

Title: Development And Circulation of Quarterly E-Newsletter for RAC Service Technicians (12 Issues) on the Importance of Good Servicing Practices Including Handling of Different Types of Refrigerants, Related Safety Issues and Updates on Refrigerant Transition Under the Montreal Protocol

Request for Proposal

1. Background

India is a Party to the Montreal Protocol since 1992 and has been implementing phase-out of production and consumption of Ozone Depleting Substances (ODSs). The production and consumption of Chlorofluorocarbons (CFCs), Carbon tetrachloride (CTC) and Halons has been successfully phased out in India as of 1st January, 2010. The phase-out of Hydrochlorofluorocarbons (HCFCs) is ongoing as per the accelerated phase-out schedule of HCFCs under the Montreal Protocol.

The HCFC Phase-out Management Plan (HPMP) is being implemented in the country. The Executive Committee (ExCom) of the Multilateral Fund (MLF) at its 91st meeting vide decision 91/45 approved the HPMP Stage-III for India.

The Ozone Cell, MoEF&CC is the National Ozone Unit of the Ministry of Environment, Forest and Climate Change (MoEF&CC), Government of India, is implementing the Hydrochlorofluorocarbons (HCFCs) Phase-Out Management Plan (HPMP) Stage -III.

The United Nations Environment Programme (UNEP) is the cooperating agency, to implement the non-investment component of India's HPMP Stage-III.

India Cooling Action Plan (ICAP) launched in 2019 to address the cooling requirement across sectors including reducing cooling demand, refrigerant transitioning, enhancing energy efficiency and advancing cooling technology options and improving access to cooling in more equitable manner.

The refrigeration and air-conditioning (RAC) service sector is a thematic area under the India Cooling Action Plan (ICAP), recognizing the critical role of service technicians in ensuring the safe, efficient, and environmentally sound operation of RAC equipment. Awareness of the service technicians in the good servicing practices including proper refrigerant handling, adherence to safety protocols, and awareness of emerging refrigerant alternatives are essential for minimizing refrigerant leakages, maintaining system performance, and promoting energy efficiency. This is particularly important as the sector transitions towards non-ODS and low-GWP refrigerants, which require enhanced skills, appropriate tools, and increased safety awareness among technicians.

The PMU, Ozone Cell, MoEF&CC invites proposal for carrying out the activities listed in scope of work and deliverables given in Section 3 and 4 below respectively.

2. Objective

To sensitize RAC service technicians on the importance of good servicing practices, including safe handling of different types of refrigerants, associated safety considerations, and updates on refrigerant transition under the Montreal Protocol and the Kigali Amendment.

3. Scope of Work

Content development, layout design, publication, and dissemination of the Quarterly E-Newsletter for Refrigeration and Air-conditioning (RAC) service technicians (newsTRAC), along with continued use of the dedicated mobile application. The activity will cover the period from January 2026 to December 2029, with the development and circulation of twelve (12) quarterly issues in English and Hindi.

- i. The newsletters will feature technically accurate, practitioner-oriented content presented in an engaging and accessible manner, including the use of pictorial representations, box formats, animations, and infographics to enhance understanding and field applicability. The content will inter alia cover the following thematic areas:
 - Good servicing practices, including use of appropriate tools and components, and global best practices
 - Ongoing initiatives in the RAC servicing sector
 - Prevention of refrigerant leakage and control of emissions
 - Safe handling of refrigerants, including safety aspects
 - Developments related to non-ozone depleting substances and low-GWP refrigerants
 - Promotion of energy efficiency
 - Social security aspects of RAC service technicians
 - Access to finance for tools and components
 - Building consumer confidence in serviced RAC systems
 - Assessment and certification mechanisms for service technicians
- ii. An effective dissemination strategy is to be developed to widen the outreach among RAC service technicians through digital platforms.
- iii. A feedback collection mechanism will be proposed to capture user inputs and learning needs, with appropriate incorporation of feedback in subsequent issues.

- iv. The activity will also include Hindi translation of all content, along with authentication to ensure technical accuracy and consistency across language versions.

The agency will work under the overall guidance of the editorial Committee, which shall oversee the content layout, etc., before finalization. The publication will be brought out only after the approval of Ozone Cell.

4. Schedule

The duration of completion of all the activities as per the scope of work is 3 years from the date of award of the assignment.

5. Timeline and reporting

- Inception Report: Submission of an inception report within the first month of project inception, outlining a detailed activity plan and timelines, including the content development and circulation of the quarterly e-newsletter in both English and Hindi.
- **Report including review at end of each year** covering the development and circulation of four (4) issues of the quarterly e-newsletter in English and Hindi.

6. Terms of Payment

1. 25% after signing the agreement.
2. 25% after submission of 1st Year report.
3. 25% after submission of 2nd Year report.
4. 25% after submission of final report and acceptance by MoEF&CC.

7. Eligibility Criteria

- a. Average Annual financial turnover during the last three years, ending 31st March, 2025, should be at least INR 15 lakhs (to be supported with financial statements / audited balance sheets of the last three financial years).
- b. Minimum 3 years' experience working in the field of content development, Design and publications of reports/newsletter/book etc. Preference will be given to agencies having understanding of Montreal Protocol/ International Environmental Convention in related areas (to be supported by letter of award and contract).

c. Experience of executing at least 3 assignments of order value INR 10 lakhs as per criteria given in (b) above for government/ PSUs, autonomous bodies, international organizations, bilateral and multilateral bodies (to be supported by letter of award and contract).

8. Submission of Proposal

The proposal will be submitted in two parts involving Technical and Financial Proposals in two separate sealed envelopes. Proposal sent by Email/Fax will not be entertained. Last date of acceptance of the duly filled and completed bids is 26 February 2026 by 17.30 hours at the following address:

**The Director,
Ozone Cell
Ministry of Environment, Forest and Climate Change (MoEF&CC)
1st Floor, 9 Institutional Area, Lodhi Road
New Delhi - 110 003**

The study title and the proponent's information must be included on the envelope.

a) Technical Proposal

The Technical Proposal should include the following:

- i. Introduction.
- ii. Details of experience of similar work.
- iii. Approach and Methodology.
- iv. Work Plan.
- v. Details of Technical Team (include one page CV each of the persons to be associated) including qualification in relevant areas

b) Financial Proposal

The Financial Proposals should include the total lump-sum cost in INR inclusive of all taxes, travel and other expenses related to the assignment.

9. Evaluation and Selection

Evaluation Criteria (will be applied only to those who meet the eligibility criteria and their marks)

| Sr. No. | Criteria | Marks | |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|
| | | Total criteria | Sub-criteria |
| 1 | Past Experience of the Firm <ul style="list-style-type: none"> • Number of years relevant experience <ul style="list-style-type: none"> ○ 3 – 6 Years ○ More than 6 Years • Experience of working with government/ PSUs, autonomous bodies, international organizations, bilateral and multilateral bodies | 40 | |
| | <ul style="list-style-type: none"> ○ 3 – 6 Years ○ More than 6 Years | | 10 20 |
| | <ul style="list-style-type: none"> • Experience of working with government/ PSUs, autonomous bodies, international organizations, bilateral and multilateral bodies | | 20 |
| | <ul style="list-style-type: none"> ○ 3 -6 Assignments ○ More than 6 Assignments | | 10 20 |
| 2 | Methodology, Work Plan and Understanding of TOR <ul style="list-style-type: none"> • Understanding of TOR • Approach and methodology • Work plan with timelines | 20 | |
| | <ul style="list-style-type: none"> • Understanding of TOR • Approach and methodology • Work plan with timelines | | 06 08 06 |
| 3 | General profile of qualifications, experience and number of key staff <ul style="list-style-type: none"> • Qualifications • Relevant experience | 25 | |
| | <ul style="list-style-type: none"> • Qualifications • Relevant experience | | 10 15 |
| 4 | Overall financial strength of the firm in terms of turnover, profitability and cash flow (liquid assets) situation | 15 | |

| | | | |
|---|--------------------------------------------------------------------------------------------------------------------------|-----|--|
| | Turnover figure for last three years | | |
| | <ul style="list-style-type: none"> • 15 - 20 lakhs • 21 - 30 lakhs • 31 lakhs and above | 5 | |
| | | 10 | |
| | | 15 | |
| 5 | Total | 100 | |

The minimum cut off will be 75 (Seventy-Five) marks for technical proposal and competency.

10. Selection Methodology

Quality and cost-based selection

- a. Technical proposal -70%
- b. Financial proposal -30%

Financial proposals will be opened only for the technically qualified bidders and will be given cost score based on relative ranking of prices, with 100 marks for the lowest bidder and pro-rated lower marks for higher priced offers. The total score shall be obtained by weighting the quality and cost scores and the bidder that obtains the combined highest score will be considered for award.