



OFFICE OF THE ROURKELA MUNICIPAL CORPORATION
UDITNAGAR, ROURKELA, ODISHA-769012
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Ref No. 3740

Date. 03/04/23

Expression of Interest (EOI)
For Operation and Management of a 30 MT Solar-powered Cold Room and a
Common Facilitation Centre at the Traffic Gate Market, Rourkela

Rourkela Municipal Corporation (RMC) invites Expression of Interest in sealed cover from interested Women Self-Help Group (SHG) to be engaged in the operation and management of a 30 MT solar-powered cold room and a common facilitation centre at Traffic Gate Market, Rourkela, Sundargarh, Odisha. The sealed Expression of Interest should be submitted to the Commissioner, Rourkela Municipal Corporation, Rourkela-769012 on or before the 18.04.23 by 05:00 PM. The Technical Bid will be opened on 19.04.23 at 11 AM in the Council Hall of the Rourkela Municipal Corporation. The sealed envelope should be superscripted with "EOI for Operation and Management of a 30 MT Solar-powered Cold Room and a Common Facilitation Centre at the Traffic Gate Market, Rourkela". The detailed terms and conditions of the Expression of Interest is available on the website: <https://rmc.nic.in>.

Authority reserves the right to accept or reject any or all the EOIs without assigning any reason thereof.

Commissioner
Rourkela Municipal Corporation

Memo No. 3741

Date: 03/04/23

Copy to Notice Board of RMC for wide publicity of advertisement through office notice board and MIS, RMC for uploading of the EOI document in the RMC website.

Commissioner
Rourkela Municipal Corporation

Memo No: 3742

Date: 03/04/23

Copy to Director, I&PR Dept., Govt. of Odisha, Bhubaneswar for information and requested to publish the copy of above-mentioned notice in Two highly circulated Odia daily newspapers (Rourkela edition) on 05.04.23. The font size should be 8 Points and rate should be as per I&PR.

Commissioner
Rourkela Municipal Corporation

TERMS AND REFERENCE

For Operation and Management of a 30 MT Solar-powered Cold Room and a Common Facilitation Centre at the Traffic Gate, Rourkela

As a part of Bloomberg Philanthropies' Global Mayor Challenge 2021 project, a 30 MT solar-powered cold room of 3 chambers (each 10 MT), with a common facilitation center will be installed at the Traffic Gate Market, Rourkela. This cold room will help the farmers, small vendors, and street hawkers to store their perishable food commodities, thereby reducing food loss and preventing distress sales. The common facilitation center will provide various services such as SHG product display, packaging, labelling branding, logistics and marketing. This will help the SHGs to access wider markets, reduce transaction costs, and increase their bargaining power. Both the cold room and facilitation center will be operated and managed by Women Self-help Group (SHG) on a contractual basis. In this connection, "Expression of Interest" is invited from interested SHGs as per the following terms.

1. The last date for submission of the Expression of Interest (EOI) is 18.4.23 by 5.00 PM and the technical bid will be opened on 19.4.23 at 11 AM in the conference hall of the Rourkela Municipal Corporation.
2. The interested SHGs may download the EOI documents including formats of Technical Bid from the website <https://rmc.nic.in/>
3. The EOI will be valid up to the end of 18.4.23.
4. The authorized representative of the bidding SHG may be present at the time of the opening of the EOI, if they wish to attend.
5. The bids will be evaluated on the basis of criteria such as year of Group Formation, Group Management, Involvement in IGA, Financial Behavior, Group Integrity, Qualification, Skills, Digital Knowledge, Experience in running projects, Experience in running and maintaining infrastructural assets, Experience in marketing actives and Reputation of members by a committee constituted for the purpose and the findings of the committee will be final and binding. The same cannot be challenged at any forum thereafter. The intending bidder will have to submit an undertaking in this regard.
6. The Authority reserves the right to reject the bid quoted by SHG, if not satisfied with the concerned SHGs' credibility and past performance record.
7. No communication shall be entertained over the telephone, Fax, email or in person questioning the decision of the committee.
8. Any dispute that arises over the quality of the service will be verified by the designated officials of RMC.
9. There should not be any precondition of advance payment or time limit, whatsoever. The bid submitted will be taken as absolute without any precondition.
10. The SHG will be empanelled for 6 months to operate and manage the cold room. The contract will be extended on the basis of satisfactory services and an evaluation report by the RMC.
11. An undertaking in Rs.10/- non-judicial stamp paper stating the following must be attached with the bid:
 - I (name, designation, and group name) will be responsible for operating and managing the 30 MT solar-powered cold room and a common facilitation centre located at the Traffic Gate market, Rourkela.

- Our SHG, (name of the SHG), belongs to ward No. _____
- All the members of our SHG are following the Panchasutra.
- (The name of the SHG or member) is not in default on a loan obtained from a bank or a non-bank financial institution (NBFI).
- If we (name of the SHG), fail to deliver our responsibility or deliverables during the contract period after selection, we will not be considered for government programmes for the next two years.
- We (the name and address of the SHG), have not been blacklisted in any previous assignment.
- If we (name of the SHG) fail to deliver our responsibility or deliverables during the contract period after selection, we will not be considered for government programmes for the next two years.
- We (the name and address of the SHG) have not been blacklisted in any previous assignment.
- We will abide by the terms of the contract between the RMC and the SHG.

12. Only the qualifying SHG will be considered for the said assignment.

13. Eligibility criteria for SHGs

Sl. No.	Parameter	Criteria
1.	Group Formation	On or before 01.04.2021
2.	Group Management	Strictly adhering to Panchasutra (Regular Meetings, Regular Savings, Regular Internal Lending, Regular Repayment, Regular Record Keeping)
3.	Involvement in IGA	Most Have been previously engaged in Income Generating Activities.
4.	Financial Behaviour	No financial irregularities (such as Loan declared as NPA, Write-off, one-time Settlement of loan etc.
5.	Group Integrity	No record of involvement in any anti-social or criminal Activities.
6.	Qualification	The minimum qualification of any two members of the group should be matriculation or above.
7.	Skills	Any skill certificates from recognized organizations would be preferred.
8.	Digital Knowledge	Must have experience in using computers (Word & Excel) and smart phones by any of the SHG members.
9.	Experience (Govt.)	SHGs' working experience with government departments would be preferred.
10.	Experience (Infra.)	SHG's experience in running and maintaining infrastructural assets such as cold rooms, food processing plants, small manufacturing units, etc. would be preferred.
11.	Experience (Marketing)	SHGs' experience in marketing activities such as trade fairs, melas, etc. would be preferred.
12.	Reputation	Should not have been blacklisted by the Rourkela Municipal Corporation at any point in the past

14. Terms of Engagement

- a) The engagement of SHG is purely on a selection on-merit basis with the objective to improve their livelihood.
- b) The selected SHG will sign a contract agreement with RMC for managing the project as per applicable terms of reference.
- c) The period of engagement of SHG is for an initial 6 months (renewable as per performance).
- d) SHG members cannot claim to be employees or permanent staff of the RMC or the cold room.
- e) RMC can terminate the contract agreement before its expiry if the selected SHG is found to violate the necessary norms binding to them under the said project.

15. Roles and responsibilities of SHG assigned to operate and manage the cold room and a common facility centre.

The SHG will be responsible for the day-to-day functioning of the cold room and a common facility centre. The work is divided into several packages as follows:

i. Cold Room

- a) Creating cold room awareness by conducting various programmes for farmers, small vendors, street hawkers, citizens, and bulk institutions like hostels, hotels, restaurants, NGOs, etc.
- b) Registration of farmers, small vendors, and street hawkers via offline (manual register) and online (Coldtivate mobile App) modes.
- c) Maintaining cold room inventory (accurate records of all transactions) via offline and online modes for the check-in and check-out process.
- d) Ensuring the quality of the cold room commodities during the check-in and check-out process.
- e) Maintaining and monitoring cold room parameters like temperature and humidity.
- f) Ensuring efficient utilization of the cold room.
- g) Periodic cleanliness and maintenance of the cold room.
- h) Periodic reporting of the cold room activities.
- i) Managing the finances of the cold room facility which includes keeping track of income and expenses, managing the cash flow, and preparing financial reports.
- j) Providing good services to farmers, small vendors and street hawkers which involves addressing customers' concerns, providing information about the facility, and getting feedback.
- k) Support in conducting cold room ambassador programmes.
- l) Any other duty assigned by the RMC from time to time.

ii. Common Facility Centre

- a) Creating awareness about the common facilitation centre to potential customers, such as citizens, and bulk institutions like hostels, hotels, restaurants, NGOs, etc.
- b) Contributing to business plan preparation which includes product selection, pricing strategy, marketing plans, and financial management.

- c) Production and sourcing of quality SHG products and ensuring on-time delivery.
- d) Marketing and sales of SHG products at the common facilitation centre which includes branding, advertising, promotion, and customer service.
- e) Managing the finances of the common facilitation centre which includes keeping track of income and expenses, managing the cash flow, and preparing financial reports.
- f) Managing the day-to-day operations of the common facilitation centre, including inventory management, product display, and customer management.
- g) Periodic cleanliness and maintenance of the common facilitation centre.
- h) Periodic reporting of the common facilitation centre activities.
- i) Providing good customer service to customers which involves addressing customer concerns, providing information about the facility, and getting feedback.
- j) Any other duty assigned by the RMC from time to time.

iii. **Solar PV system**

- a) Regular cleaning and maintenance of the solar panels to ensure maximum efficiency.
- b) Monitoring the energy output of the solar PV system to ensure that it is functioning properly and help to identify any issues or faults that need to be addressed.
- c) Following safety guidelines and regulations to ensure that the installed solar PV system doesn't cause any harm to SHG members, customers, and property.
- d) Monitoring the inverter for any issues and ensuring that it is kept clean and free of debris.
- e) Ensuring that the solar panels are not shaded by nearby trees, which can reduce their energy output and carry out necessary pruning of tree branches if required.
- f) Conducting regular inspections and informing qualified technicians to ensure that it is functioning properly and safely.
- g) Periodic reporting of the solar PV system maintenance activities.

iv. **Electric vehicles**

- a) Ensuring that electric vehicles are charged before heading out for delivery.
- b) Maintaining the battery of electric vehicles to avoid complete draining of the battery, as this can reduce its lifespan. It is recommended to charge the battery up to 80% and not discharge it below 20%.
- c) Regularly check upon the tire pressure and condition of the tires to ensure that they are in good condition.
- d) Planning the delivery route and considering the range of the electric vehicles. This can help avoid running out of charge during delivery.
- e) Following all safety guidelines and regulations while driving electric vehicles.
- f) Ensuring that the electric vehicles are insured.

v.

vi. **Other SHG engagements**

- a) Facilitate organizing periodical meetings like weekly, monthly, and special meetings when convened.
- b) Facilitate hosting events on dates of National and State significance.
- c) Providing regular capacity-building services to other SHGs to maintain hygiene and other necessary SoPs for better branding of their products.
- d) Listing out names and details of retail customers especially senior citizens and citizens with physical challenges for providing doorstep delivery of essential items.
- e) Establishing a connection with bulk institutions by carrying out necessary survey works.
- f) Streamline supply chain system for consistent supply of commodities to bulk institutions.

16. Support to SHG

A. Technical support

- Regular capacity-building programmes/workshops will be provided to the selected SHG. The basic training module includes:
 - Team building and working in groups.
 - Engagements with retail customers.
 - Engagements with bulk consumers like hotels, hostels, hospitals, midday meal institutions, etc.
 - Engagement with small vendors and farmers.
 - Digitalization of cold room operations and documentation.
 - Survey farmers and record them on a database.
 - Record keeping, finance handling and reporting.
 - Avail Government schemes and financial institution support.
 - Entrepreneurship development and self-sustainability.
- Need-based training modules will be designed and delivered to the selected SHG.
- Handholding support for managing the infrastructure and business engagements will also be provided by the technical team.

B. Financial support.


The members of the selected SHG will be engaged and will be accountable to the project and will report to Supervisor, Project Management Unit (PMU)

- Sustenance incentive per SHG per Day = Rs. 1492/day.
- Transportation allowance = Rs. 4000/month.

Total Incentive allowance per day (INR) for SHG	1492
Working Days	26
Transportation Allowance	4000
Incentive allowance for SHG per month (INR)	42,792

17. Arbitration

In the event of any dispute, disagreement, or claim arising between the Rourkela Municipal Corporation (RMC) and the Self-Help Group (SHG) related to this agreement, the parties agree to resolve such dispute in accordance with the following procedures:

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- a) Negotiation: The parties shall first attempt to resolve the dispute through good-faith negotiations. If the parties are unable to resolve the dispute through negotiations within seven (7) days, either party may proceed to the next step.
 - b) Mediation: If the parties are unable to resolve the dispute through negotiations, they shall attempt to resolve the dispute through mediation. The mediation shall be conducted in accordance with the rules of the Indian Mediation and Conciliation Centre. If the parties are unable to agree on a mediator, the mediator shall be appointed by the Indian Mediation and Conciliation Centre. If the mediation does not result in a resolution of the dispute within seven (7) days, either party may proceed to the next step.
 - c) Final Authority: If the parties are unable to resolve the dispute through negotiation or mediation, the Rourkela Municipal Corporation (RMC) shall be the final authority to resolve the dispute. The parties agree that the decision of the Rourkela Municipal Corporation (RMC) shall be final and binding on both parties.

- Our SHG, (name of the SHG), belongs to ward No. _____
- All the members of our SHG are following the Panchasutra.
- (The name of the SHG or member) is not in default on a loan obtained from a bank or a non-bank financial institution (NBFI).
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6.	Qualification	The minimum qualification of any two members of the group should be matriculation or above.
7.	Skills	Any skill certificates from recognized organizations would be preferred.
8.	Digital Knowledge	Must have experience in using computers (Word & Excel) and smart phones by any of the SHG members.
9.	Experience (Govt.)	SHGs' working experience with government departments would be preferred.
10.	Experience (Infra.)	SHG's experience in running and maintaining infrastructural assets such as cold rooms, food processing plants, small manufacturing units, etc. would be preferred.
11.	Experience (Marketing)	SHGs' experience in marketing activities such as trade fairs, melas, etc. would be preferred.
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Expression of Interest (EOI)
For Operation and Management of a 30 MT Solar-powered Cold Room and a
Common Facilitation Centre at the Traffic Gate Market, Rourkela
Technical Bid

Sl. No.	Item	Details
1.	Name of the SHG	
	Registration Number	
	Date of Registration	
	Ward and Area details	
	SHG PAN Number	
	Communication Address	
	Contact Phone number	
2.	Documents to be furnished	
	i. Bank passbook front page photocopy	Yes/No
	ii. Bank account statement for the last 2 years (2021-22, 2022-23)	Yes/No
	iii. PAN card photocopy (attested)	Yes/No
	iv. NOC from the bank stating that SHG has: <ul style="list-style-type: none"> • A regular repayment history • No OTS (One-time Settlement) history • No NPAs (Non-performing assets) • No write-offs 	Yes/No
	v. Any skills certificates (Details to be mentioned)	Yes/No
	vi. Matriculation certificate photocopy of any 2 SHG members	Yes/No
3.	Number of income-generating activities. Please provide details. Refer to Annexure 1.	
4.	Bank Balance	

5.	Any experience in running and maintaining infrastructural assets as per Annexure-I. Please Give details.	
6.	Any experience in marketing activities - Trade fairs, Melas, etc. If yes, please provide details.	
7.	<p>An undertaking in an Rs.10/- non-Judicial stamp paper stating the following has to be attached with the technical bid:</p> <ul style="list-style-type: none"> ➤ I (name, designation, and group name) will be responsible for operating and managing the 30 MT solar-powered cold room and a common facilitation centre located at the Traffic Gate market, Rourkela. ➤ Our SHG, (name of the SHG), belongs to ward No. _____ ➤ All the members of our SHG are following the Panchasutra. ➤ (The name of the SHG or member) is not in default on a loan obtained from a bank or a non-bank financial institution (NBFI). ➤ If we (name of the SHG), fail to deliver our responsibility or deliverables during the contract period after selection, we will not be considered for government programmes for the next two years. ➤ We (the name and address of the SHG), have not been blacklisted in any previous assignment. ➤ If we (name of the SHG) fail to deliver our responsibility or deliverables during the contract period after selection, we will not be considered for government programmes for the next two years. ➤ We (the name and address of the SHG) have not been blacklisted in any previous assignment. ➤ We will abide by the terms of the contract between the RMC and the SHG. 	

SHG Member Detail

Sl. No.	Name of Member	Existing livelihood	No. of family members	Area of Residence	Digital Knowledge	Contact Number
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Annexure I

Sl. No	Category	Details
1	Agriculture and Livestock-related activities	SHGs undertake agriculture and livestock-related activities such as organic farming, dairy farming, poultry farming, goat rearing, and beekeeping.
2	Food Processing and Catering	SHGs engage in food processing activities such as pickles, jams, and other processed foods. They also provide catering services for events and occasions.
3	Handicrafts and Artisanal work	SHGs undertake handicrafts and artisanal work such as weaving, embroidery, pottery, and basket making. They also sell these products in local markets or through online platforms.
4	Tailoring and Stitching	SHGs engage in tailoring and stitching work, such as making garments, bags, and home decor items. They also provide stitching services to their local community.
5	Recycling and Upcycling	SHGs undertake recycling and upcycling activities such as making products from waste materials such as paper, plastic, and cloth.
6	Microenterprises and Small Businesses	SHGs start and run small businesses such as grocery stores, tea stalls, and beauty parlours.
7	Mushroom cultivation	SHGs undertake mushroom cultivation which is becoming popular in India as a source of nutritious food as well as a source of income.
8	Small-scale manufacturing	SHGs engaged in the manufacturing of items such as agarbatti, soap, detergents, disposable plates, phenyl, candle making etc.
9	Any other	Please specify in the application form.