



**FOUNDATION FOR SCIENCE INNOVATION & DEVELOPMENT (FSID)
INNOVATION CENTRE, INDIAN INSTITUTE OF SCIENCE (IISc),
NEAR MARAMMA CIRCLE GATE
BENGALURU - 560012
Telephone: 080 – 2346 0622**

REQUEST FOR PROPOSAL (RFP)

TO

**APPOINT A MANAGEMENT OPERATOR TO OPERATE & MAINTAIN
CAFETERIA SPACE AT IHUB BUILDING**

RFP Ref: FSID/IHUB/03/26-27

Date of Publication: 16-09-2026

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DISCLAIMER

1. The information contained in this Request for Proposal Document (hereinafter known as 'RFP Document') or subsequently provided to Bidders in documentary form by or on behalf of Foundation for Science Innovation and Development (FSID) (hereinafter referred to as 'Authority') or any of their representatives, employees or advisors (collectively referred to as 'Representative(s)'), is provided to Bidder(s) on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP document to appoint a Management Operator to Operate & Maintain Cafeteria Space at I-HUB Building contains brief information about the scope of work and qualification process for the selection of Bidder. The purpose of the RFP Document is to provide the Bidders (hereinafter referred to as 'Bidder(s)') with information to assist the formulation of their proposals (hereinafter referred to as the 'Proposal(s)').

2. The Representatives/FSID shall not have liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP Document or otherwise, including the accuracy, reliability or completeness of the RFP Document and any assessment, assumption or information contained therein or deemed to form part of this RFP Document or arising in any way with qualification of Bidders for participation in the Selection Process.
3. The Authority reserves the right to change any or all terms and conditions/information set in this RFP Document by way of revision, deletion, update or supplement and annulment through issuance of appropriate addendum as the Authority may deem fit without assigning any reason thereof.
4. This RFP Document is non-transferable
5. The issue of this RFP Document does not imply that the Representatives is bound to select the Bidder to enter into any contract and the Representatives/FSID reserves the right to reject all or any of the Bidders or Bids, at any stage of the Bidding Process, without assigning any reason whatsoever.
6. Each Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to analysis, preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to submission of its Bid. All such costs and expenses will remain the responsibility of the Bidder and the Authority shall not be liable in any manner whatsoever for the same and/or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection Process.

7. This RFP Document supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications. The Bidders shall bear all its costs associated with or relating to the preparation and submission of proposal pursuant to this RFP.

A. NOTICE INVITING TENDER

Foundation for Science Innovation and Development, (hereafter referred as “FSID”) a Section 8 Company promoted by Indian Institute of Science invites Offline Bids to appoint a Management Operator to Operate & Maintain Cafeteria Space at I-HUB Building (hereinafter referred to as ‘The Facility’) contains brief information about the scope of work and qualification process for the selection of Bidder.

The purpose of the RFP Document is to provide the Bidders (hereinafter referred to as ‘Bidder/s’) with information to assist the formulation of their proposals {hereinafter referred to as the ‘Proposal(s)’}. The detailed scope of work and deliverables are mentioned at Clause 14, Terms of Reference (TOR), of this RFP.

B. BID SCHEDULE & DATA SHEET

Name of the BID	Appoint a Management Operator to Operate & Maintain Cafeteria Space at I-HUB Building
Date of Publication	16-09-2026
Bid document download start Date	16-09-2026
Last date and time of submission of queries for Pre-Bid Conference	21-09-2026
Pre-Bid conference (Physical Meeting)	22-09-2026 at Commercial Department, Foundation for Science Innovation and Development, Indian Institute of Science, Bangalore
Earnest Money Deposit (EMD)	Rs. 10,000/- (Rupees Ten Thousand only) Submission of EMD in Original in form of Demand Draft in favour of “FOUNDATION FOR SCIENCE INNOVATION AND DEVELOPMENT” payable at Bengaluru Hard copy of the same may be submitted to in the office of Head Commercial, Commercial Dept., Foundation for Science Innovation & Development, Innovation Centre, Indian Institute of Science, Near Maramma Circle Gate, Bengaluru - 560012
Bid submission Start date and time	16-0-2026
Bid submission end date and time	28-09-2026 till 2 PM
Bid Validity Period	180 days
Mode of Submission	Offline
Opening of Techno - Commercial Bid date and time	28-09-2026 at 4:30 PM
Issuance of Letter of Acceptance (LOA)	Shall be notified later

Method of selection	Highest Revenue Selection (H1 based on Monthly License Fee)
Bid Variable	Monthly License Fee (Minimum Rs. 21,000/- per month)
Security Deposit	Equivalent to Nine (9) Months consolidated Monthly Fixed Charges
Time period of Contract	2 (Two) Years extendable by up to 1 (One) Year
E-mail for all correspondence	samrat.t@fsid-iisc.in
Joint Venture/Consortium to be allowed	Not allowed
Sub-contracting is allowed	Not Allowed

Section I: Instruction to Bidders

1. General Instruction

- 1.1. The Bidders can download this RFP from the website: <https://www.fsid-iisc.in/>. Subsequently, the bid has to be prepared and submitted Offline ONLY as per the Bid Schedule as specified in this RFP.
- 1.2. Bidder shall not be entitled to submit another application either individually or as a member of any Consortium/Joint Venture, as the case may be.
- 1.3. **Definitions and Abbreviations:** The following definitions and abbreviations, which have been used in these documents shall have the meanings as indicated below:
 - 1.3.1. **‘Purchaser’** means the organisation purchasing services as incorporated in this document i.e., Foundation for Science Innovation and Development (FSID).
 - 1.3.2. **‘Bid’** (including the term ‘tender’, ‘offer’, ‘quotation’ or ‘proposal’ in certain contexts) means an offer to offer services in accordance with the terms and conditions set out in this RFP.
 - 1.3.3. **“Management Operator”** means ‘Agency’, ‘Firm’, ‘Company’, ‘Bidder’, or any registered entity or person or associations of persons who submit their proposals for providing Services in accordance with this RFP and shall include proprietorship/Partnership/LLP/Private limited companies/NGOs/Individual etc..
 - 1.3.4. **“The Facility”** means the Cafeteria Space for which the RFP has been invited.
 - 1.3.5. **‘Services’** means services as mentioned in this document and other such obligations of the service provider/Management Operator covered under the contract.
 - 1.3.6. **‘Terms of Reference (TOR)’** means the document included in the RFP which explains the scope of work, activities and tasks to be performed.
 - 1.3.7. **‘Notification of Award’** or **‘NOA’** means the letter issued by FSID to the Successful Bidder to undertake and execute the project in conformity to the terms and conditions set forth in the RFP and any subsequent amendments thereof.
 - 1.3.8. **‘LoA’** means the Letter of Acceptance issued by Foundation for Science Innovation and Development for the purpose as mentioned in this document.
 - 1.3.9. **‘Party’** means the Client or the Bidder, as the case may be, and **‘Parties’** means both of them.
 - 1.3.10. **‘RFP’** means this Request for Proposal issued by Foundation for Science Innovation and Development for the purpose as mentioned in this document.

- 1.3.11. **‘Performance Security/Security Deposit (PSD)’** means monetary or financial guarantee to be furnished by the successful Bidder for due performance of the contract placed on it. Performance Security is also known as interest free Security Deposit.

2. Language of Bid

- 2.1. The Bid submitted by the Bidder and all subsequent correspondence(s) and documents relating to the Bid exchanged between the Bidder and FSID, shall be written in the English language. However, the language of any printed literature furnished by the Bidder in connection with its Bid may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the Bid, the English translation shall prevail.

3. Documents to be submitted

- 3.1. All the documents are to be mandatorily submitted offline as per the instructions for bid submission detailed in this RFP document as detailed in the Appendix

4. RFP process

- 4.1. RFP issued by FSID constitutes a request for Bids from eligible Bidders (as determined in accordance with the eligibility criteria as per Clause 23) to be Management Operator (after evaluation of eligible Bidders), subject to the terms & conditions of this RFP, Tender Documents, and the Agreement.
- 4.2. This RFP is no more than a Request for Proposal and is not intended to constitute a contract or a grant of any rights or licenses, or an offer which is capable of acceptance by any Bidder or any other person. The grant of any rights or formation of any contractual relationship shall be conditional upon acceptance by FSID of the Bidder’s Bid and the execution of the Agreement by FSID and the Selected Bidder.
- 4.3. This RFP is only illustrative in nature and all narrations are intended to be used by the Bidder as preliminary background information. This RFP does not necessarily contain all the relevant information in relation to the Bid process and FSID reserves the right to withdraw the RFP and/ or add, amend, review the requirements or information contained in this RFP at any time prior to the submission of the Bid.
- 4.4. Upon selection of any Bidder by FSID, the selected bidder shall enter into a detailed agreement (‘Agreement’) incorporating the provisions of this RFP and the successful Bid.
- 4.5. The term of association shall be for 2 (Two) Years from the date of execution of the Contract/Agreement and may be extended by up to 1 (One) additional year, subject to satisfactory performance, continued requirement and mutual agreement on the terms approved by FSID. Termination shall be governed by the termination provisions of this RFP/Agreement.

- 4.6. The submission of a response to this RFP by any Bidder confirms the Bidder's acceptance of all terms and conditions of this RFP including the amended terms and conditions (if any). Further, by doing so, the Bidder acknowledges that it has:
- i. Understood and examined the extent of the Rights, scope of Work and other information made available in writing by FSID, for the purpose of this RFP;
 - ii. Examined all information relevant to the risks, contingencies and other circumstances that could affect the RFP; and
 - iii. Satisfy itself as to the correctness and sufficiency of the RFP.
 - iv. Bidders to this RFP or their agents may not make any contact with any party employed by or directly associated with FSID or any of its government partners in relation to this RFP. Any clarifications and all information will be via e-mail only to samrat.t@fsid-iisc.in. No queries shall be entertained by FSID after scheduled date and time mentioned in Bid schedule of the RFP.

5. BID validity

- 5.1. The Bid shall remain valid for acceptance for a period of 180 days (One Hundred Eighty days) after the date of Bid opening prescribed in the Bidding Document. Any Bid valid for a shorter period shall be treated as unresponsive and rejected. On completion of the validity period, unless the Bidder withdraws the Bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws the same.
- 5.2. In exceptional cases, the Bidders may be requested to extend the validity of their Bids up to a specified period by FSID. The Bidders, who agree to extend the Bid validity, are to extend the same without any change or modification of their original Bid.
- 5.3. In case the day up to which the Bids are to remain valid falls on or subsequently declared a holiday or closed day for FSID, the Bid validity shall automatically be extended up to the next working day.

6. BID prices

- 6.1. The Bidder providing services shall quote only in Indian Rupees (INR).
- The Bidder shall indicate in the Price Schedule with all the specified components of prices shown therein. All the columns shown in the price schedule should be filled in as required. **The price bid shall not be submitted with the technical bids. If price bid is submitted along with technical bid, it will lead to disqualification of the bidder.**
- 6.2. If any bidder quote NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

- 6.3. The prices quoted by the Bidder shall remain firm and fixed during the currency of the Contract and will not be subject to variation (except for conditions mentioned at Clause 15.5 of this RFP) on any account until unless variations are mentioned as part of the contract.
- 6.4. The Bidder shall quote the Monthly License Fee in the prescribed Financial Proposal. The Monthly Maintenance Fee specified by FSID is fixed and is not a bid variable. Any alteration, qualification or conditionality in respect of the fixed Maintenance Fee may render the Financial Bid non-responsive.

7. Declaration of Successful Bidder

- 7.1. Prior to the expiration of the validity period for the Bid, FSID shall notify the successful Bidder in writing by Notification of Award that its Bid has been accepted. FSID will also send to the successful Bidder, a draft of the Agreement, along with the afore-mentioned notification. The successful Bidder and FSID shall discuss and enter into a mutually agreeable final written document of the Agreement and each party shall retain one original of the signed Agreement. It is clarified that the Agreement will incorporate the provisions and principles of the RFP and the Bid submitted by the successful Bidder and shall not have terms and conditions more onerous on the selected bidder than those contained in the RFP.
- 7.2. Upon the successful signing of the Agreement by the Successful Bidder and FSID, and the furnishment of the Security Deposit, FSID will promptly notify the name of the winning Bidders) to each unsuccessful Bidder(s) and refund their respective Earnest Money Deposits.
- 7.3. Term of the Agreement: The Agreement shall commence on the date of its signing and shall be valid up to the conclusion of the Term.
- 7.4. Failure of the Successful Bidder to comply with the requirement of acknowledgement of NoA in the form of acceptance of NoA and submission of PSD, shall constitute sufficient grounds for the annulment of the NoA. In such an event, FSID reserves the right to cancel the contract and initiate the retendering process for the same services.

8. Earnest Money Deposit

- 8.1. The bidder shall furnish Bid Security for an amount as shown in the Clause 'B' of the RFP. The Bid Security is required to protect FSID against the risk of the bidder's unwarranted conduct. Non-submission of Bid Security will be considered as major deviation and bid will not be considered.
- 8.2. The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as along with the bid. Under MSE category, only Service Provider for Services are eligible for exemption from EMD. Traders/resellers/distributors/authorized agents will not be considered for availing benefits under PP Policy 2012 for MSEs.
- 8.3. The Bid Security shall be furnished in one of the following forms:

- Banker's cheque / Pay Order/ Demand Draft
- 8.4. The Banker's Cheque or Demand Draft (DD) shall be drawn on any Commercial Bank in India, in favour of the "Foundation for Science Innovation and Development", payable at "Bangalore".
- 8.5. The Bid Security shall be valid for a period of forty-five (45) days beyond the validity period of the bid. The Bid Security shall be valid for 225 days from the date of opening of the Technical Bid.
- 8.6. Earnest Money is required to protect the FSID against the risk of the bidder's conduct, which would warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of FSID. The successful bidder's earnest money will be forfeited without prejudice to other rights of FSID if it fails to furnish the required performance security and sign the contract / agreement within the period as specified by FSID in the Letter of Intent/ Notification of Award (NoA).

9. Bidders queries and responses thereto

- 9.1. All enquiries from the Bidders relating to this RFP must be submitted exclusively to the contact person on the email id samrat.t@fsid-iisc.in. The queries should necessarily be submitted on or before scheduled date and time mentioned in the following format, The queries received after the prescribed date and time will not be entertained by Authority:

To, Foundation for Science Innovation and Development			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting request		Name & position of person submitting request	Full formal address of the organization including phone and email points of contact.
			Tel:
			Email: samrat.t@fsid-iisc.in
Sl. No.	Bidding Document Reference(s) (Clause number/page)	Content of RFP requiring clarification	Points of Clarification required.
1			
2			

- 9.2. A Bidder requiring any clarification or elucidation on any issue of the Bidding Documents may take up the same with FSID in writing. FSID will respond in writing to such request(s) in pre-bid conference as per the bid schedule. All enquiries should be sent to FSID through email only. FSID shall not be responsible for ensuring that Bidder's enquiries have been received by them. FSID will

endeavour to provide a complete, accurate, and timely response to all questions to all Bidders. However, FSID makes no representation or warranty as to the completeness or accuracy of any response, nor does FSID undertake to answer all the queries that have been posed by the Bidders. All responses given by FSID will be distributed/mailed to all the Bidders or posted on the online portal/website. All Bidders should regularly visit the portal for any updates/corrigendum.

- 9.3. FSID will host a Pre-Bid Conference, scheduled as per the details in the Bid Schedule. The Bidder or its authorized representatives may attend the pre-bid conference at their own cost. The purpose of the conference is to provide the Bidders with information regarding the RFP and discuss the Bidder's queries, together with proposed solutions. FSID shall provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP during the pre-bid conference. The link shall be provided to the Bidders one hour prior to the scheduled meet.
- 9.4. Within reasonable time period after the Pre-Bid Conference, FSID will issue responses to the Bidder's written queries, together with any other revised documents (if required).
- 9.5. Amendments to Bidding Documents:
 - i. At any point of time, prior to the deadline for submission of Bids, FSID may, for any reason deemed fit by it, modify or amend the Bidding Document(s) by issuing suitable amendment(s) to it. Prospective Bidders are advised to check the same before submission of bids.
 - ii. Such an amendment will be uploaded on FSID website: <https://www.fsid-iisc.in/>. Bidders are, therefore, advised to refer to FSID website before submitting bid, as such corrigenda shall be binding on all Bidders. The Authority may at its discretion extend the deadline for the submission of Proposals.
 - iii. The Bidders are advised to physically visit and inspect, existing site including facilities, availability of machineries, equipment, tools etc (if any). with its own cost, that may be necessary for preparing the bid and for entering into an agreement for the Operation and maintenance of the Property before submission. The property will be handed over to the selected bidder on 'As-Is-Where-Is Basis'. Complaints on the available facilities will not be entertained at a later date. The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this tender.

10. Submission of bids

- 10.1. Bids to be submitted offline in sealed envelopes and as per instructions of the RFP.
- 10.2. In case the specified date of Bid opening falls on or is subsequently declared a holiday or closed day for FSID, the Bids will be opened at the appointed time on the next working day.
- 10.3. Financial bids of the Technically Qualified Bidders shall be opened offline at the scheduled date and time.
- 10.4. Late Bids: Bids received after the specified date and time of receipt of the Bid as mentioned in the Bid schedule mentioned in Clause B of the RFP shall not be considered.
- 10.5. The Bidders are required to submit the documents as per requirement of this RFP document.
- 10.6. Bidders shall submit 'Offline Bid' only in Hard Copy.
- 10.7. Bidders must ensure that the Technical Bid cover do not contain any Commercial items /prices.
- 10.8. All terms and conditions in the bid document shall stand frozen on the date of opening of the bid.
- 10.9. The proof of work orders for claim of relevant experience should be dated on or after the date of registration of the firm/company/LLP etc.

11. Scrutiny of Bids

FSID will examine the Bids to determine whether they are complete, whether the documents have been properly signed, stamped and whether the Bids are generally in order. FSID will determine the responsiveness of each Proposal.

11.1. Rejection of Technical Bids

In addition to any other reasons stipulated in this RFP, Technical Bids may be rejected under any of the following circumstances

- i. Incomplete bids that do not quote for the complete scope of work as indicated in the Bid-related documents, corrigendum, or addendum (if any) and any subsequent information given to the Bidder .
- ii. Information that is found to be incorrect, false/misleading at any stage during the tendering process.
- iii. Inclusion of Financial/Price Bid details in a Technical Bid, or Technical Bids that reveal quotations, in any form; and
- iv. Non-fulfilment of the eligibility criteria or Technical Qualification score in evaluation criteria set out in this RFP, by the Bidder .
- v. Any Bid that does not comply with the conditions lay down by FSID.
- vi. Any other reasons which are deemed fit by FSID.
- vii. Bids which do not confirm unconditional validity of the bid for 180 days from date of opening of Bid.

11.2. Rejection of Financial/Price Bids

In addition to any other reasons stipulated in this RFP, financial/price Bids may be rejected under any of the following circumstances:

- i. Incomplete Bids that do not set out the Service Fee for the complete Scope of Work as indicated in the bidding documents, Corrigendum or addendum (if any) and any subsequent information given to the Bidders.
- ii. Financial/Price Bids made through E-mail
- iii. Bids which do not conform to FSID Bid format.
- iv. Bids in respect to which the Bidder does not accept FSID rectification of clerical/arithmetic discrepancies in the Financial/Price Bid, if any. Any Financial/Price Bid that does not comply with the conditions laid down by FSID.
- v. If any bidders quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

11.3. Other Reasons for Rejection of Bid

In addition to any other reasons stipulated in this RFP, Bids may be rejected under any of the following circumstances:

- i. Bids in which the Bidder seeks to influence the FSID bid evaluation, bid comparison or contract award decisions.
- ii. In view of two bid systems, FSID will first open Technical Bids. If the same is not complete and lacking with respect to any requirement(s), the same would be rejected straightaway without opening the Financial/Price Bid.

11.4. Minor infirmity/irregularity/Non-conformity

If during the preliminary examination, FSID finds any minor infirmity and/ or irregularity and/ or non-conformity in a tender, FSID may reject or may convey its observation on such 'minor' issues to the Bidder by e-mail asking the Bidder to respond by a specified date. If the Bidder does not reply by the specified date or gives evasive reply without clarifying the point at issue in clear terms, that tender will be liable to be ignored.

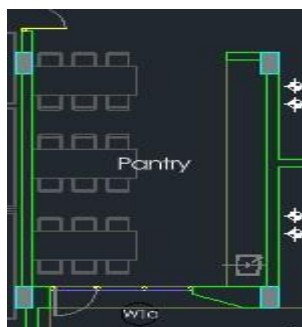
Section II: General Introduction

12. Project Background

- 12.1. FSID is willing to appoint a Management Operator to Operate & Maintain Cafeteria Space at I-HUB Building (herein after referred to as 'The Facility'). In pursuance of the same, FSID is inviting bids through offline bidding process to associate with FSID and to operate and manage The Facility. Through this RFP, FSID expects very high standards of output from the selected bidder in terms of quality and adherence to the agreed time schedule
- 12.2. The details of facilities available at the Facility are detailed as hereunder:

Area: 281 sq. ft., **Sink:** 1 No.,

Electrical Points: 6/16A socket 3-pin switched sockets – 4 to 6 Nos.



The proposed pantry layout is given above for your reference. Vendors may review the attached drawing and arrange a site visit, if required, before submitting their detailed proposal. No furniture is available inside the Facility.

- 12.3. The Operator will be at liberty to operate and manage the facility as per laws of the land following best industry practices for similar category of facilities in India.
- 12.4. FSID shall retain ownership of land, building, all facilities as defined above during the Contract period and beyond (including inventory of all existing facilities, furniture, installations, articles, operating equipment and assets)
- 12.5. An energy meter/sub-meter will be installed for the tendered space by FSID and the selected Bidder shall pay the amount of monthly electricity bill to FSID, pertaining to the assigned premises, as indicated by the installed sub meter by 4th day of subsequent months with intimation to the incharge of the Facility by email. The electricity will be charged on the basis of existing commercial rates provided by incharge of the Facility and the same shall be in addition to the monthly fee. In case of failure to deposit the bill within stipulated time surcharge will be levied at applicable rates. In addition, water charges will be applicable on actual consumption basis as per prevailing rates, which is to be paid by selected bidder.

- 12.6. Based on the availability of Space in the tendered space, the selected bidder may add additional facilities pertaining to the relevant facility and which are necessary to run the Facility.

13. Communications

All communications should be addressed to:
Head Commercial
Foundation for Science Innovation and Development
Innovation Centre, IISc, Bangalore - 560012

Section III: Terms of Reference (TOR)

14. Scope of Contract

14.1. Successful Bidder/ Operator shall have the right to operate, maintain & manage the facility subject to the below mentioned terms and conditions: -

- i. *The Licensor is the absolute owner and in possession of all that piece and parcel of the property comprised in together with all structures contained therein as detailed in the schedule. This shall only be a License Agreement and the Licensee has no right on the land and immovable property of the licensed premises. The Licensor reserves the right to terminate the license by giving one month's notice.*
- ii. *The License of the Cafeteria within the FSID-IHUB premises shall be allotted as per the Public Premises Act. Dispute between the parties shall be decided as per the Public Premises (Eviction of Unauthorized Occupants) Act, 1971.*
- iii. *The said License of the Scheduled Premises together with the fixture and fitting contained therein and both the parties may give in writing and agreed the terms and conditions of such license by executing the Agreement. However, the Licensee shall at its own cost and expenses, install firefighting equipment, fitting etc. such fixtures/fittings/items, the removal of which premises or on termination/ cancellation etc. affect the building; its interior aesthetics etc. cannot be removed/ taken away by the Licensee at the time of vacating of the Licensed Contract/ Completion of License Period.*
- iv. *No unauthorized person will be allowed to stay inside the Cafeteria premises. The successful licensee will have to take prior permission from the Commercial Department, FSID. The successful licensee will have to ensure the proper discipline is maintained in the said premises. The Licensee shall not be allowed to open the facilities of the Cafeteria to the outsiders. The Shop is solely meant for use of Residents and Staffs of FSID-IHUB Building.*
- v. *The Licensee shall subject to the natural wear and tear, keep the schedule premises in a good condition and shall be responsible for the repair of the Shop, if any, during the license period subject to prior approval from the Competent Authority. Good quality furniture, electrical fitting, fixture etc. shall be provided by the Licensee in its premises for its smooth running.*
- vi. *The Licensee shall be responsible for the maintenance, high standard cleanliness, proper repairs of the premises and also for repair and maintenance of fixtures, fitting and additional facilities such as electricity, water. The Licensee shall also ensure sanitation, prevention of infectious diseases, control and prevention of nuisance from insects, rodents or any other source etc.*
- vii. *The Licensee at all times during the terms of lease, shall not carry on or permit to carry on any offensive trade or business in the schedule premises. The Licensee shall not, unless with the written consent of the*

- Licensor, alter add to or place any erection, alteration or construction whatsoever in the schedule premises. It is expressly agreed the Licensee shall utilize the schedule premises, if any, for the purpose of accommodating his business purpose only and shall at no time assign or sub-contract the license to anyone what so ever.*
- viii. *The Licensee shall not be entitled to raise any objections or claim for any deduction in the License Fee or installment in case some other Shop/ Canteen is constructed in the same Campus/ Building or in case any other shop of similar nature comes into existences after or prior to the license.*
 - ix. *The Licensor and/ or its Authorized Representatives shall have access at all reasonable times to the schedule premises for the purpose of any inspection and may enter the licensed premises/ food outlet/ shop and monitor the quality of raw material, food items and standards of facilities and interiors, exteriors of premises etc. The Licensee shall be duty bound to assist/ co-operate with the Licensor's and/ or its Authorized Representatives in this regard. The source of raw materials, food items etc. will also have to be divulged to the Licensor and/ or its authorized representatives as and when asked.*
 - x. *The selected licensee/operator shall be solely responsible for procuring, installing, and maintaining all equipment, machinery, utensils, and instruments required for the operation of the cafeteria. FSID shall provide only the designated physical space on an "as-is" basis, without any additional infrastructure or equipment support. The use of LPG cylinders, gas ovens, or any form of open-flame cooking equipment within the building premises is strictly prohibited. The operator must ensure compliance with all applicable safety, fire, and statutory regulations always. The licensee shall, at their own cost, make adequate provisions for ventilation, exhaust systems, and fresh air circulation to ensure that no smoke, Odor, or foul smell emanates within or around the premises. Any such installations must adhere to building norms and be subject to prior approval by FSID. The operator shall be fully responsible for ensuring that their operations do not cause inconvenience, nuisance, or environmental concerns to occupants of the building or surrounding areas.*
 - xi. *The Licensee shall give special attention to the manner in which his/ her employees behaves with visitors and render service ensuring good hospitality, congenial & pleasant atmosphere. Special care shall be taken for the employee's health engaged by the Licensee and to ensure that all the employees/ workers engage in the premises are medically fit and that they do not suffer from any contagious, loathsome or infectious disease. Certificate duly certified by Registered Medical Practitioner shall be submitted to FSID for each employee. The Licensee shall not appoint any employee without proper identification/ verification.*
 - xii. *The items permitted to sell in the shops shall not be higher than the rates prevailing in local market or shall not exceed M.R.P. as the case may be and shall run the business in accordance with laws. Committee of FSID may verify the price of the selling items time to time. In case of*

- any discrimination, penalty may be imposed and actions may be taken. A rate list must be displayed at prominent places in the respective outlet. No hand bill/ stickers are allowed to be fixed anywhere in the premises or outside. The Licensee shall have to provide printed/ electronic bills with GST number against each sale to the consumers. Weights & measures of approved Govt. Agency only to be used. Weighing should be done only on Electronic Govt. approved brand machines. Weighing by means of traditional equipment is strictly prohibited.*
- xiii. *The licensee shall not carry out any permanent structural modification to the said area.*
 - xiv. *xiv. The Licensee shall ensure that all food and beverages sold/served from the premises meet requisite hygiene and quality standards and comply with the Food Safety and Standards Act, 2006, the rules/regulations made thereunder, applicable FSSAI requirements, and any other directions issued by competent authorities from time to time.*
 - xv. *Deviation from approved trade for which Licensee has been granted will be treated as violation of License Agreement and the License shall be cancelled immediately duly forfeiting the Security Deposit. In the event of death of Licensee, the License shall come to an end. However, the Licensor may permit the Legal Heir of the Licensee to run the business on the same Terms & Conditions for the remaining period of the license on execution of fresh deed of license by such Heir.*
 - xvi. *The Shop or premises will be given "as is where is condition" to the successful licensee. Any modifications, changes, alterations, repairs, (if any) required shall be undertaken by the licensee at his own cost with the prior permission of FSID.*
 - xvii. *The sale/serving or promotion of alcoholic beverages of serving of pork and/or beef is strictly prohibited. All articles required sold shall be of the best available quality. In all the foods and beverages are preparation no chemicals and colors to be used which are harmful to public health. The Licensee shall not sell any Cigarette, bidi, pan, drugs or any restricted items by the Government Bodies in the Shop and within FSID premises. If the Licensee or any of its Representative is found indulging in such an act; the person shall be asked to leave the Campus immediately and the Licensee shall be liable to lose the Contract/ rent for breach of this Condition.*
 - xviii. *Segregation of waste materials will also be undertaken by licensee of outlet /shops as per local rules and regulations. Shops / outlets operators shall collect all garbage in bags/ boxes / trolleys permitted for the purpose as per the guidelines of the licensor. The collected garbage shall be kept at identified collection points. It will also be the responsibility of the licensee to maintain cleanliness and hygiene in and around their allotted shops / outlets. Non compliance will attract imposing of penalty up to Rs2,000/- on each occasion. Plastic bags will totally prohibit inside the campus. All Shopkeepers shall submit an undertaking for not using the Polythene Covers which are banned by the State/ Central Government or any other Agency.*
 - xix. *The Licensee shall not use any shamiana in the premises or occupy the area around the licensed premises in any manner. The passage in front*

- of the shop shall not be encroached upon or used for any purpose other than the public passage.*
- xx. *A “Suggestions and Complaints” book at his establishment which shall be made available to the public on demand immediately. Any suggestions or complaints are made by the public; it is the responsibility of the licensee to bring it to the notice of the licensor. The said book shall be produced to inspecting officials. The “Suggestions and Complaints” recorded in the suggestions and complaints book be scrupulously followed and failure to follow will lead to levy of penalty or termination of agreement of forfeiture of security deposit at the discretion of the FSID. In the event that, at any time during the contract period, the quality of food, hygiene standards, or service levels provided by the licensee are found to be unsatisfactory, as determined by FSID through periodic inspections, feedback mechanisms, or evaluation by a designated committee, or in case of repeated complaints from users, FSID shall have the right to terminate/foreclose the contract by issuing a notice of one (1) month. For the purpose of this clause, “unsatisfactory performance” shall include, but not be limited to, substandard food quality, non-compliance with hygiene and safety norms, use of inferior ingredients, or consistent negative feedback from users. The decision of FSID in this regard shall be final and binding on the licensee. No compensation or claims shall be entertained from the licensee on account of such termination.*
 - xxi. *The Licensee, his agents and servants shall observe/ perform and comply with all applicable laws/ rules and regulations of the Shops and Establishment Act, Factory Act, Industrial Disputes Act, Minimum Wages Act, Labour Laws and the provisions of any statutory law applicable to the Licensee including any rules and regulations made by the Licensor or any other Department (s) of Govt. of India/ Karnataka or Local Body or Administration as applicable from time to time to the business which the Licensee is allowed to carry on under this and to the area in which the said premises are located. This also included Agreement compliance of laws relating to Hygiene, storage, sanitation, cleanliness, product quality and disposal of water & waste materials. No Child Labour shall be appointed under any circumstances. The Licensee shall register himself as a Contractor under the Contract Labour (Regulation & Abolition) Act 1970. The Licensee has to pay compensations, in case of any accidents to the personnel employed by them during business time. The Licensee is alone responsible and liable for providing Workmen Compensation and any other statutory dues and shall indemnify FSID for any losses.*
 - xxii. *FSID shall not be responsible for the damage or theft in Shop, if any, the Licensee need to make necessary arrangements for the needful.*
 - xxiii. *If the Shop remains closed for more than 7 Days without proper intimation to the commercial department, it shall be presumed to have been closed down and fresh bids shall be invited for allotment.*
 - xxiv. *FSID shall not be responsible for the payment of any due bill against any Employee, public or staff.*
 - xxv. *The Licensee shall pay all the taxes which are levied by the Central Government and the State Government from time to time. FSID is not*

liable for the penalties against non-payment of these taxes or default therein. Any default, nonpayment of taxes to statutory authorities shall cause termination of license and vacation of premises.

xxvi. *No accommodation shall be provided to Shopkeeper or their employee in the campus.*

xxvii. *The successful bidder shall obtain and maintain, at its own cost, a valid FSSAI registration/licence appropriate to the nature and scale of the food-service operations and any other statutory permissions required for commencement and continuation of the cafeteria. Operations shall not commence until the applicable approvals are in place and copies are furnished to FSID.*

14.2. The Bidder shall guarantee the Monthly License Fee quoted in its Financial Proposal for operating the Facility, subject to the minimum reserve specified in this RFP. In addition, the selected bidder shall pay the fixed Monthly Maintenance Fee and other applicable charges specified in this RFP.

14.3. The bidder is free to operate the facility preferably between these hours (8:00AM to 8:00 PM) at his/her own convenience.

14.4. The broad scope of project shall include but not limited to:

- i. It shall be mandatory for the Successful Bidder to maintain ethical code, professional conduct and impart the same to the users by training and teamwork.
- ii. The Successful Bidder shall maintain an attendance log.
- iii. The agency shall not cause or permit to be caused any damage to the said premises. Under no circumstances, the agency shall make any alteration to the said premises.
- iv. The Successful Bidder shall compensate FSID for any damage or loss caused by Successful bidder or its staff or user to the whole premises if found in such properties. The compensation will be according to the replacement value as decided by FSID. In any case if he fails to pay the amount, the same will be recovered from his Security Deposit/Bank Guarantee or the firm must pay for it separately.
- v. Identity cards will be issued by Successful Bidder bearing the signatures of the authorised officer from FSID. Only the personnel of the selected bidder holding the identity card will be allowed in the Facility.
- vi. Responsibilities of the selected bidder or its employees:
 - a. To be present at the assigned location.
 - b. To make sure that essential equipment, are in place at the facility. Make sure that there is no obstacle or hazard at the assigned premises.
 - c. To ensure basic safety and security and a first aid box should be located at close proximity of the activity area where it is accessible to all.
- vii. Adequate no. of CCTV Surveillances cameras along with DVR (Digital Video recorder) shall be provided by the Selected Bidder which covers its premises with full backup of at least 30 days of recording. The bidder

is allowed to take the same at the end of Contract period without damaging the premises.

- 14.5. The cost towards development / improvements / repairs/ installations / modifications etc. shall be borne by the Selected Bidder. No reimbursement shall be done by the Authority during or after expiry of Contract Period for the investments made by the Selected Bidder during the Contract Period
- 14.6. The Selected bidder will be responsible for all requisite approvals, license, and permissions etc. to operate and maintain the property.
- 14.7. FSID shall have the right to inspect the premises as and when required or felt necessary.
- 14.8. The Selected Bidder shall not encumber the premises under consideration by way of pledge, hypothecation, mortgage, charge, lien, sub-lease, leave and sub-license or in any other manner. The Selected Bidder shall not sub-license whole of its rights and obligations in relation to the project to any party.
- 14.9. The Selected Bidder shall not raise any kind of finance or funding on the name of the property under any conditions whatsoever. The Selected Bidder will only be allowed to use the property on 'Right-to-use' basis.
- 14.10. The Selected Bidder must confine his activities only within the specified area handed over to them.
- 14.11. The Selected Bidder must employ adult and skilled manpower only and must not employ child labor. The Selected Bidder shall engage only such workers, whose antecedents and character have been thoroughly verified and other formalities have been completed. The Selected Bidder shall be responsible to obtain all requisite approvals & permissions from the concerned authorities as may be necessary or required under various acts & laws applicable to such establishments. Selected Bidder shall follow the minimum wages act.
- 14.12. It is to be noted that the selected bidder shall be responsible for cleaning and maintaining of the assigned facility. The Selected Bidder shall clean the assigned premises regularly/all time in perfect hygienic condition. The Selected Bidder shall undertake clearing of any choking in the drainages, manholes, etc., removal of beehives and cobwebs from the property and its premises, cleaning and sweeping of roof tops with brooms / mechanized sweeping, cleaning of signage. All dust bins shall be properly cleaned from inside and outside and should be emptied at the end of the day on regular basis at the designated place as informed by FSID. The Selected Bidder shall ensure collection, screening and segregation of dry and wet garbage area. The Selected Bidder shall also ensure the segregation as per prescribed norms. Appropriate disposal at the designated place as informed by FSID shall be the responsibility of the Selected Bidder. Selected Bidder shall in no way harm the environment of the place

- 14.13. The services, to be provided for the project by the Selected Bidder shall be in lines with the services that are generally provided in project of similar nature with best trade practices.
- 14.14. Authority may nominate representative/s of FSID or institution nominated by FSID. The representative reserves the right to verify and perform quality checking to ensure that the end deliverables provided by the Selected Bidder are as per the prescribed norms/ terms and conditions of the tender.
- 14.15. The Agency should maintain detailed profiles (CVs) of all Staffs along with passport size photographs, identity proof, phone numbers, cell phone numbers and residential address along with PAN Card and Aadhar Card.
- 14.16. Commercial viability and footfall: The cafeteria is intended primarily as a captive amenity for authorised occupants, employees, visitors and other persons permitted by FSID within the I-HUB Building. FSID does not guarantee any minimum footfall, turnover, sales volume or business revenue. The Bidder shall be deemed to have inspected the location and assessed the user catchment, operating restrictions, capital requirements, operating costs and commercial viability before submission of its Bid.
- 14.17. Third-party brand/franchise: Where the selected bidder proposes to operate under a third-party brand, franchise or institutional retail format, valid documentary authorisation from the brand owner/principal shall be furnished to FSID before commencement of operations and maintained during the Contract period. Such arrangement shall not dilute, transfer or assign the selected bidder's contractual responsibility to FSID, and the selected bidder shall remain solely responsible for all obligations under the RFP/Agreement.

15. Monthly Fee

- 15.1. 15.1. The selected bidder shall pay (a) the Monthly License Fee quoted in the Financial Proposal, subject to the minimum reserve specified in Clause 15.2, and (b) the Monthly Maintenance Fee specified by FSID. The aggregate of these two components is referred to in this RFP as the "Monthly Fixed Charges".
- 15.2. 15.2. The Bidder shall quote a Monthly License Fee (Bid Variable) of not less than Rs. 21,000/- (Rupees Twenty One Thousand only) in the prescribed Financial Proposal. In addition, a fixed Monthly Maintenance Fee of Rs. 5,620/- (Rupees Five Thousand Six Hundred Twenty only) shall be payable. The Maintenance Fee is not a bid variable. Financial bids quoting a Monthly License Fee below Rs. 21,000/- or altering/qualifying the fixed Maintenance Fee shall be treated as non-responsive.
- 15.3. 15.3. The Monthly Fixed Charges shall be paid in advance for every month on or before the 20th day of the preceding month. The first payment shall be made within 7 calendar days from the date of signing of the Contract Agreement/issue of Letter of Award, as directed by FSID. Interest @ 12% per annum may be levied on delayed payment, without prejudice to other contractual remedies.

15.4. 15.4. The Monthly Fixed Charges shall be paid through online mode (RTGS/NEFT etc.) or any other mode acceptable to FSID. The selected bidder shall submit the payment confirmation/transaction details to FSID.

15.5. 15.5. The Monthly Fixed Charges will be increased annually by 10% during the Contract/Agreement period, including the extension period, if any.

16. Obligations of the selected bidder

16.1. Any incident of misbehavior or misconduct from the deployed workforce of the Successful Bidder towards the public shall be liable for appropriate punitive action. In case of repetition of similar fault, FSID may decide to terminate the contract, forfeit the Security Deposit, and blacklist the Successful Bidder.

16.2. The selected bidder shall be allowed to do marketing and branding the form of temporary promotional banners/flex/standees in and around the Facility at maximum two places. However, the branding/marketing activities should not reflect/portray the selected bidder as having joint venture or partnership of any sort with FSID.

16.3. The responsibilities of watch and ward at the Facility shall rest with the Successful Bidder. Overall security of the premise will be done by FSID. However, FSID will not be responsible for loss/theft of any equipment/belongings of Agency or Members of the management operator.

16.4. The selected bidder shall follow all the rules and regulation laid down by the FSID and Government, including but not limited to hiring of staff, deployment of equipment, security and safety.

16.5. The selected bidder has the Responsibility of periodical maintenance of the tendered premises and other equipment may be done by the selected bidder if required at its own cost.

16.6. Ensure complete safety of users as per statutory guidelines:

- i. The Bidder shall be responsible for the safety of users within the designated facility, especially females, against any harassment or misconduct, sexual harassment. Any such incident will be dealt with severity and FSID shall be bound to take legal action against the Bidder and the responsible person.
- ii. Handle discipline situations with courtesy and fairness.
- iii. Respond quickly, intelligently, decisively and in accordance with established emergency and accident management procedures.
- iv. The Successful bidder shall ensure to take all necessary measures for protection against child abuse and must follow the guideline of POCSO (Protection of Children from Sexual Offences) Act, 2012.
- v. The Successful bidder will not allow any prohibited drug or substance under any circumstances in the premises.
- vi. The Successful bidder must ensure that there is no discrimination on the basis on caste, religion, race or sex.

17. Obligations of FSID

- 17.1. FSID will provide the Facility as per defined time slots under clause 14.3.
- 17.2. Parking: Parking space is available for Nil Vehicle only.

18. Other Miscellaneous Work

- 18.1. In case of any accident/ mishappening/ tribulation/ hardship/ calamity at the facility during the time allocated to the selected bidder, pertaining to any equipment or other facility, The bidder will be SOLELY responsible and shall keep FSID fully indemnified in this regard. FSID will not be responsible for any such accident/ mishappening/ tribulation/ hardship/ calamity, whatsoever.
- 18.2. **List of Prohibited Activities**

The Selected Bidder shall not undertake following activities on the Project Site:

- a) Any activities resulting air and noise pollution to building area.
- b) Any activities creating breach of terms and conditions set out in RFP and Contract Agreement
- c) Any Activities of hazardous nature to environment and the building.
- d) Any other Un lawful activities.
- e) Activities involving pets and animals.
- f) Any activity including for betting or any manner of gambling.
- g) Alcoholic Drinks and prohibited items of any manner are strictly prohibited.

19. Timeline and Deliverables

- 19.1. The engagement is proposed for 2 (Two)Years extendable by 1 (One) year from date of signing of Agreement. However, the agreement can be terminated before the end of tenure in case of unsatisfactory performance or non-compliance with the terms and conditions of the contract.
- 19.2. The selected bidder will be given a maximum of 30 days to sign the contract/ agreement from the date of award of work. However, the selected bidder will be liable to start paying FSID (in the form of monthly fee) from the day of signing of contract/ agreement.
- 19.3. If the Bidder is not able to comply with the scheduled timeline, it will be liable for a penalty as mentioned at Clause.22.
- 19.4. Details of employee appointed by successful bidder are to be shared with FSID.

20. Other Terms and Conditions of the Bid

- 20.1. All information/ details submitted to FSID shall be supported by documentary proof duly certified by the authorized signatory of the Bidder.
- 20.2. The selected bidder shall not, without the prior approval of FSID, incur any liability on behalf of FSID, pledge the credit of FSID or make any representation or give any warranty on behalf of FSID.
- 20.3. The mere submission of Bids in response to this RFP by an Bidder , or the rejection thereof by FSID, in its absolute discretion, shall not itself constitute any relationship, legal or otherwise, between FSID and the Bidder or give rise to or be deemed to give rise to any cause or grievance to the Bidder against FSID and further shall not for any reason or in any manner confer on the Bidder any right or entitlement to raise any claim regarding any term or condition contained herein or in respect of any act or omission or decision taken by FSID.
- 20.4. The Bidder must strictly comply with all terms and conditions herein. FSID reserves the right to call upon any or all the Bidder's to satisfy FSID regarding the correctness and genuineness of any document submitted or information furnished by the Bidder or may call for any additional documents / information from the Bidders to verify the information provided by the Bidder or may further seek any clarification or elaboration from the Bidder's at any time prior to the finalization of the Bid. However, this shall not be construed to confer any kind of right or entitlement on the Bidder to submit any additional document / information after the submission of its Bid. Further, FSID may call upon any or all the Bidders to make a presentation to FSID in respect of the capabilities represented by the Bidder at any time prior to the finalization of the Bid. Any Bidder who refuses or otherwise neglects to make such presentation to FSID shall not be considered for any further evaluation and shall stand immediately disqualified.

21. Governing Law and Jurisdiction:

- 21.1. The RFP and the relationship between the Bidder and FSID shall be interpreted in accordance with the laws of India. The Courts of Bangalore shall have exclusive jurisdiction to adjudicate over any dispute(s) arising in relation to the RFP and/or the relationship between the Bidder and FSID.
- 21.2. It will be the responsibility of each bidder to fully acquaint itself with all operational and legal conditions and factors which may have any effect on the execution of the awarded contract as described in the RFP. FSID shall not entertain any request for clarification from the Bidder in relation to such operational or legal conditions. Further, no financial adjustments to the Bids shall be made after the submission of the Bid on any account whatsoever, including on account of the failure of the Bidder to appraise itself of any legal or local operational conditions/ factors. FSID may, at any time, immediately terminate the contract by giving written notice to the successful Bidder without any compensation or liability, if the Bidder commits any breach of Successful has misrepresented, or becomes bankrupt or otherwise insolvent, and/or FSID is not satisfied with the work of the Bidder provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to FSID. However, in the event FSID, wishes to terminate for

convenience, it shall serve a Notice within a period of 30 days to the Bidder, without any cost and/or liability.

22. Penalty

- 22.1. 22.1. In case the Successful Bidder fails to commence/execute the allocated activities as stipulated in the RFP, renders unsatisfactory performance, or fails to meet statutory requirements of the Contract, FSID reserves the right to impose a penalty at 0.5% of the applicable consolidated Monthly Fixed Charges per day, subject to the other remedies available under the RFP/Agreement.
- 22.2. If delay continues beyond 15 days, what is stipulated in Clause 22.1, FSID reserves the right to:
- i. Cancel/Terminate the contract forfeiting the EMD and/or Security Deposit besides other rights and remedies as may be available to FSID.
 - ii. The Successful Bidder shall be debarred from participating in such type of tender in future and his Security Deposit may also be forfeited/ invoked, if so warranted.
- 22.3. No Penalty will be imposed for delay attributable to FSID or reasons which fall within the definition of Force Majeure as per Clause 34 of this RFP.
- 22.4. FSID will intimate the successful bidder regarding the submission of amount against penalty within 15 days of the occurrence of the event. The Selected bidder shall be liable to pay such penalty within 30 working days upon receipt of demand note failure to which may lead to initiation of forfeiture of Security Deposit or proceeding for initiation of termination proceeding and takeover of property.
- 22.5. For delay in service deliverables reasons not pertaining to selected Bidder, FSID shall take decision on extension of such timelines and levy of penalty. However, in the event FSID considers extension, the same shall be without any additional compensation/liability on any grounds whatsoever.

Section IV: Qualification and Selection Criteria

23. Eligibility Criteria

23.1 To be eligible for Technical evaluation, the bidder shall fulfill the following:

#	Eligibility Conditions	Documentary proof to be submitted
1	Legal Entity	
i	The bidder must be a company registered under the Companies Act, 2013/1956 or registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership registered under the LLP Act 2008, or Society/Trust registered under societies Act 1860, or sole proprietorship.	The bidder must submit Proof of Registration of the legal entity (Certificate of Incorporation, PAN Card, GSTIN, Udyog Aadhar, etc.)
ii	The bidder should be in existence for at least 3 years before proposal submission due date	The bidder must submit Documentary Proof thereof
iii	The Bidder should provide valid PAN & GSTIN	Submit copy of PAN and GSTIN certificates
iv	The bidder should not be banned or blacklisted by any government organisation / Govt. financial institution / Court / PSU / Central Government / State Government as on the Bid Due Date.	Undertaking signed by the authorized signatory that the Bidder has not been debarred not be banned or blacklisted by any government organisation / Govt. financial institution / Court / PSU / Central Government / State Government as on the Bid Due Date.
2	Financial Criteria	
i	The Bidder should have a Minimum Average Annual Turnover last three financial years (2022-23, 2023-24 & 2024-25) of Rs. 10 Lakh The bidder should not have incurred any loss (profit after tax should be positive) in more than two years during available last three consecutive balance sheet, duly audited and certified by Chartered Accountant.	Self-attested copy of audited financial statements for FY 2022-23, 2023-24 and 2024-25, duly authenticated/certified by the Statutory Auditor/Chartered Accountant, as applicable.
ii	The Bidder should be solvent.	Furnish Solvency Certificate from any nationalized /Commercial bank. The solvency certificate shall not be more than 3 month old.

3	Technical Eligibility	
i	The Bidder shall have prior experience of operating a Hotel/ Restaurant or of similar nature in India for at least 2 financial years during last 5 years	Incorporation Certificate/Date of commencement of business to be submitted
4	FIT and Proper Person	Bidder should be Fit and Proper person as per the criteria defined in this RFP document. Character Certificate/ Police Verification issued by Local Police Administration, MP, MLA, Local Police or Gazetted Officer.
5	Food Menu List	The bidder shall mandatorily submit, along with the technical proposal, a detailed food menu and corresponding item-wise rate list for all items proposed to be offered in the cafeteria. The submitted menu and rate list shall form part of the evaluation

Conditions for Fit and Proper Person: For the purpose of determining whether a Bidder is a 'Fit and Proper Person', FSID may take the indicative criteria mentioned below:

- a. Financial integrity of the Bidder.
- b. Ability of the Bidder to undertake all obligations set out under this RFP.
- c. Absence of convictions or civil liabilities against the Bidder.
- d. Absence of any previous debarment of the Bidder, in accordance with the General Financial Rules, 2017, provided such debarment is still existing.
- e. Absence of any disqualification as specified below:
 - Conviction of the Bidder or any of its respective directors, partners, executives, or key managerial personnel by any judicial body for any offence involving moral turpitude, economic offence, securities laws or fraud or any offence under the Prevention of Corruption Act, 1988 or the Indian Penal Code, or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
 - Admission of an application for winding up or liquidation under the Insolvency and Bankruptcy Code, 2016 (IBC) or any Applicable Laws against the Bidder or any of its or their respective directors and partners.
 - Any action or proceeding being initiated under the Insolvency and Bankruptcy Laws under the Applicable Law, including but not limited to declaration of Insolvency or Bankruptcy, disqualification or de-recognition by any professional body being initiated against the Bidder.
 - Current or previous banning of the Bidder or its respective directors, partners, executives, or key managerial personnel by the governing body of any sport from involvement in the administration of or any form of participation in such sport, for any reason.

- Default by The Bidder or any of its or their respective directors, partners, executives, or key managerial personnel of any of its obligations to a financial institution or has defaulted on any of its obligations to a financial institution in the last 3 (three) financial years.
- The Bidder should not have been barred by the Central Government, any State Government, a statutory authority, or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal.

Note: The Bidder, shall submit the details, experience by them in the Form 3 of Bid document to be considered for eligibility & technical evaluation. The offers submitted without this documentary proof shall not be evaluated.

Note: If bidder submits any incorrect detail/documents and same is found out by FSID at later stage, punitive action may be taken by FSID including termination of contract and debarment from future tenders

Bid(s) of the Bidder(s), who does/do not meet the required Eligibility/ Qualification Criteria mentioned in this RFP shall be treated as non-responsive and their bid will not be considered further technical evaluation process.

24 Financial Bid Evaluation

- 24.1 The technically responsive Bidder meeting the above Eligibility Criteria will only be shortlisted for opening and evaluation of Financial Bid.
- 24.2 24.2. For financial evaluation, only the Monthly License Fee (Bid Variable) quoted in the Financial Proposal shall be considered. The fixed Monthly Maintenance Fee of Rs. 5,620/- per month is not a bid variable and shall not affect H1 ranking. The quoted License Fee shall be exclusive of GST; GST and other applicable statutory levies shall be payable as per the RFP/Agreement.
- 24.3 24.3. FSID will determine whether the Financial Proposals are complete and unconditional. The Monthly License Fee quoted in the prescribed Financial Proposal shall be deemed final for evaluation purposes. The technically qualified bidder quoting the highest Monthly License Fee (H1) shall be the successful bidder, subject to the other provisions of this RFP and approval of the Competent Authority.
- 24.4 In case, the Financial offers/ bids of 2 (Two) or more Bidders are equal for facility and the same is H1, then the Bidder having highest average annual turnover for the last three financial years shall be considered as Successful Bidder for the facility.
- 24.5 24.5. Financial bids quoting a Monthly License Fee below the prescribed minimum of Rs. 21,000/- per month, or seeking to alter/qualify the fixed Monthly

Maintenance Fee of Rs. 5,620/- per month, shall be treated as non-responsive and rejected.

25 Selection of the Bidder

- 25.1 The Bids will be evaluated based on the methodology as detailed in Clause 23 and 24 above.
- 25.2 In case of minor deviation and/or minor irregularity and/or minor non-conformity in the Bid, FSID reserves the right to waive the same. If a Bid is not Substantially Responsive, it will be rejected by FSID.

26 Declaration of Successful Bidder

- 26.1 Prior to the expiry of the validity period for the Bid, FSID shall notify the successful Bidder in writing by Notification of Award that its Bid has been accepted. FSID will also send to the successful Bidder, a draft of the Agreement, along with the afore-mentioned notification.
- 26.2 The failure of FSID and the successful Bidder to agree to the terms and conditions of the Agreement shall constitute sufficient grounds for the annulment of the successful Bid, following which FSID may, in its sole discretion, may call for fresh proposals.

27 Security Deposit

- 27.1 27.1. In order to ensure due performance of the awarded Contract, the Successful Bidder shall, before entering into the Agreement with FSID, furnish an irrevocable Bank Guarantee for an amount equivalent to Nine (9) times the consolidated Monthly Fixed Charges (Monthly License Fee + Monthly Maintenance Fee) as Security Deposit.
- 27.2 The Security Deposit in the form of Bank Guarantee or other valid formats like Fixed Deposit
The format for Security Deposit to be submitted in the form of Bank Guarantee shall provided later.
- 27.3 The Security Deposit shall be valid, at all times, for a period of 180 (one hundred and eighty) days beyond the date of expiry of all contractual obligations under the Contract. The Performance Guarantee shall be revalidated and replenished immediately upon invocation by FSID. It may require revalidation from time to time as the case may be.
- 27.4 All incidental charges whatsoever such as premium and commission with respect to the Security Deposit shall be borne by the Successful Bidder. No interest will be payable on the Performance Security by FSID
- 27.5 The performance security will be encashed by the authority/FSID in case of non-payment of Monthly Fixed Charges or any other dues payable to the authority or upon termination of the Contract agreement due to any default by the Selected

Bidder. Upon such encashment and appropriation, the Selected Bidder shall except in the event of termination of the Contract agreement, within 30 (thirty) days thereof, replenish the performance security to its original level or provide a fresh performance security as the case may be, failing which the authority shall have the right to terminate this agreement with immediate effect.

- 27.6 In the event of any failure/any breach or violation on the part of the Successful Bidder, which is not cured within reasonable time from receiving a written Notice of such failure from FSID, to comply with the requirements of the scope of work specified in this RFP, shall constitute sufficient grounds and entitlement for the enforcement of the Security Deposit by FSID.

Section V: General Terms and Conditions of Contract

28 General Provision

- 28.1 Any default or breach in discharging obligations under this RFP by the selected Bidder while rendering services / supplies to FSID, shall invite all or any actions / sanctions, as the case maybe. The decision of FSID arrived at as above will be final and no representation of any kind will be entertained on the above. Any attempt by any Bidder to put pressure of any kind, may disqualify the Bidder for the present RFP and the Bidder may also be liable to be debarred from bidding for FSID /FSID RFPs in future for a period of at least three years.
- 28.2 FSID reserves the right to modify and amend any of the stipulated condition/criterion given in this RFP, depending upon project priorities vis-à-vis urgent commitments.
- 28.3 FSID also reserves the right to accept/reject a bid, to cancel/abort RFP process and/or reject all bids at any time prior to award of work without thereby incurring any liability to the affected agencies on the grounds of such action taken by FSID.
- 28.4 FSID may not award any work to the any Bidder at its own discretion without assigning any reason thereof.
- 28.5 Any default by the Bidders in respect of RFP terms & conditions will lead to rejection of the bid.
- 28.6 The decision of FSID arrived during the various stages of the evaluation of the bids will be final & binding on all Bidders. Any representation towards these shall not be entertained by FSID. Reasons for rejecting a bid will be disclosed only when an enquiry is made by the concerned Bidder.
- 28.7 In case the Bidder is found in-breach of any condition(s) of RFP at any stage during the course of project deployment period, the legal action as per rules/laws will be taken.
- 28.8 Printed/written conditions mentioned in the RFP bids submitted by Bidder will disqualify them and will not be binding on FSID.
- 28.9 Bidders are requested to share information which is true and based some tangible proofs

29 Handover after completion/termination of contract

After completion/Termination of the Contract, Selected Bidder will Handover the Facility to FSID in the same or better condition in which it was handed over to the Bidder by FSID.

30 Representations and Warranties

- 30.1 FSID, along with its employees, representatives, advisers, makes no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

31 Indemnifications and Liabilities

- 31.1 The Bidder shall fully indemnify, hold harmless and defend FSID and its Officers/Employees/Agents/Stockholders/Affiliates from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs and expenses (including but not limited to reasonable attorney's fees and costs), whether or not involving a third-party claim including claims for infringement of Intellectual Property Rights, which arise out of or relate to:
- i. Any breach of any representation or warranty of the Bidder contained in the RFP,
 - ii. Any breach or violation of any covenant or other obligation or duty of the Bidder under this RFP.FSID accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 31.2 The Successful Bidder shall at all times indemnify and keep indemnified FSID against all claims/third party claims/damages etc. For any infringement of Intellectual Property Rights (IPR) while providing its services under the Project.
- 31.3 The Successful Bidder shall at all times indemnify and keep indemnified FSID against any claims in respect of any damages or compensation payable in consequences of any accident, demise, or injury sustained or suffered by its (the Successful Bidder's) employees or agents or by any other third Party resulting from or by any action, omission or operation conducted by or on behalf of the Successful Bidder/Service provider.
- 31.4 The Successful Bidder shall at all times indemnify and keep indemnified FSID against and any claims by Employees in respect of wages, salaries, remuneration, compensation or the like.

- 31.5 All claims regarding indemnity shall survive the termination or expiry of the Contract.

32 Termination

- 32.1 Either Party may terminate this Agreement by serving prior written Notice of 60 days to the other party if services are not possible to be rendered as per applicable laws or professional obligations.

32.2 By FSID

FSID may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (i) to (ix) of this Clause 33.2. In such an occurrence FSID shall give a not less than sixty (60) days' written Notice of termination to the Successful Bidder/service provider. The selected bidder will have no right to claim any compensation.

- i. If the selected bidder does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as FSID may have subsequently approved in writing.
- ii. If the selected bidder becomes insolvent or bankrupt.
- iii. If the Selected bidder, in the judgment of FSID has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- iv. If, as the result of Force Majeure, the selected bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- v. If FSID, in its sole discretion and for any reason whatsoever, decides to terminate this Contract. In such an occurrence FSID shall give a written Notice of termination of not less than sixty (60) days to the Agency.
- vi. If the selected bidder fails to comply with any final decision reached as a result of arbitration proceedings.
- vii. If any information provided by the selected bidder in the RFP submission is found to be false later on.
- viii. If the selected bidder creates any encumbrance on the Project Site/Project Facility

32.3 By selected bidder

The selected bidder may terminate this Contract, by not less than sixty (60) days' written notice to FSID, such notice to be given after the occurrence of any of the events specified in paragraphs (i) to (iv) of this Clause 33.3.

- i. If, as the result of Force Majeure, the Bidder is unable to perform a material portion of the Services for a period of not less than sixty (60) days.
- ii. If FSID fails to comply with any final decision reached as a result of Arbitration proceedings.
- iii. If FSID has unlawfully repudiated the agreement or otherwise expressed its intention not to be bound by this Contract agreement / RFP.
- iv. If the selected bidder, in its sole discretion and for any reason whatsoever, decides to terminate this Contract. In such an occurrence the selected bidder

shall give a not less than sixty (60) days written Notice of termination to FSID.

33 Force Majeure

- 33.1 For purposes of this Clause, 'Force Majeure' means an event beyond the control of the Successful Bidder and not involving the Successful Bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts done in sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions, lockdowns and freight embargoes. The Successful Bidder shall not be liable for imposition of any such sanction so long the delay and/or failure of the Successful Bidder in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- 33.2 If a Force Majeure situation arises, the Successful Bidder shall promptly notify FSID in writing of such conditions and the cause thereof within 7 (seven) days of occurrence of such event. Unless otherwise directed by FSID in writing, the Successful Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 33.3 If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 (sixty) days, FSID may at its option terminate the contract without any financial repercussion on either side.
- 33.4 In case due to a Force Majeure event, FSID is unable to fulfill its contractual commitment and responsibility, FSID will notify the Successful Bidder accordingly and subsequent actions taken on similar lines described in above subparagraphs.
- 33.5 **Payments**
- During the period of their inability to perform the Services as a result of an event of Force Majeure, and timely intimation by the firm as mentioned in clause 34.2, the Authority shall assess the situation and then decide the application of Force Majeure. Once the duration is defined under the Force Majeure Category/ situation no payments are expected to be made by the selected bidder.

34 Dispute Settlement Mechanism

- 34.1 **Amicable Settlement :-**All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof should be settled by bilateral discussions. FSID and the Successful Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 34.2 **Arbitration:-**If the parties fail to resolve their dispute or difference by such mutual consultation within 30 (thirty) days of its occurrence, then, either FSID or the

Successful Bidder may give Notice to the other party of its intention to commence arbitration, as per the Arbitration and Conciliation Act, 1996, as amended, the rules there under and any statutory modifications or re-enactments thereof and the award of such Arbitration Tribunal shall be enforceable before Indian Courts only. The award of the Arbitrator will be final and binding on the parties to the Contract.

- 34.3 Venue of Arbitration will be Bangalore and the Arbitration proceedings will be conducted in English Language.
- 34.4 Each party shall bear its own cost of preparing and presenting its own case (including all fees and other expenses), unless otherwise awarded by the sole Arbitrator.
- 34.5 The parties shall continue to perform their respective obligations under this contract during the pendency of the Arbitration proceedings except in so far as such obligations are the subject matter of Arbitration proceedings.
- 34.6 All matters connected with this shall be governed by the Indian Laws both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of the Courts of competent jurisdiction at Bangalore.

35 Applicable Law

- 35.1 The contract shall be governed by and interpreted in accordance with the Laws of India for the time being in force.

36 Corrupt or Fraudulent Practices

- 36.1 It is required by all concerned namely the Bidders /Successful Bidder etc. to observe the highest standard of ethics during the execution of such contracts. In pursuance of this policy, FSID:
- i. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent or collusion or coercive practices or undesirable practice or restrictive practice in competing for the contract in question;
 - ii. Will declare the agency ineligible or debar/blacklist, either indefinitely or for a stated period of time, to be awarded a contract by FSID if it at any time determines that the agency has engaged in corrupt or fraudulent or collusion or coercive practices or gross/deliberate negligence in competing for, or in executing the contract.
 - iii. For the purpose of this clause (i) the following terms shall have the meaning hereinafter respectively assigned to them:
 - a) “corrupt practice” means (I)the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of FSID who is

or has been associated in any manner, directly or indirectly, with the Selection Process or the LoA or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of FSID, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (II) engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LoA or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the LoA, who at any time has been or is a Legal, Financial or Technical Adviser of FSID in relation to any matter concerning the Project;

- b) “fraudulent practice” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- c) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Selection Process;
- d) “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by FSID with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of /Interest; and
- e) “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

37 Confidentiality

- 37.1 The Bidder agrees and acknowledges that this RFP is confidential and the Bidder, by downloading the RFP document, agrees and undertakes that nothing contained in this RFP shall be disclosed in any manner whatsoever, except to the financial and legal advisors of such Bidder. The undue use by any Bidder of confidential information related to the Bid process may, at the sole discretion of FSID, result in the rejection of its Bid. The Bidder shall further ensure that such financial and legal advisors or any other employees, representatives of the Bidder maintain confidentiality of the RFP, and any information disclosed to them in relation thereto.
- 37.2 The Bidder is not authorized to waive or release any privileged information obtained from or on behalf of FSID. The Bidder is required to maintain the

confidentiality of all privileged information. This requirement is perpetual i.e., it will continue even after the termination of the relationship between the Bidder and FSID. This requirement is also intended to prohibit the Bidder from using information obtained from or on behalf of FSID or its successors or assignees, including work product prepared at FSID's expense, for other clients of the Bidder without the prior written approval of FSID. The Bidder is not authorized to identify FSID as a client for the purposes of marketing or for advertising, without the prior written approval of FSID. Upon termination of the relationship, the Bidder agrees to return promptly all information obtained from or on behalf of FSID or any copies thereof to FSID. The Bidder is not authorized to communicate with the public, including the press, about any matter in relation to its relationship with FSID without the prior written approval of FSID.

- 37.3 All information and documents that are furnished by the Bidder will be treated as strictly confidential by FSID and shall not be disclosed by FSID to any other party, or otherwise used by itself, other than (a) for evaluating the Bids submitted; or (b) as required under Applicable Law.

38 Taxes and duties

- 38.1 38.1. The consolidated Monthly Fixed Charges under this Contract shall be exclusive of GST and other applicable statutory taxes, duties, cess and levies, which shall be payable extra by the selected bidder at the rates applicable from time to time.

Appendix**Form1: Bid Submission Form**

(On Bidder's letter head)

(Date and Reference)

To,

Head Commercial
 Foundation for Science Innovation and Development
 Innovation Centre, IISc, Bangalore - 560012

Sub: APPOINT A MANAGEMENT OPERATOR TO OPERATE & MAINTAIN

.....

Dear Sir,

1. With reference to the RFP dated _____ for the above captioned project, and clarification issued by Foundation for Science Innovation and Development thereof, I/We _____, having examined all relevant documents and understood their contents, hereby submit our Proposal for Engagement with FSID (Foundation for Science Innovation and Development) for engaging Management Operator for as per terms mentioned in this RFP.
2. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
3. This statement is made for the express purpose of this RFP and for associating with FSID for the aforesaid Project.
4. I/We shall make available to FSID, any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
5. I/We acknowledge the right of the FSID, to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. I/We agree to keep our Bid valid for acceptance for 180 (One Hundred Eighty) days or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this Bid up to the aforesaid period and this Bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this Bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us. I/ We, acknowledge and agree that FSID shall be entitled to forfeit the performance security without our protest and demur in case of any breach of terms and conditions of RPF/Agreement by us.
7. I/We certify that in the last three years, we or any of our Authorized Representatives have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
8. I/we understand that FSID may cancel the Selection Process at any time and that FSID is neither bound to accept any Proposal that FSID may receive nor to select the Bidder without incurring any liability to the Bidders.
9. The undersigned is authorized to sign the documents being submitted through this RFP. (A copy of Power of Attorney/Board Resolution is enclosed)
10. The information provided herewith is true and correct to our best knowledge. If any

discrepancies are found in the information provided or if the information provided is not correct, our firm would be fully responsible for that. We understand in such cases our bids are liable to be rejected.

11. I/we certify that we fulfil the “Fit and Proper Person” criteria as mentioned in this RFP document.
12. I declare that:
 - a. I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by FSID.
 - b. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any agreement entered into with FSID or any other public sector enterprise or any government, Central or State; and
 - c. I/We hereby certify that we have taken steps to ensure that, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
13. It is certified that the Bidder is not directly related to any employee of Foundation for Science Innovation and Development. A person is deemed to be a relative of another if, and only, if
 - a. They are members of a Hindu undivided family; or
 - b. They are husband and wife; or
 - c. The one is not legally related to the other Sister (including stepsister)

Yours faithfully,

(Signature, name and designation of the authorized signatory)
(Name and seal of the Bidder)

Form 2: Particulars of the Bidder

vendor registration

No.	Particulars	Details to be filled	Mandatory information
1.	Company name		
2.	Address	City/State: Pin code: Country:	
3.	Head Office address		
4.	Branches (if any)		
5.	Contact details	Contact person: Email ID: Telephone:	
6.	Registration Certificate as per Registrar of Companies/Partnerships		Photocopy
7.	PAN number		Photocopy
8.	Tax Authority Number (TAN) - for deduction of TDS		Photocopy
9.	GST number		Photocopy
10.	Registered as MSME	YES / NO If YES, details as per Appendix-3	Photocopy + Declaration
11.	Relationship with FSID introducer	YES / NO If YES, details:	
12.	Existing client reference	Contact person: Email ID: Telephone:	
No.	Particulars	Details to be filled	Mandatory information
13.	Any accreditations from recognized agencies (e.g. ISO)	[i] Agency name: Validity date: [ii] Agency name: Validity date:	Photocopy

Bank Details:			
14.	Name of Bank		Cancelled cheque
15.	Address of Bank		
16.	Beneficiary name		
17.	Account number		
18.	Account type		
19.	IFSC Code		

Date:

Place:

Full name and signature of Bidder

Full name and signature of authorized signatory with seal of establishment (in case of agency)

Address:

Email:

Cell phone/landline no.

Website:

1. Declaration

Whether any inquiry, investigation, case, departmental or other proceeding in relation to any official case of Criminal offence or allegation of moral turpitude have been initiated / pending and or the Bidder has been convicted / held guilty by any or Authority in this behalf-

Please mark (✓)

Yes:	No:
------	-----

I do hereby declare that all statements made in this proposal are true and correct to the best of my knowledge and belief. I understand that in the event of any information being found false or incorrect or not satisfying the prescribed eligibility criteria, my proposal is liable to be cancelled / rejected at any stage of selection.

Place:	Signature:
Date:	Name:

Form 3: Relevant Experience Details

To be completed by the bidder and supported by work orders/contracts/completion or performance certificates, as applicable.

Sl. No.	Client/Institution	Nature of Cafeteria/Food Service	Contract Period	Approx. Contract/Revenue Value	Supporting Document Reference
1					
2					
3					

Form 4: Financial Proposal

Sl. No.	Item Description	Base Price without tax (Rs.)	Quoted Price without tax (Rs.)
1	Monthly License Fee (Bid Variable)	21000	
2	Monthly Maintenance Fee (Fixed)	5620	Fixed - Not to be quoted

Note: The Bidder shall quote only the Monthly License Fee, which shall not be less than Rs. 21,000/- per month. The Monthly Maintenance Fee of Rs. 5,620/- per month is fixed and shall not be altered. H1 ranking shall be based solely on the quoted Monthly License Fee. GST as applicable and electricity/water charges at actuals shall be payable additionally in accordance with the RFP.

Annexure-I

List of Documents to be Submitted

The following documents are to be submitted with the RFP in physical/offline form as per the instructions mentioned in this RFP.

Sl. No.	Criteria	Document to be submitted with the Technical Bid
I.General Documents		
1	Bid Security Deposit	Scanned copy of Signed and Stamped Bid Security Deposit. In case of PBG in the form of Annexure-VI. Original Copy of EMD must be submitted To FSID on or before the Last Date of Submission of RFP
2	Bid Submission Form	Scanned copy of Signed and Stamped Bid Submission Form as per <u>FORM-I</u> .
3	Authorized Signatory	Scanned copy of Power of Attorney in favour of Authorised signatory of Bidding Documents. OR Signed and scanned copy of Board resolution in favour of Authorized signatory of the bidder.
4	Declaration regarding Acceptance of all terms and Conditions of the RFP and its subsequent amendments	A declaration confirming Acceptance of all terms and Conditions of the RFP and its subsequent amendments without any deviation.
5	Annual turnover and Net worth	As per RFP
II.		
III.		
7	Experience	As mentioned under Eligibility Criteria.
8	Fit & Proper Person	As mentioned under Eligibility Criteria.
9	Declarations regarding Non Blacklisting	As mentioned under Eligibility Criteria.
IV		
10	Documents in respect to Technical Evaluation Criteria	

Note: Wherever applicable, the above documents shall be used for evaluation purpose as well. It is the responsibility of Bidder to go through the Bidding Document to ensure furnishing of all required documents in addition to above. All the Bids so submitted must be **unconditional**. Bidders should make sure that all the pages should be **numbered**, and **an index** should be attached as first page with the Bid. The authorized signatory of the Bidder must sign the Bid with proper Name, designation duly stamped at appropriate places and initial all the remaining pages of the Bid. FSID reserves its right to demand for original documents as and when required. Nonproduction of original documents shall be considered as a material deviation and may render the cancellation of bid followed by consequences such as forfeiture for Bid amount/Performance security at the discretion of FSID.

ANNEXURE 'II' | POWER OF ATTORNEY (SAMPLE)**(Note- Board resolution in case of company)**

Know all men by these presents, we, (Name of Firm and Address of the Registered Office) do hereby constitute, nominate, appoint and authorise Mr. /Ms.....Son/Daughter/Wife and presently residing at, who is presently employed with us and holding the position ofas our true and lawful Attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for Engagement with FSID including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-proposal and other conferences and providing information/ responses to FSID, representing us in all matters before FSID, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with FSID, in all matters in connection with or relating to or arising out of our Proposal for said Project and/or upon award thereof to us till the entering into of the Agreement with FSID.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorised Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Authorised Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2020.

For
(Signature, name, designation, and address)
Witnesses:

1.

2.

Notarized Accepted

.....
(Signature, name, designation, and address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a non-judicial stamp paper of INR 100 (Hundred) and duly notarized by a notary public.

S. No.	Financial Year	Annual Turnover (INR)	Net Worth (INR)
1	2022-23		
2	2023-24		
3	2024-25		

Certificate from the Statutory Auditor / Chartered Accountant

This is to certify that the average annual turnover of the Bidder for FY 2022-23, 2023-24 and 2024-25 is Rs. _____ (Rupees _____ only).

Name of audit firm: _____ Seal: _____ Date: _____

Note: In case the Bidder does not have a statutory auditor, the certificate may be issued by the Chartered Accountant who ordinarily audits/certifies the annual accounts of the Bidder. Audited/certified financial statements for FY 2022-23, 2023-24 and 2024-25 shall be submitted.

1. Bidders are required to submit their bids **in physical (offline) mode** in a **Two-Cover System**, consisting of:

- **Cover 1: Technical Bid**
- **Cover 2: Financial Bid**
- **Separate Envelope: Earnest Money Deposit (EMD)**

All three envelopes shall be sealed and placed inside a single outer envelope, clearly superscribed with the tender name, reference number, and bidder details.

2. EARNEST MONEY DEPOSIT (EMD)

- (i) The bidder shall submit the EMD in the prescribed form (Demand Draft/Bank Guarantee/other acceptable instrument as specified in the RFP).
- (ii) The EMD shall be placed in a separate sealed envelope clearly marked as "EMD".
- (iii) Bids submitted without the requisite EMD shall be summarily rejected.

3. TECHNICAL BID (COVER 1)

- (i) The Technical Bid shall contain all documents as specified in the tender document, including but not limited to eligibility documents, credentials, compliance statements, and supporting certificates.
- (ii) The bidder shall also submit the food menu and item-wise rate list along with the technical bid, as required under the RFP.
- (iii) The Technical Bid shall not contain any financial information, failing which the bid may be rejected.

4. FINANCIAL BID (COVER 2)

- (i) The Financial Bid shall contain only the price/financial details in the prescribed format.
- (ii) No conditions, deviations, or qualifications shall be included in the Financial Bid.
- (iii) The Financial Bid shall be opened only for those bidders who qualify in the Technical Evaluation.

5. SEALING AND MARKING OF BIDS

- (i) All envelopes (Technical Bid, Financial Bid, and EMD) shall be properly sealed and clearly labeled.
- (ii) The outer envelope shall mention:
 - Name of the Tender
 - Tender Reference Number
 - Name and Address of the Bidder

6. CONTACT DETAILS FOR CLARIFICATION

For any queries relating to the tender document or submission process, bidders may contact:

- Telephone: 080-2346 0622
- Email: samrat.t@fsid-iisc.in