smooth physical stock taking as and when necessary.

Storage of raw materials, ingredients, work-in-progress and processed / cooked or packaged food products should be subject to FIFO (First in, First Out) stock rotation system.

Containers made of non-toxic materials should be provided for storage of raw materials, work-in-progress and finished / ready to serve products.

All packaging materials should be stored under clean and dry condition to retain its mechanical strength or machinability and level of hygiene required by product.

Chemicals, pesticides, detergents, fuel (kerosene oil) spirit etc. should be stored in a separate area and marked clearly.

Fire extinguishers should be available in the storage area or in the premises.

The food materials should not be stored directly on the floor as it can absorb moisture and chances of contamination and spoilage increase. Shifting racks / pallets should be used such that they are reasonably well above the floor level and away from the wall so as to facilitate effective cleaning and prevent harbouring of any pests, insects or rodents.
5.2 Stacking of Food Material

- Stacking should be done on pallets/wooden racks. The height of the pallets/shifting shelves should be at least 6 inches above the floor.

- Stack should be built clear from all walls surface stockade, roof etc. to allow access to the stocks by the users and air circulation to check condensation and growth of mold and fungi.

- Each stack should contain only one type of product.

- Food stuff should be stacked in straight columns up to a considerable height and maintaining minimum space of 2 (two) feet between the stacks and walls or roof.

![Figure III. Stacking of Food](image)

5.4 Pest Control Measures

- Good design and maintenance of windows and doors and good housekeeping are essential for effective control of all pests (mainly rodents, birds, and insects). The building must be kept in good repair and condition to prevent access and to eliminate potential breeding sites.

- Holes, drains and other places where pests are likely to gain access must be kept sealed. Wire mesh screens, for examples on open windows, doors and ventilators, will reduce the problem of pest entry.

- Pest control must be carried out by suitable trained personnel.

- Before pesticides are applied, care must be taken to protect people, food, equipment and utensils from contamination. Pesticides should always be kept in its original containers.
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- Clearly marked and be stored in a locked storage separate from area for production / processing / storage of food. Records must be kept of all pesticides used, including name of pesticides, concentration used, and method of application and location of application.

Key Points to Remember:

✓ The establishment should meet all the basic specifications.
✓ Storage facility should be proper to prevent infestation and contamination.
✓ FIFO: First In First Out should be strictly followed for all processed/ raw ingredients.
✓ Regular pest control should be done.
CHAPTER 4
FOOD HANDLING AND SAFETY MEASURES FOR TAKE HOME RATION

Right from procurement and transportation to actual processing, packaging and distribution, food comes in contact with various equipment, surfaces and food handlers; hence there exists chances of contamination. It is essential that food safety measures are strictly adhered to all stages of production of Take Home Ration.

The section below elaborates on such measures.

1. Procurement of Raw Material for Production of Take Home Ration (THR)

Fair and Average quality of rice and wheat should be lifted from FCI godown. The officer lifting should ensure that the grains are of good quality and if there is any doubt the higher authorities should be informed immediately.

Other ingredients which may be required such as Bengal Gram, sugar, jaggery groundnuts, etc. should be purchased from local market and should be of good quality, have ISI mark etc. The responsibility of SHG groups/producer selected for the processing and supply of THR be:

- To procure quality ingredients as per the specification by the State Govt. /laid under the regulations. A procurement plan should be prepared to have an undisturbed supply of THR to the AWCs which should be based on the indent from AWCs.
- No raw material or ingredient thereof should be accepted by an establishment if it is known to contain parasites, undesirable micro-organisms, pesticides, veterinary drugs or toxic items, decomposed or extraneous substances, which would not be reduced to an acceptable level by normal sorting and/or processing.
- In addition the raw materials, food additives and ingredients, wherever applicable, should conform to the regulations laid down under the FSSAI Act 2006 and Regulations 2011.
- Records of raw materials and ingredients as well as their source of procurement should be maintained in a register for inspection.
2. Transportation of Raw Ingredients/ Processed Food

Vehicles carrying the raw/finished food (THR) must be checked for the cleanliness and should disinfect if required. The duration in transit should be as short as possible, so that chances of contamination and spoilage are low. Before receiving the product the receiver should check that the packaging is intact and contamination has not occurred.

3. Processing of Food

Processing involves activities like sieving, washing, drying, roasting, mixing, grinding etc. which requires handling of food. Certain precautions need to be taken while processing which include:

- Food handlers require maintaining highest level of personal hygiene use head gear, aprons and protective clothing.
- Only people employed in processing should enter the production area.
- Hands should be washed before handling food, provision of soap, detergents should be made.
- Jewelry such as rings, bangles watches should not be worn by food handlers.
- Eating drinking should be prohibited in the area.
- Every utensil or container containing any food or ingredient of food should be either provided with a properly fitted cover/lid or with clean gauze net or other material of texture sufficiently fine to protect the food completely from dust, dirt and flies and other insects.
- All items, fittings and equipment that touch or come in contact with food must be of non-corrosive material so that it does not add toxicity to the food.
- Equipment should be suitable for cooking, processing and storing stainless steel /aluminum / glass containers, mugs, jugs; trays etc. suitable should be used. Brass utensils should be frequently provided with lining.
- All pieces of food contact equipment should be clean and in good repair.
- All the equipment and their surroundings should be free from evidence of rodent or insect activity.
- Utensils like spoons, beaters, pans, bowls, trays, spatulas etc should be sanitized after every lot processed.

4. Food Packaging and Dispatch

- Packaging unit should be close to processing unit. The packaging unit should be clean and made free from spilled powdered food materials which may attract or harbour pests, rodents or micro-organism. Weight machine, sealing machine, scoops and packaging material should be available.
• Packaging should be done wearing proper apron, head gear, gloves and mask to cover mouth and nose. No footwear should be allowed in the area.

• Packaging materials should be such that it provides protection for all food products to prevent contamination, damage. Packaging material should be those which are permitted as laid down under the FSS Act & the Regulations there under.

• Processed food should be packed on the same day to prevent any possible infestation or adulteration.

• Packets should carry proper labeling and information such as:
  - Name of the Product
  - Nutritive value,
  - Ingredients used,
  - Instructions for use / process of consumption
  - Best before
  - Batch no
  - Date of packing
  - Weight of the product
  - Name of the producer
  - Address of the producer

• All packets should carry the Label –FOOD FOR ICDS SUPPLEMENTARY NUTRITION - FOOD NOT FOR SALE.

• Immediately after packaging and proper labelling, the products should be placed in the rooms provided for storage under required temperature and humidity conditions to prevent any spoilage.

• Packed food should be stacked separately away from the raw materials.

• In no case should old stock which could not be delivered due to some or other reason to an Anganwadi Centre be issued in the next or a successive phase.

• Packaged food materials are dispatched to respective Anganwadi Centres as per the plan and in time.
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- Record of stock dispatched/issued should be maintained on a regular basis at the production unit as well as at the AWCs.

- Record of acknowledgement of receipt by Anganwadi Workers against all the dispatched/issue should also be maintained and furnished for verification as and when needed.

- All critical links in the supply chain need to be identified and provided for to minimize food spoilage during transportation.

- Vehicles and/or containers should not be used for transporting anything other than foodstuffs where this may result in contamination of foodstuffs.

- The conveyance used for transportation of different foods, or high risk foods such as fish, meat, poultry; eggs etc. must not be used for transporting THR this to avoid the risk of cross-contamination.

5. Quality Assurance

- It should be ensured that food should be free of any contamination and adulterants.
- FIFO ‘First in First Out’ system should be applied to release the raw materials (for processing, packaging and delivery) in order to protect the food from being stored too long and becoming contaminated or spoiled.
- At regular intervals food should be sent for laboratory testing.
- The States/UTs may consider engaging CSIR institutes/National Accredited Board for Laboratories recognized labs for carrying out sample checking of SNP, to ensure quality food through ICDS. A list of test may be referred given Annexure III (depend upon the type of food).
- Periodic inspection (preferably every week) of all items stored should be carried out.

6. Monitoring and Supervision

   a) Supervision at Manufacturer level

   - A detailed Standard Operating Procedure (SOP) for the processing of food as well as its packaging, dispatch and storage needs to be developed for proper management which in turn would help in identifying any problem and the exact point, so that damage control would be faster.
   - Appropriate records of food processing / preparation, production / cooking, storage, distribution, service, food quality, laboratory test results, cleaning and sanitation, pest control and product recall should be kept and retained for a period of the shelf-life of the product
b) Supervision by State/District (ICDS) Officials

- The 5 Tier Monitoring and Review Committees setup under ICDS should monitor the different aspects of supplementary nutrition and ensure that food safety measures are adhered to at all levels.
- CDPOs, ICDS supervisors, have the primary responsibility of monitoring of Supplementary Nutrition. ICDS supervisors should ensure that all Anganwadi centres under their jurisdiction follow proper norms of food handling, right from receipt of stocks to delivery of Supplementary Nutrition to the beneficiary. They should also inspect the general hygiene of the AWCs and personal hygiene of workers and other food handlers. Simple checklists should be used for monitoring food safety measures at every stage by Supervisors/CDPOs. (Appendix I)
- Anganwadi Level Monitoring and Support Committee and Gram Panchayat Pradhans should be involved for monitoring of activities under Supplementary Nutrition. District level monitoring committees should review Supplementary Nutrition under ICDS regularly and redressal mechanism may be set up for at the district level.

  In addition
  - Food and Nutrition Board, Ministry of WCD, with its 43 field units carry out inspection and monitoring of Supplementary Nutrition.
  - Central Monitoring Units (CMU) carries out monitoring of ICDS Services.

Key Points to Remember:

- Production should take place in a hygienic and clean environment.
- Proper labeling for all packets should be followed.
- The packet should carry the label of FOOD for ICDS- NOT FOR SALE
- FIFO: First In First Out should be followed.
- Quality control measures should be adhered to and food should be tested at regular intervals.
Annexure

Dated the 26th July, 2013

Dear Chief Secretary,

As you are aware supplementary nutrition is one of the six services under the ICDS. It is one of the most vital and pivotal interventions in young and early years, being most critical, impacting growth, nutrition and development of the child. Besides, it is a key service included in the Food Security Ordinance, 2013.

It may be noted that the Ministry has issued ‘Revised Nutritional and Feeding/Norms for Supplementary Nutrition in ICDS’ on 24th February 2009 wherein Para 8 stresses on the need to ensure quality of supplementary nutrition being provided with reference to the norms of food safety as well as nutrient-composition. Further, vide letter of even number dated 15 March, 2012 (copy enclosed), it was communicated that safety standards are followed while providing SNP and that it is necessary to take adequate precautions and ensure that any food supplied through the ICDS system is safe and nutritious. It was also emphasized that it is necessary to be vigilant and anyone violating food safety and standards are booked and taken to task promptly. The Hon’ble Supreme Court too in its judgments (Civil Appeal No. 7104/2011) has also observed that it is necessary to ensure that there is ‘zero infection’ in the food.

On 31st March 2011, the Ministry had issued ‘Guidelines for Constitution of Monitoring & Review Committees at different levels to review progress in implementation of the ICDS Scheme’. Monitoring the quality of SNP is also one of the roles of the committee at State.
District, Block and Anganwadi levels. It is necessary to ensure that all
steps required are undertaken to ensure constitution and regular
meetings and enforcement of the said committees.

It is also important for the States to identify and involve
proactively Government Food Analysis Laboratories in addition to
FNB’s Quality Control Laboratories in order to ensure regular quality
check of SNP. A letter dated 15.10.2012 was issued to all States in
this regard (copy enclosed).

In light of the above, it is hoped that you are looking into the
matter with utmost attention. Considering the recent tragedy, due
importance and priority needs to be accorded to food safety measures
and reinvigorating inspection, lab testing, monitoring of hygiene,
proper storage, quality of supply of food grains / items and due
precaution for proper container, labeling and segregation of food items
with any other article etc.

I request your personal indulgence in the matter and to direct all
authorities to exercise extra caution and adopt ‘zero tolerance’ towards
any violation or deviations in this regard.

Requesting acknowledgement and confirmation of action taken
in the matter.

With regards,

Yours sincerely,

(Nita Chowdhury)

Shri J.K. Mohapatra,
Chief Secretary
Government of Orissa
Bhubaneswar - 751001
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Limited tender for conducting evaluation study of Take Home Ration through empanelled agencies

Annexure II

Monitoring Checklist

I. GENERAL INFORMATION ON HYGIENE AND SAFETY

1. Anganwadi centre premises cleaned everyday
2. Kitchen kept clean
3. Toilet kept clean and washed every day
4. Storage area kept clean free from rodents and pests
5. Storage of ingredients as per guidelines of the state
6. Storage of THR as per guideline of the state
7. Disinfectants, pesticides stored separately and labeled
8. Fuel like kerosene, charcoal stored separately
9. Portable water available on the premises

II. INFORMATION ON FOOD SAFETY & HANDLING
(HOT COOKED MEAL & MORNING SNACKS)

1. Cooking area clean
2. Utensils and equipment clean
3. Locally purchased ingredients of standard quality as per guideline
   - Oil
   - Iodized salt / Double Fortified salt
4. Condiments
5. Fresh vegetables
6. Pulses
7. Sugar / jaggery
8. Any others
9. Personal Hygiene maintained
10. Personal behaviours proper
11. Hand washing practice followed
12. Food served in clean plates and bowls
13. Extra food, wastes disposed properly and safely
14. Centre cleaned after day’s work

III. INFORMATION OF FOOD HANDLING AND SAFETY (TAKE HOME RATION)

1. Quality of Food received by AWW as per guideline
2. Packaging Intact at distribution
3. Labeling as per State guideline
IV. RECORDS AND REGISTER

1. Stock records maintained  Yes/No
2. Balance between requirement against cooked meal  Yes/No
3. Detail on quality of ingredients maintained
   - Locally purchased  Yes/No
   - Received from FCI  Yes/No
   - Received from processing unit  Yes/No
4. Details of purchase of cleaning agents, soap  Yes/No
5. Detail of purchase of disinfectants, pesticides etc  Yes/No

V. ANY OTHER OBSERVATION / REMARK

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
Annexure III

Analytical Parameters for Supplementary Nutrition

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<td>Energy (Total Calories)</td>
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<td>Vitamins – Vitamin A &amp; C , Thiamin, Riboflavin, Niacin, Folic Acid</td>
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