

TERM OF REFERENCE (Non Farm Consultant for Canteen)

Bihar Rural livelihoods Promotion Society is an autonomous society working under Government of Bihar with an objective of addressing rural poverty in Bihar. Developing community owned business model for members with common skill base could be one way of addressing rural poverty.

Bihar Transformative Development Project aims to change the rural livelihood opportunities and works towards social and economic empowerment of the rural poor especially women by promoting self-managed community institutions and further broadening their livelihoods opportunities. BTDP intervenes with the community through the four themes or programmes: Institution Building and Capacity Building, Social Development, Microfinance and Livelihoods. Under the Non-farm sector of Livelihoods theme, BRLPS aims to create an ecosystem that can act as a catalyst for entrepreneurial activities and strengthen MSME (Micro, Small, & Medium Enterprises) in rural Bihar.

Nearly 60 lakh households have been mobilized into more than 4.5 lakh Self-Help Groups and their federations. The SHGs are widely viewed by the Govt. of Bihar as the ideal platform for efficient targeting and delivery of various social welfare programs and have shown promise in delivering long term behavior change critical in achieving higher outcomes in the areas of health, nutrition and sanitation.

The hygiene and quality of food served at canteens of government institutions such as hospitals, DM office etc. has been a cause of concern. Considering the significant number of customers served by these institutions canteens at District and sub-divisional level, these establishments present a viable enterprise opportunity where women SHG members can participate. Hence, community members of Jeevika would operate these canteens to provide high quality & hygienic food while earning gainful employment

Objective: -

- To ensure food quality, work distribution, compliances and financial sustainability of the canteen.
- Assist member owners in set up of canteen and ensure smooth canteen operations

- To ensure the market linkage and provide the handholding support through close monitoring.

A. Roles & Responsibilities

S No	Roles & Responsibilities
1	Assist the <i>Jeevika</i> team in the location assessment.
2	Assist in entrepreneur short listing and be part of the interview panel for entrepreneur selection
3	Trainings <ul style="list-style-type: none"> • Master trainer for food preparation sessions • Ascertain training needs, organise trainings as per requirement & assist trainings
4	Help in developing business plan for the canteen, which would include: <ul style="list-style-type: none"> • Finalizing the equipment needed for smooth operations. • Identify reliable local vendors for cooking equipment and utensils. • Identify reliable local vendors for raw materials supplying at best competitive rates. Would also help in negotiating credit purchase of raw materials.
5	Menu Planning <ul style="list-style-type: none"> • Finalizing the menu for out-patients and other customers • Arriving at competitive pricing for the menu • Suggest “specials” during festivals and other occasions.
6	Canteen Operations <ul style="list-style-type: none"> • Assist the member owners in purchase of raw material ensuring quality • Supervision and hand-holding of food preparation for 6 months from the day of canteen opening. • Ensure high hygiene standards are maintained in food preparation • Ensure food quality & taste is maintained • Create processes for inventory management to reduce losses and ensure raw material is available for various products
7	HR <ul style="list-style-type: none"> • Ensure fair work distribution & rotation of work among owner members • Supervision of additional staff members such as billing accountant, waiters, janitors etc.

	<ul style="list-style-type: none"> • Manage additional staff allocation within the canteen, i.e. number of people to be hired, salaries etc. • Ensure salaries are given in a timely & predictable manner.
8	<p>Sales & Marketing</p> <ul style="list-style-type: none"> • Conduct marketing activities to increase sales in the local region • Manage sales of the canteen as per business plan to ensure sustainability • Introduce new clients that would include bulk sales in offices.
9	<p>Monitoring & Reporting</p> <ul style="list-style-type: none"> • Prepare daily/weekly/monthly reports as per prescribed formats • Share reports with relevant stakeholders in a timely manner • Participation in review meetings as needed
10	<p>Overall Canteen Management</p> <ul style="list-style-type: none"> • Handling customer enquiries & complaints. • Maintenance of infrastructure, equipment & general upkeep of the canteen premises • Assist in canteen review and audits by nodal CLF/VO • Liaising with hospital authorities, nodal VO/CLF, canteen owner members, customers, suppliers & licensing authorities. • Ensure proper waste disposal and management.

B. Qualification & Experience

Qualification of consultant is described below:

1. Hotel Management degree or equivalent to hotel management with minimum one year of experience in restaurant management, kitchen supervision, staff management and food preparation.
2. Proven ability to manage budgets and canteen finances. Knowledge in cost and accountancy would be a plus.
3. Proven ability to bring new sales.
4. Ability to provide training and management to selected entrepreneurs.
5. Good communication, interpersonal & organisational skills
6. Local Proactive problem solver.
7. Should be willing to travel for training and as per need.

C. Reporting and Payment:

1. Consultant would report to the District Project Manager (DPM) & thematic manager consultant will co-ordinate with them along with the team.
2. Terms of Payment of remuneration, TA/DA etc. would be governed by the provisions prescribed for consultants in BRLPS.
3. Consultant would avail total Rs.1000/- for lodging and Rs. 400 for food.
4. Consultant would have to provide a month wise progress report and submit it to the SPM-NF & DPM in the first week of following month.
5. Depending upon the monthly report submission and duly recommended by DPM payment will be made.
6. Consultant may avail one casual leave as per their entitlements.
7. A sum of Rs. 1000/- will be paid as telephone/internet allowance.

D. Period of Consultancy

In the beginning the services will be hired for a period of six months, however, there is a possibility of extension of contract upon satisfactory performance. The performance evaluation criteria would be agreed with the consultant before signing of the contract.

E. Review Committee to Monitor Consultants Work

The Chief Executive Officer, BRLPS in association with State Project Manager (Non-Farm), Project Manager (Non Farm) & District project manager shall be responsible for reviewing and monitoring the work of consultants. A review committee to monitor the progress and interact with the Consultant. The Committee may also seek comments and inputs on the Consultants work from the World Bank officials and from the other Project units.