

REQUEST FOR PROPOSAL (RFP)

Operation and Management of the Innovation Café

at

Venture Center

(Entrepreneurship Development Center)

Hosted by

CSIR – National Chemical Laboratory (CSIR-NCL)

Pune, Maharashtra

Tender Reference No.

EDC/Admin/2026-27/005

Tender Fee

₹1,000/- (Non-refundable)

Contract Period

One (1) Year

Issued By

Head – Operations

Venture Center

CSIR-NCL Innovation Park

Dr. Homi Bhabha Road

Pashan

Pune – 411008

Maharashtra, India

Website: **www.venturecenter.co.in**

TENDER NOTICE

INVITING APPLICATION FROM AGENCIES FOR OPERATION AND MANAGEMENT OF THE INNOVATION CAFÉ AT VENTURE CENTER

TENDER NUMBER: EDC/Admin/2026-27/005

1. INVITATION TO SUBMIT PROPOSALS

Venture Center invites proposals from experienced and qualified Service Providers for the operation and management of the **Innovation Café**, located within the Venture Center, NCL Innovation Park, Pune.

The Innovation Café is an integral part of Venture Center's innovation ecosystem. It serves entrepreneurs, startup founders, researchers, faculty members, students, employees, visitors, guests and participants attending various meetings, workshops, conferences and events organized at Venture Center.

The selected Service Provider will be responsible for operating the Innovation Café as a professionally managed food service facility, delivering safe, hygienic, nutritious and reasonably priced food and beverages while maintaining high standards of customer service and operational excellence.

In addition to the day-to-day operation of the café, the Service Provider will be expected to provide catering support for meetings, workshops, conferences, training programmes and other institutional events organized by Venture Center from time to time.

Venture Center seeks to partner with a Service Provider who demonstrates:

- Proven experience in managing institutional cafeterias or food service facilities.
- Strong food safety and hygiene practices.
- Efficient operational systems and standard operating procedures.
- A customer-centric approach.
- The ability to provide healthy, varied and affordable food options.
- Flexibility to support institutional events of varying sizes.
- A commitment to continuous improvement and service excellence.

The contract will initially be awarded for **one (1) year**. Venture Center may, at its sole discretion, extend the contract based on satisfactory performance, operational requirements and mutual agreement with the selected Service Provider.

Interested Service Providers are invited to submit their Technical and Commercial Proposals in accordance with the requirements outlined in this Request for Proposal.

2. ABOUT VENTURE CENTER

Venture Center is India's leading technology business incubator dedicated to supporting science and technology-based entrepreneurship. Established in 2006, Venture Center promotes innovation-driven enterprises by providing incubation, mentoring, funding support, access to laboratories, regulatory and intellectual property advisory services, business development support and connections to investors and industry partners.

Located within the CSIR-National Chemical Laboratory (NCL) campus in Pune, Venture Center has supported more than **1,000 startups** across diverse sectors including healthcare, medical technology, biotechnology, clean energy, sustainability, advanced materials, agriculture, food technology and engineering.

The campus hosts entrepreneurs, researchers, scientists, investors, industry representatives, government officials and international delegates throughout the year. Numerous workshops, conferences, training programmes, networking events and innovation-related activities are conducted on a regular basis.

The Innovation Café plays an important role in supporting this vibrant innovation ecosystem by providing a welcoming, clean and professionally managed dining facility for all campus users.

3. ABOUT THE INNOVATION CAFÉ

The Innovation Café is the primary food service facility within Venture Center. It serves breakfast, lunch, snacks and beverages to employees, incubated startups, researchers, visitors and guests throughout the working day.

The café is expected to be more than a traditional cafeteria. It should provide a comfortable, clean and welcoming environment that encourages interaction, collaboration and informal discussions among members of the Venture Center community.

The selected Service Provider will be expected to:

- Provide a balanced and varied menu.
- Offer fresh and hygienically prepared food.
- Maintain reasonable and competitive pricing.
- Ensure timely service during peak hours.
- Support institutional events with high-quality catering services.
- Maintain the kitchen, service counters, dining area and associated facilities in a clean and hygienic condition at all times.
- Deliver courteous, professional and responsive customer service.

The Service Provider is encouraged to introduce innovative menu options, healthier food choices, seasonal specials and environmentally responsible practices that enhance the overall dining experience while remaining affordable for the Venture Center community.

4. RFP SCHEDULE

Activity	Date
Issue of RFP	17 July 2026
Site Visit	22 July 2026, 11 AM
Pre-bid Meeting (Hybrid Mode)	23 July 2026, 11 AM
Proposal Submission Deadline	30 July 2026, 3.00 PM
Opening of Technical Proposals	30 July 2026, 3.30 PM
Opening of Commercial Proposals	14 August 2026
Expected Award of Contract	25 August 2026
Commencement of Services	01 September 2026

Venture Center reserves the right to amend the above schedule at its discretion. Any changes will be communicated to all participating Service Providers.

5. Instructions to Service Providers

5.1 General Information

This Request for Proposal (RFP) outlines the requirements for the operation and management of the Innovation Café at Venture Center. Interested Service Providers are requested to carefully review all sections of this document before preparing and submitting their proposals.

Submission of a proposal shall be deemed as confirmation that the Service Provider has read, understood and accepted all the terms, conditions and requirements specified in this RFP.

The Service Provider is expected to examine the entire RFP carefully and seek clarification, if required, before the proposal submission deadline. Failure to furnish all information requested in this RFP or submission of an incomplete proposal may result in rejection of the proposal.

5.2 Proposal Submission

The proposal shall comprise two separate parts:

a. Technical Proposal

The Technical Proposal shall contain all information relating to the Service Provider's qualifications, experience, technical capability, staffing, operational approach, statutory compliances and supporting documents. The Technical Proposal shall not contain any commercial or financial information.

b. Commercial Proposal

The Commercial Proposal shall contain only the commercial information specified in this RFP, including the monthly licence fee proposed to be paid to Venture Center, menu pricing and catering rates.

The Technical Proposal and Commercial Proposal shall be submitted in separate sealed envelopes clearly superscribed as:

- **Envelope 1 – Technical Proposal**
- **Envelope 2 – Commercial Proposal**

Both envelopes shall be enclosed within one outer sealed envelope addressed to Venture Center.

5.3 Tender Fee

The proposal shall be accompanied by a non-refundable Tender Fee of **₹1,000 (Rupees One Thousand only)** in the form specified in the RFP Schedule. This should be in the form of a demand draft (DD) made in favour of a nationalised bank as the cost of the application form. The DD should be made in the name of “Entrepreneurship Development Center”.

Proposals received without the prescribed Tender Fee shall be liable for rejection.

5.4 Earnest Money Deposit

The selected Service Provider shall provide a demand draft (DD) made in favour of a nationalised bank as a refundable Earnest Money Deposit (EMD) of **₹1,50,000 (Rupees One Lakh Fifty Thousand only)**. The DD should be made in the name of “Entrepreneurship Development Center”.

The EMD shall serve as security against non-performance, damage to Venture Center property, breach of contractual obligations or any outstanding dues payable by the Service Provider.

The EMD shall be refunded upon expiry or termination of the contract, subject to satisfactory completion of all contractual obligations and settlement of outstanding liabilities.

5.5 Contract Period

The contract shall remain valid for a period of **one (1) year** from the date of commencement of operations.

Subject to satisfactory performance, operational requirements and mutual agreement, Venture Center may extend the contract for such further period and on such terms as may be mutually agreed.

Nothing contained in this RFP shall be construed as an obligation on Venture Center to extend the contract beyond the initial term.

5.6 Site Visit

Service Providers are strongly encouraged to visit the Innovation Café premises prior to submitting their proposals.

The purpose of the site visit is to enable prospective Service Providers to:

- Understand the existing infrastructure and facilities.
- Assess the kitchen layout and available equipment.
- Evaluate storage and service areas.
- Understand customer movement during peak hours.
- Assess operational requirements.
- Familiarise themselves with campus regulations.

Submission of a proposal shall be deemed confirmation that the Service Provider has satisfied itself regarding all conditions likely to affect the successful execution of the contract.

No claim arising out of lack of familiarity with the site or facilities shall be entertained after submission of the proposal.

5.7 Clarifications

Any request for clarification regarding this RFP shall be submitted in writing on or before the date specified in the RFP Schedule.

Venture Center may respond to such queries through written clarifications issued to all prospective Service Providers. Such clarifications shall form an integral part of this RFP.

No verbal clarification or communication shall be considered binding on Venture Center.

5.8 Validity of Proposal

The proposal submitted by the Service Provider shall remain valid for a period of **90 days** from the proposal submission deadline.

During this period, the Service Provider shall not withdraw or modify its proposal without the prior written consent of Venture Center.

5.9 Amendment or Withdrawal of RFP

Venture Center reserves the right to amend, modify, suspend or withdraw this RFP, either wholly or in part, at any stage prior to the award of the contract, without assigning any reason.

Venture Center shall not be liable for any costs incurred by prospective Service Providers in the preparation or submission of proposals.

5.10 Acceptance or Rejection of Proposals

Venture Center reserves the right to accept or reject any proposal, either wholly or in part, and to annul the selection process at any stage without assigning any reason.

The lowest commercial proposal shall not necessarily be accepted. The contract shall be awarded to the Service Provider whose proposal is considered to provide the best overall value, taking into account technical capability, relevant experience, quality of service, operational approach and commercial considerations.

5.11 Confidentiality

Information contained in this RFP is intended solely for the purpose of preparing proposals.

Service Providers shall treat all information provided by Venture Center as confidential and shall not disclose such information to any third party without the prior written consent of Venture Center, except where disclosure is required for the preparation of the proposal.

Similarly, Venture Center shall treat the contents of proposals as confidential, except as required for evaluation, approval processes or as required under applicable law.

5.12 Cost of Proposal Preparation

All costs associated with the preparation and submission of the proposal, including site visits, meetings, travel, documentation and presentations, shall be borne solely by the Service Provider.

Venture Center shall not reimburse any costs incurred by Service Providers, irrespective of the outcome of the selection process.

6. Minimum Eligibility Requirements

6.1 Eligibility

The following minimum eligibility requirements have been prescribed to ensure that the selected Service Provider possesses the necessary experience, technical capability, financial stability and statutory compliances required for the successful operation and management of the Innovation Café.

Service Providers shall satisfy all the minimum eligibility requirements listed below. Failure to meet any of the mandatory eligibility requirements or failure to submit the required documentary evidence may result in the proposal being declared non-responsive and rejected without further evaluation.

Submission of documentary evidence does not automatically qualify a Service Provider for award of the contract. Venture Center reserves the right to seek additional information, verify submitted documents and conduct due diligence as considered necessary.

6.2 Minimum Eligibility Matrix

Sr. No.	Eligibility Requirement	Documentary Evidence to be Submitted
1	The Service Provider shall be a legally registered entity (Proprietorship, Partnership, LLP, Company, Trust, Society or Cooperative, as applicable).	Certificate of Incorporation / Registration Certificate / Partnership Deed
2	Valid Permanent Account Number (PAN).	Copy of PAN Card
3	Valid GST Registration.	GST Registration Certificate
4	Valid FSSAI Licence applicable to the proposed operations.	Copy of FSSAI Licence
5	Minimum three (3) years' experience in operating institutional cafeterias, food courts or corporate food service facilities.	Work Orders / Agreements / Completion Certificates
6	Experience of successfully managing food services for institutions, educational campuses, research organizations, hospitals, corporate offices or similar establishments.	Client List with Documentary Evidence
7	The Service Provider shall not have been blacklisted or debarred by any Government Department, PSU, Autonomous Institution or Statutory Body during the last five years.	Self-Declaration
8	Compliance with applicable labour laws and statutory regulations.	Relevant Registration Certificates, if applicable
9	Availability of adequate manpower and supervisory staff to operate the Innovation Café.	Organisation Structure / Staffing Details
10	Submission of all forms and declarations prescribed in this RFP.	Completed Forms

Note: Venture Center reserves the right to verify any information submitted by the Service Provider from the issuing authority or through independent reference checks.

7. Scope of Services

7.1 General

The selected Service Provider shall be responsible for the complete operation, management and maintenance of the Innovation Café located within Venture Center.

The scope of services includes day-to-day café operations, preparation and service of food and beverages, housekeeping of designated areas, event catering, inventory management, customer service, statutory compliance, maintenance of hygiene standards and all activities necessary for the efficient functioning of the café.

The Service Provider shall deploy adequate manpower, equipment (where applicable), management systems and operational procedures to ensure uninterrupted, safe and high-quality services throughout the contract period.

7.2 Operating Hours

The Innovation Café shall remain operational during the following minimum timings:

Day	Timings
Monday to Friday	8:30 a.m. – 6:30 p.m.
Saturday	8:30 a.m. – 6:30 p.m. (or as notified by Venture Center)
Sundays & Public Holidays	As required for approved events

The Service Provider may be required to extend operating hours during conferences, workshops, training programmes or other special events organized by Venture Center.

No additional claims shall be entertained solely on account of extended operating hours where prior notice has been provided.

7.3 Daily Food Services

The Service Provider shall provide freshly prepared, hygienic and nutritious food throughout the operating hours.

The minimum services shall include:

- Breakfast
- Lunch
- Evening snacks
- Tea and coffee
- Fresh beverages

- Healthy snack options
- Seasonal menu items

The menu shall include vegetarian food as a minimum. Venture Center may also permit additional food categories based on institutional requirements and mutual agreement.

The Service Provider shall endeavour to maintain sufficient variety in the menu to cater to the diverse preferences of the Venture Center community.

Repeated serving of identical menu items over extended periods should be avoided.

7.4 Quality of Food

Food served at the Innovation Café shall:

- be freshly prepared each day;
- be safe for consumption;
- use ingredients of good quality;
- comply with applicable FSSAI requirements;
- be free from adulteration;
- be prepared using safe cooking practices;
- be served at appropriate temperatures.

The use of stale, expired, damaged or poor-quality ingredients shall not be permitted under any circumstances.

Venture Center reserves the right to inspect food preparation areas and reject any food item that does not meet acceptable quality standards.

7.5 Menu Planning

The Service Provider shall submit a proposed menu along with the Technical Proposal.

The menu should include:

- Breakfast items
- Lunch meals
- Snacks
- South Indian options
- North Indian options
- Healthy meal options
- Fresh fruit (where feasible)
- Fresh juices
- Tea and coffee
- Beverages

The Service Provider is encouraged to periodically revise the menu to introduce variety while maintaining reasonable pricing.

Menu revisions shall be undertaken only after consultation with Venture Center.

7.6 Event Catering

In addition to daily café operations, the Service Provider shall provide catering services for official Venture Center programmes including:

- Meetings
- Workshops
- Conferences
- Training programmes
- Board meetings
- VIP visits
- Networking events
- Foundation Day celebrations
- Other institutional functions

The Service Provider shall be capable of catering to both small meetings and larger events with varying participant numbers.

The Commercial Proposal shall include rates for event catering services.

Event catering services availed by Venture Center shall be billed separately on a monthly basis.

7.7 Customer Service

The Service Provider shall ensure that all customers are treated with courtesy, professionalism and respect.

The Service Provider shall:

- minimise waiting time;
- ensure orderly service during peak hours;
- promptly address customer concerns;
- maintain polite behaviour by all staff;
- provide adequate seating arrangements in coordination with Venture Center.

Staff shall not engage in arguments or inappropriate behaviour with customers under any circumstances.

7.8 Cash Collection

The Service Provider shall collect payments directly from customers for all regular food and beverage sales.

The Service Provider shall be solely responsible for:

- billing;
- cash management;
- digital payment facilities;
- accounting;
- statutory tax compliance.

Venture Center shall not be responsible for any cash handling or customer billing related to routine café operations.

7.9 Housekeeping and Cleanliness

The Service Provider shall be responsible for maintaining the Innovation Café, kitchen, food preparation areas, storage rooms, service counters and designated dining areas in a clean, hygienic and presentable condition throughout the operating hours.

Cleaning shall be carried out at regular intervals and in a manner that does not inconvenience customers.

The Service Provider shall ensure that:

- Dining tables and chairs are cleaned and sanitised regularly.
- Service counters remain clean and clutter-free.
- Kitchen floors are cleaned periodically during operations and thoroughly at the end of each day.
- Cooking equipment, utensils and serving vessels are cleaned after every use.
- Refrigerators, freezers and storage racks are cleaned as per a documented cleaning schedule.
- Wash basins and hand-washing stations are maintained in a clean and functional condition.
- Waste bins are emptied before they overflow and are cleaned and disinfected daily.
- Adequate cleaning materials and equipment are available at all times.

The Service Provider shall maintain a documented cleaning schedule and ensure that cleaning activities are supervised and recorded.

7.10 Procurement and Storage of Raw Materials

The Service Provider shall be solely responsible for the procurement of all food ingredients, raw materials, consumables and other items required for the operation of the Innovation Café.

All raw materials shall:

- be sourced from reliable suppliers;
- comply with applicable food safety standards;
- be of good quality and fit for human consumption;
- be within their shelf life;
- be stored under appropriate conditions to maintain quality and safety.

The Service Provider shall implement the **First-In-First-Out (FIFO)** principle for stock rotation and maintain appropriate records of procurement and inventory.

Expired, damaged or deteriorated food items shall not be stored or used under any circumstances.

Venture Center reserves the right to inspect raw materials and reject any item that is considered unsuitable for use.

7.12 Equipment and Asset Management

Venture Center shall provide the kitchen infrastructure and equipment listed in **Appendix A – Infrastructure and Assets**.

The Service Provider shall:

- use all equipment responsibly;
- ensure proper cleaning and routine maintenance;
- immediately report any malfunction or damage;
- not modify, relocate or dispose of Venture Center's assets without prior approval;
- replace any equipment damaged due to negligence or misuse.

Minor day-to-day maintenance required for smooth operations shall be the responsibility of the Service Provider.

7.13 Customer Experience

The Innovation Café is expected to provide a pleasant and welcoming environment for all users.

The Service Provider shall ensure that:

- customers are greeted courteously;
- waiting time is minimised;
- queues are managed efficiently;
- food is served promptly;
- customer complaints are handled professionally;
- feedback is acknowledged and acted upon.

The Service Provider shall foster a service culture that reflects professionalism, respect and responsiveness.

7.14 Customer Feedback and Continuous Improvement

Venture Center believes that continuous improvement is essential to maintaining a high-quality dining experience.

The Service Provider shall establish an appropriate mechanism for receiving customer feedback and addressing concerns in a timely manner.

Venture Center may also conduct periodic customer satisfaction surveys covering aspects such as:

- Food quality
- Taste
- Hygiene
- Variety of menu
- Value for money
- Staff behaviour
- Service efficiency
- Overall customer experience

The Service Provider shall review the feedback, identify improvement opportunities and implement corrective actions where required.

7.15 Waste Management

The Service Provider shall adopt responsible waste management practices throughout the contract period.

The Service Provider shall:

- minimise food wastage;
- segregate biodegradable and non-biodegradable waste;
- dispose of waste only at designated collection points;
- ensure that waste does not accumulate within the café premises;
- maintain cleanliness around waste storage areas.

Cooking oil and other waste materials shall be disposed of in accordance with applicable statutory requirements.

7.16 Sustainability

As an innovation-led organisation, Venture Center encourages environmentally responsible operating practices.

The Service Provider is expected to adopt sustainable practices wherever feasible, including:

- reducing food waste;
- minimising single-use plastics;
- using reusable or recyclable service ware where practical;
- conserving water and electricity;
- encouraging responsible consumption;
- sourcing locally available produce, where appropriate.

While these practices may not be mandatory in every case, Venture Center will consider sustainability initiatives favourably during technical evaluation.

7.17 Reporting Requirements

The Service Provider shall maintain records relating to café operations and shall furnish reports to Venture Center whenever requested.

The reports may include:

- Monthly sales summary.
- Event catering summary.
- Customer feedback received.
- Significant complaints and corrective actions.
- Staff deployment.
- Hygiene inspections.
- Equipment maintenance issues.
- Statutory compliance updates.

The format and frequency of reporting may be reviewed periodically based on operational requirements.

7.18 Innovation and Value Addition

The Innovation Café is intended to reflect the spirit of innovation that characterises Venture Center.

Accordingly, the Service Provider is encouraged to propose initiatives that enhance the overall customer experience.

Such initiatives may include:

- Seasonal menu rotations.
- Healthy meal combinations.
- Digital ordering systems.
- QR code-based menus.

- Environment-friendly packaging.
- Collaboration with startups incubated at Venture Center for showcasing innovative food products or technologies, where appropriate.

Such initiatives should not compromise affordability or service quality and shall be implemented only with the approval of Venture Center.

8. Infrastructure and Facilities Provided by Venture Center

8.1 General

Venture Center shall provide the selected Service Provider with access to the Innovation Café premises and the infrastructure available therein for the purpose of operating the café during the contract period.

The premises shall be used exclusively for the operation of the Innovation Café and related catering services under this contract.

The Service Provider shall not use the premises for any other commercial activity without the prior written approval of Venture Center.

8.2 Facilities to be Provided

Subject to the terms of the Agreement, Venture Center shall make available the following:

- Kitchen area
- Dining area
- Service counters
- Existing kitchen equipment and fixtures (as listed in Appendix A)
- Water supply
- Electrical connections
- Designated storage areas (where available)

The Service Provider shall inspect the facilities prior to commencement of operations and notify Venture Center of any deficiencies observed.

8.3 Ownership of Assets

All infrastructure, fixtures, furniture and equipment provided by Venture Center shall remain the sole property of Venture Center.

The Service Provider shall exercise due care while using these assets and shall be responsible for any damage arising from negligence, misuse or unauthorised modifications.

9. Responsibilities of the Service Provider

9.1 General Responsibilities

The Service Provider shall be responsible for the efficient, professional and uninterrupted operation of the Innovation Café throughout the duration of the Contract. The Service Provider shall perform all services with due skill, care and diligence, and in accordance with the requirements specified in this RFP, applicable laws and recognised industry best practices.

The Service Provider shall ensure that the Innovation Café operates as a safe, hygienic, customer-friendly and professionally managed facility that meets the expectations of Venture Center and its stakeholders.

The Service Provider shall be solely responsible for all costs associated with the operation of the café, except those specifically agreed to be borne by Venture Center under the Contract.

9.2 Compliance with Applicable Laws

The Service Provider shall, at its own cost, obtain and maintain throughout the Contract Period all licences, permits, registrations and statutory approvals required for operating the Innovation Café.

Without limitation, the Service Provider shall comply with all applicable laws, rules and regulations relating to:

- Food Safety and Standards Authority of India (FSSAI)
- Goods and Services Tax (GST)
- Labour laws
- Employees' Provident Fund (EPF), where applicable
- Employees' State Insurance (ESIC), where applicable
- Professional Tax
- Fire and safety requirements
- Municipal regulations
- Environmental and waste management regulations

Copies of all licences and registrations shall be submitted to Venture Center before commencement of operations and renewed promptly upon expiry.

9.3 Staffing Requirements

The Service Provider shall deploy competent, adequately trained and experienced personnel for the operation of the Innovation Café.

At a minimum, the Service Provider shall ensure the availability of personnel appropriate to the scale of operations, including:

- Café Manager / Supervisor
- Cook(s)
- Kitchen Assistant(s)
- Service Staff
- Cleaning Personnel
- Cashier (if applicable)

The Service Provider shall ensure that staffing levels are adequate to maintain efficient service during peak operating hours and during institutional events.

In the event of staff absence due to leave, illness or resignation, the Service Provider shall make suitable replacement arrangements to ensure continuity of operations.

9.4 Uniforms and Personal Grooming

All personnel deployed by the Service Provider shall:

- wear clean uniforms while on duty;
- display identification cards at all times;
- maintain good personal hygiene and grooming;
- wear appropriate hair restraints while handling food;
- use gloves, masks and other protective equipment, where necessary;
- refrain from wearing excessive jewellery while handling food.

Uniforms shall be neat, well maintained and appropriate for food service operations.

9.5 Medical Fitness of Personnel

The Service Provider shall ensure that all personnel engaged in food preparation, handling and service are medically fit to perform their assigned duties.

The Service Provider shall maintain appropriate medical fitness records and ensure that employees suffering from infectious or communicable diseases are not deployed until medically cleared.

Venture Center reserves the right to request documentary evidence of medical fitness whenever considered necessary.

9.6 Training

The Service Provider shall provide appropriate induction and periodic refresher training to all deployed personnel.

Training shall include, at a minimum:

- Food safety and hygiene
- Personal hygiene
- Customer service
- Safe food handling practices
- Cleaning and sanitation procedures
- Fire safety and emergency response
- Waste segregation
- Use of kitchen equipment
- Occupational health and safety

Training records shall be maintained and made available to Venture Center upon request.

9.7 Conduct of Personnel

Personnel deployed at Venture Center are expected to maintain high standards of professionalism and courtesy.

The Service Provider shall ensure that its employees:

- behave respectfully towards customers and staff;
- maintain discipline at all times;
- refrain from smoking, consuming alcohol or using prohibited substances within the premises;
- avoid loud or disruptive behaviour;
- comply with all campus security and safety requirements.

The Service Provider shall take prompt disciplinary action where misconduct is observed.

Venture Center reserves the right to require the replacement of any personnel whose conduct, behaviour or performance is considered unsatisfactory.

9.8 Safety and Security

The Service Provider shall take all reasonable precautions to ensure the safety of its employees, customers and visitors while operating the Innovation Café.

The Service Provider shall:

- ensure safe use of kitchen equipment;
- maintain clear emergency exits;
- ensure safe storage of LPG cylinders (where applicable);
- immediately report accidents, injuries or safety incidents;
- cooperate with Venture Center during emergency situations.

Any accident occurring within the café premises shall be reported to Venture Center immediately, along with details of corrective actions taken.

9.9 Protection of Venture Center Property

The Service Provider shall exercise due care while using all facilities, furniture, fixtures and equipment provided by Venture Center.

The Service Provider shall not:

- make structural alterations without written approval;
- install additional equipment without prior approval, where such installation affects existing infrastructure;
- remove or relocate Venture Center assets without permission.

Any damage caused due to negligence or misuse shall be repaired or replaced by the Service Provider at its own cost.

9.10 Communication with Venture Center

The Service Provider shall nominate an authorised representative who shall serve as the primary point of contact for all operational matters.

The authorised representative shall:

- attend review meetings;
 - respond promptly to operational issues;
 - coordinate event catering requirements;
 - communicate any operational challenges;
 - ensure timely implementation of agreed corrective actions.
-

9.11 Service Continuity

The Service Provider shall maintain uninterrupted operations throughout the Contract Period.

Appropriate contingency arrangements shall be established to address situations such as:

- Staff shortages
- Equipment breakdown
- Supply chain disruptions
- Power interruptions (to the extent manageable)
- Public health emergencies

The Service Provider shall promptly inform Venture Center of any event that may significantly affect service delivery and shall take immediate steps to minimise disruption.

10. Food Safety, Hygiene and Operational Standards

10.1 General

Food safety is of paramount importance to Venture Center. The Service Provider shall establish and maintain robust food safety and hygiene practices throughout the Contract Period.

All food shall be prepared, stored, transported and served in accordance with applicable food safety regulations and recognised industry best practices.

The Service Provider shall be responsible for ensuring that all food served is safe for consumption and prepared under hygienic conditions.

10.2 Personal Hygiene

All personnel involved in food preparation and service shall maintain high standards of personal hygiene.

Personnel shall:

- wash hands frequently using soap and clean water;
- maintain trimmed fingernails;
- wear clean uniforms;
- use gloves where appropriate;
- cover cuts and wounds adequately before handling food;
- avoid handling food while suffering from illness.

Smoking, chewing tobacco, consumption of alcohol or any unhygienic practice within food preparation areas shall be strictly prohibited.

10.3 Food Preparation

The Service Provider shall ensure that:

- ingredients are inspected before use;
- vegetables and fruits are thoroughly washed;
- food is cooked to appropriate temperatures;
- cooked and raw food are handled separately;
- cross-contamination is prevented;
- prepared food is protected from contamination during storage and service.

Food shall not be prepared using expired, damaged or contaminated ingredients.

10.4 Storage Practices

Food items shall be stored under appropriate environmental conditions.

Dry goods, refrigerated items and frozen products shall be stored separately as required.

Storage areas shall be:

- clean;
- organised;
- adequately ventilated;
- protected from pests;
- regularly inspected.

Appropriate stock rotation practices shall be followed.

10.5 Cleaning and Sanitisation

The Service Provider shall establish documented cleaning schedules for:

- Kitchen equipment
- Cooking utensils
- Refrigerators
- Storage racks
- Floors
- Walls
- Exhaust systems
- Service counters
- Dining tables

Cleaning agents shall be used strictly in accordance with manufacturer recommendations.

11. Commercial Terms

11.1 Commercial Arrangement

The Innovation Café shall be operated under a licence arrangement, whereby Venture Center grants the selected Service Provider the right to operate and manage the Innovation Café for the duration of the Contract.

Under this arrangement:

- The Service Provider shall operate the café at its own cost and risk.
- The Service Provider shall procure all raw materials, consumables, manpower and other operational resources necessary for providing food and beverage services.
- The Service Provider shall collect payments directly from customers for all regular café sales.
- Venture Center shall not guarantee any minimum revenue, minimum customer footfall or minimum business volume to the Service Provider.

The Service Provider is expected to independently assess the commercial viability of the opportunity before submitting its proposal.

11.2 Monthly Licence Fee

The selected Service Provider shall pay Venture Center a **Monthly Licence Fee** for the right to operate the Innovation Café.

The Monthly Licence Fee shall be quoted by the Service Provider in the Commercial Proposal and shall remain valid throughout the Contract Period unless otherwise agreed in writing.

The quoted amount shall be exclusive of applicable taxes.

The Monthly Licence Fee shall be payable on or before the **10th day of each calendar month** or such other date as may be mutually agreed.

Failure to pay the Monthly Licence Fee within the stipulated timeline may attract interest, penalties or other action as provided under the Contract.

11.3 Earnest Money Deposit (EMD)

The selected Service Provider shall provide a demand draft (DD) made in favour of a nationalised bank as a refundable Earnest Money Deposit (EMD) of **₹1,50,000 (Rupees One Lakh Fifty Thousand only)**. The DD should be made in the name of “Entrepreneurship Development Center”.

The EMD shall serve as a safeguard against:

- breach of contractual obligations;
- damage to Venture Center's assets;
- non-payment of dues;
- failure to rectify deficiencies despite notice.

The EMD shall not carry any interest.

Subject to satisfactory completion of the Contract and settlement of all outstanding dues, the EMD shall be refunded after expiry or termination of the Contract.

11.4 Tender Fee

The proposal shall be accompanied by a non-refundable Tender Fee of **₹1,000 (Rupees One Thousand only)** in the form specified in the RFP Schedule. This should be in the form of a demand draft (DD) made in favour of a nationalised bank as the cost of the application form. The DD should be made in the name of "Entrepreneurship Development Center".

Proposals submitted without the prescribed Tender Fee shall be liable for rejection.

11.5 Revenue Collection

The Service Provider shall collect payments directly from customers for all routine food and beverage sales.

The Service Provider shall be solely responsible for:

- operating billing counters;
- collection of cash and digital payments;
- maintenance of accounting records;
- compliance with applicable taxation requirements;
- issuance of receipts or invoices to customers.

Venture Center shall not be responsible for the collection of revenue arising from routine café operations.

11.6 Event Catering

From time to time, Venture Center may require catering services for meetings, workshops, conferences, training programmes, board meetings, networking events and other official functions.

Such services shall be provided by the Service Provider at the rates quoted in the Commercial Proposal and accepted by Venture Center.

Event catering services shall be undertaken only against written confirmation or an approved internal request from Venture Center.

The Service Provider shall submit a consolidated monthly invoice for all approved event catering services provided during the preceding month.

Venture Center shall endeavour to process such invoices in accordance with its standard payment procedures, subject to verification of services rendered.

11.7 Menu Pricing

The Service Provider shall submit its proposed menu along with the corresponding selling prices as part of the Commercial Proposal.

The menu shall include, at a minimum:

- Breakfast
- Lunch
- Snacks
- Tea and Coffee
- Beverages
- Healthy meal options
- Combo meals (if proposed)

The quoted prices shall be reasonable, competitive and appropriate for an institutional environment.

The menu and approved prices shall be displayed prominently within the café and, where feasible, through digital means.

No revision in menu prices shall be made without the prior written approval of Venture Center.

11.8 Price Revision

The Service Provider may request a revision of menu prices only under exceptional circumstances, including significant and sustained increases in the cost of raw materials or statutory changes affecting operating costs.

Any request for price revision shall:

- be submitted in writing;

- include adequate justification and supporting documentation;
- be subject to review and approval by Venture Center.

Submission of a request shall not automatically entitle the Service Provider to a price revision.

11.9 Taxes and Statutory Levies

The Service Provider shall be solely responsible for payment of all applicable taxes, duties, levies and statutory contributions arising from its operations under the Contract.

Venture Center shall not be liable for any statutory dues payable by the Service Provider in connection with the operation of the Innovation Café.

11.10 Utilities

Venture Center shall provide access to water and electricity required for the operation of the Innovation Café.

The terms governing the use of utilities, including any applicable limits, cost-sharing arrangements or reimbursement mechanisms, shall be specified in the Contract.

The Service Provider shall ensure judicious use of utilities and shall take all reasonable measures to prevent wastage.

11.11 Business Risk

The Service Provider acknowledges that the operation of the Innovation Café is a commercial activity involving business risks.

The Service Provider confirms that it has independently assessed factors including customer footfall, operating costs, staffing requirements, menu pricing and other commercial considerations before submitting its proposal.

No claim for compensation shall be entertained by Venture Center on account of lower-than-expected customer footfall, reduced sales or changes in business conditions.

11.12 Performance Review

The performance of the Service Provider shall be reviewed periodically by Venture Center.

The review may include, but not be limited to:

- Food quality and hygiene
- Customer satisfaction
- Timeliness of service
- Compliance with statutory requirements
- Housekeeping standards
- Responsiveness to feedback
- Event catering performance
- Overall professionalism

Where deficiencies are identified, Venture Center may issue written observations and require the Service Provider to implement corrective actions within a specified period.

Persistent failure to improve performance may constitute grounds for termination of the Contract.

12. Performance Monitoring and Contract Administration

12.1 Contract Management

Venture Center shall nominate a Contract Manager or authorised representative to coordinate with the Service Provider on all operational matters.

The Contract Manager shall be responsible for monitoring service delivery, reviewing performance, coordinating event catering requirements and facilitating communication between Venture Center and the Service Provider.

The Service Provider shall nominate a dedicated representative with decision-making authority who shall serve as the primary point of contact throughout the Contract Period.

12.2 Review Meetings

Review meetings may be conducted at periodic intervals to assess operational performance and discuss matters including:

- Customer feedback
- Food quality
- Hygiene
- Staffing
- Menu planning
- Event support
- Maintenance issues
- Opportunities for improvement

The Service Provider shall participate in such meetings and implement agreed action items within the prescribed timelines.

12.3 Corrective and Preventive Actions

Where deficiencies in service delivery are identified, Venture Center may issue written observations requiring corrective action.

The Service Provider shall investigate the cause of the deficiency and submit details of the corrective and preventive actions proposed.

Repeated non-compliance or failure to implement agreed corrective actions may be treated as a material breach of the Contract.

13. Bid Evaluation Methodology

13.1 General

The evaluation of proposals shall be undertaken by a committee constituted by Venture Center. The objective of the evaluation process is to identify the Service Provider that demonstrates the best combination of technical capability, operational excellence, customer service orientation, financial sustainability and commercial value.

Venture Center reserves the right to verify any information submitted by the Service Provider during the evaluation process.

Submission of a proposal does not automatically entitle any Service Provider to be awarded the Contract.

13.2 Evaluation Process

The evaluation shall generally comprise the following stages:

Stage 1 – Preliminary Scrutiny

Each proposal shall be examined to determine whether:

- The proposal has been submitted within the prescribed deadline.
- The Tender Fee has been paid.
- The proposal has been signed by an authorised representative.
- All required documents have been enclosed.
- The Service Provider meets the minimum eligibility criteria.
- The proposal is substantially responsive to the requirements of the RFP.

Incomplete proposals or proposals that do not satisfy the mandatory requirements may be rejected.

Stage 2 – Technical Evaluation

Only proposals that satisfy the preliminary scrutiny requirements shall be considered for technical evaluation.

The Technical Proposal will be evaluated based on, but not limited to, the following aspects:

- Relevant experience in operating institutional cafeterias, cafés, food courts or similar facilities.
- Understanding of the scope of work and operational approach proposed for managing the Innovation Café.
- Organisational capability, including staffing, supervision and operational management.
- Food safety, hygiene practices, quality assurance systems and Standard Operating Procedures (SOPs).
- Experience in providing catering services for meetings, workshops and institutional events.
- Proposed menu, variety of offerings, nutritional balance and ability to cater to diverse customer preferences.
- Customer service approach, complaint handling mechanism and feedback management.
- Sustainability initiatives, including waste management, reduction of single-use plastics and environmentally responsible operating practices.
- Overall quality, completeness and responsiveness of the Technical Proposal.

Venture Center may, at its discretion, invite shortlisted Service Providers for discussions, presentations or site visits as part of the evaluation process.

Stage 3 – Commercial Evaluation

Only the Commercial Proposals of Service Providers who qualify in the Technical Evaluation shall be opened and evaluated.

The Commercial Proposal will be assessed based on the overall commercial value offered to Venture Center, including but not limited to the following:

- The **Monthly Licence Fee** proposed by the Service Provider for operating the Innovation Café.
- The pricing proposed for the **standard menu items** specified by Venture Center in this RFP.

- The pricing proposed for **event catering services**, including tea, coffee, snacks, meals and other catering packages.
- The variety, appropriateness and pricing of the **regular cafeteria menu** proposed by the Service Provider, including menu items beyond those specifically identified by Venture Center.
- The overall affordability, competitiveness and reasonableness of the proposed pricing while maintaining expected standards of quality and service.

Venture Center reserves the right to seek clarification regarding any aspect of the Commercial Proposal, including the proposed pricing structure.

Stage 4 – Final Evaluation

The final selection shall be based on the Evaluation Committee's overall assessment of both the Technical and Commercial Proposals.

In making its recommendation, the Evaluation Committee will consider the Service Provider's demonstrated capability to deliver high-quality services, the suitability of the proposed operational approach, and the overall commercial value offered to Venture Center.

Venture Center is not bound to accept the highest Licence Fee or the lowest quoted prices and reserves the right to select the proposal that, in its opinion, best meets the objectives and requirements of this RFP.

13.3 Clarifications

During evaluation, Venture Center may request additional information or clarification regarding any proposal.

Failure to provide the requested information within the specified timeline may result in rejection of the proposal.

13.4 Right to Accept or Reject

Venture Center reserves the right to:

- accept or reject any proposal;
- reject all proposals;
- cancel the RFP process;
- seek fresh proposals;
- negotiate with one or more Service Providers;
- modify the scope before award.

No Service Provider shall have any claim arising out of such decisions.

14. Award of Contract

14.1 Letter of Award

Following completion of the evaluation process, Venture Center shall issue a Letter of Award (LoA) to the selected Service Provider.

The Letter of Award shall specify:

- Contract commencement date.
 - Contract duration.
 - Monthly Licence Fee.
 - EMD
 - Conditions precedent to commencement.
-

14.2 Acceptance

The successful Service Provider shall acknowledge acceptance of the Letter of Award within the period specified by Venture Center.

Failure to accept the award may result in cancellation of the award and forfeiture of any rights arising therefrom.

14.3 Execution of Agreement

The successful Service Provider shall execute a formal Agreement with Venture Center before commencement of operations.

The Agreement shall incorporate:

- this RFP;
 - the Technical Proposal;
 - the Commercial Proposal;
 - Letter of Award;
 - mutually agreed terms and conditions.
-

14.4 Earnest Money Deposit (EMD)

The selected Service Provider shall provide a demand draft (DD) made in favour of a nationalised bank as a refundable Earnest Money Deposit (EMD) of **₹1,50,000 (Rupees One Lakh Fifty Thousand only)**. The DD should be made in the name of “Entrepreneurship Development Center”.

Failure to deposit the EMD within the prescribed timeline may result in cancellation of the award.

14.5 Mobilisation

Following execution of the Agreement, the Service Provider shall mobilise personnel, equipment, inventory and other operational requirements necessary for commencement of services.

Operations shall commence only after written approval from Venture Center.

14.6 Contract Period

The Contract shall remain valid for **one (1) year** from the date of commencement unless terminated earlier in accordance with the terms of the Agreement.

Venture Center may, at its sole discretion, consider extension of the Contract based on satisfactory performance and mutual agreement.

15. General Terms & Conditions

15.1 Interpretation

The headings used in this document are for convenience only and shall not affect interpretation of the Contract.

15.2 Confidentiality

The Service Provider shall maintain confidentiality regarding all information obtained during the course of the Contract.

No information relating to Venture Center, its incubatees, clients or operations shall be disclosed to any third party without prior written approval.

This obligation shall survive expiry or termination of the Contract.

15.3 Conflict of Interest

The Service Provider shall disclose any actual or potential conflict of interest that may affect performance of the Contract.

Failure to disclose such conflict may result in termination.

15.4 Subcontracting

The Service Provider shall not subcontract the whole or any substantial part of the services without prior written approval from Venture Center.

15.5 Assignment

The Contract shall not be assigned or transferred without prior written consent of Venture Center.

15.6 Insurance

The Service Provider shall maintain appropriate insurance coverage for its employees and operations, wherever applicable.

Venture Center shall not be responsible for any injury, accident, loss or damage arising out of the operations of the Service Provider.

15.7 Indemnity

The Service Provider shall indemnify and hold harmless Venture Center, its officers, employees and representatives against all claims, losses, damages, liabilities, penalties, costs and expenses arising out of:

- breach of Contract;
- negligence;
- statutory non-compliance;
- injury to persons;
- damage to property;
- food safety incidents attributable to the Service Provider.

15.8 Force Majeure

Neither party shall be liable for failure to perform its obligations due to events beyond its reasonable control, including natural disasters, war, epidemic, government restrictions or similar events.

The affected party shall promptly notify the other party and take reasonable steps to minimise the impact.

15.9 Termination

Venture Center may terminate the Contract by written notice in the event of:

- persistent poor performance;
- repeated customer complaints;
- serious hygiene violations;
- statutory non-compliance;
- fraud or misrepresentation;
- abandonment of services;
- insolvency or liquidation of the Service Provider.

Except in cases involving immediate health or safety concerns, Venture Center may provide the Service Provider with an opportunity to rectify the deficiencies within a reasonable period before terminating the Contract.

The Service Provider may terminate the Contract by giving not less than **90 days' written notice**, subject to fulfilment of all contractual obligations and settlement of outstanding dues.

15.10 Consequences of Termination

Upon termination or expiry of the Contract, the Service Provider shall:

- vacate the Innovation Café premises;
 - remove its movable assets;
 - return Venture Center property in good condition, subject to normal wear and tear;
 - settle all outstanding payments;
 - hand over the premises in a clean and operational condition.
-

15.11 Notices

All notices under the Contract shall be in writing and shall be delivered by hand, registered post, courier or email to the addresses specified in the Agreement.

15.12 Governing Law

The Contract shall be governed by and construed in accordance with the laws of India.

Any disputes arising out of the Contract shall be subject to the jurisdiction of the competent courts at **Pune, Maharashtra**.

15.13 Dispute Resolution

The parties shall first attempt to resolve disputes amicably through mutual discussions.

If the dispute cannot be resolved through mutual consultation, either party may pursue remedies available under applicable law.

15.14 Entire Agreement

The Agreement executed between Venture Center and the selected Service Provider shall constitute the entire understanding between the parties and shall supersede all prior communications relating to the subject matter.

15.15 Amendments

No amendment or modification to the Contract shall be valid unless made in writing and signed by authorised representatives of both parties.

15.16 Reservation of Rights

Venture Center reserves the right to amend, modify, suspend or cancel this RFP process at any stage without assigning any reason and without incurring any liability to any Service Provider.

TECHNICAL PROPOSAL

T1. Technical Proposal Submission Letter

(On the Service Provider's Letterhead)

Date:

To

The Head – Operations
Venture Center
CSIR-NCL Innovation Park
Pune – 411008

Subject: Technical Proposal for Operation and Management of Innovation Café

Dear Sir/Madam,

We, the undersigned, hereby submit our Technical Proposal for the Operation and Management of the Innovation Café at Venture Center.

We certify that:

- We have carefully read and understood the Request for Proposal (RFP).
- We accept all terms and conditions contained therein.
- The information submitted in this proposal is true and correct.
- We understand that Venture Center reserves the right to accept or reject any proposal without assigning any reason.
- We agree to operate the Innovation Café in accordance with the requirements specified in the RFP.

Authorised Signatory

Name:

Designation:

Company:

Seal

T2. Organisation Profile

Particulars	Details
Name of Organisation	
Registered Address	
Correspondence Address	
Contact Person	
Mobile Number	
Email	
Website	
Type of Organisation	Proprietorship / Partnership / LLP / Private Limited / Others
Year of Establishment	
GST Number	
PAN	
FSSAI Licence Number	
Number of Employees	
Annual Turnover (Last 3 Years)	
Nature of Business	

Attach:

- Registration Certificate
- GST Registration
- PAN
- FSSAI Licence
- Any other statutory registrations

T3. Experience of Similar Assignments

Provide details of cafeteria, food court or institutional catering services handled during the last five years.

Client	Location	Period	Type of Facility	Approx. Daily Footfall	Contact Person

Attach work orders or completion certificates wherever available.

T4. Proposed Team

Provide details of the personnel proposed to be deployed.

Position	Number	Experience	Qualification
Café Manager			
Cook			
Kitchen Assistant			
Service Staff			

Cleaning Staff			
----------------	--	--	--

T5. Technical Capability & SOP Questionnaire

The Service Provider shall provide detailed responses to the following questions. *A short para explaining all of these questions is highly encouraged.*

- a) Describe your approach to operating an institutional café.
- b) How do you procure raw materials?
- c) How frequently are supplies received?
- d) How do you ensure quality of ingredients?
- e) Describe your food safety practices.
- f) Do you follow written SOPs?
- g) How frequently is hygiene inspections conducted?
- h) Provide details of:
 - Kitchen cleaning
 - Dining area cleaning
 - Equipment cleaning
 - Pest control
 - Waste disposal
- i) How do you manage:
 - Stock levels
 - FIFO
 - Expiry monitoring
 - Daily consumption
- j) How do you collect customer feedback?
- k) How are complaints resolved?
- l) Describe initiatives relating to:
 - Waste segregation
 - Plastic reduction
 - Energy conservation
 - Water conservation
 - Food waste reduction

Attach copies of SOPs wherever available.

T6. Operational & Commercial Commitment Checklist

The Service Provider shall indicate its willingness by ticking the appropriate response.

Requirement	Yes	No
Will operate the café from 8:30 a.m. to 6:30 p.m.	☐	☐
Will support Venture Center events	☐	☐
Will provide event catering	☐	☐
Will maintain required staffing	☐	☐
Will maintain hygiene standards	☐	☐
Will comply with FSSAI requirements	☐	☐
Will maintain required licences throughout the Contract	☐	☐
Will collect payments directly from customers	☐	☐
Will submit monthly invoices for Venture Center events	☐	☐
Will maintain uniforms and ID cards	☐	☐
Will permit inspections by Venture Center	☐	☐
Will maintain adequate insurance, where applicable	☐	☐
Will pay the Monthly Licence Fee quoted in the Commercial Proposal	☐	☐

Monthly Licence Fee

We confirm that we are willing to pay Venture Center the Monthly Licence Fee quoted in our Commercial Proposal for the duration of the Contract.

Authorised Signatory

T7. Mobilisation Plan

Describe how you propose to commence operations after award of the Contract.

Include:

- Recruitment
- Procurement
- Kitchen setup
- Menu preparation
- Trial run
- Go-live schedule

Provide an implementation timeline.

T8. Proposed Menu & Service Offerings

- a) Please attach your suggested menu for regular Cafeteria operations with indicative pricing with portion and serving size for the items on the menu
- b) Please attach your suggest menu for events on the campus with indicative pricing with portion and serving size for the items on the menu
- c) Also quote your price for the following items in the Commercial Proposal

- a. Tea
- b. Coffee
- c. Pohe
- d. Upma
- e. Idli Sambar
- f. Mini Meals – Dal-Rice OR Chapati Sabzi
- g. Full Meals – Dal, Rice, Chapati, Sabzi
- h. Vada Pav
- i. Samosas

The regular menu should include:

- Breakfast
- Lunch
- Evening snacks
- Tea & Coffee
- Fresh beverages

Please indicate:

- Portion sizes
 - Approximate preparation time
 - Signature dishes
 - Nutritional options
 - Any innovative offerings
-

COMMERCIAL PROPOSAL

C1. Commercial Proposal Submission Letter

We hereby submit our Commercial Proposal for the Operation and Management of the Innovation Café.

Authorised Signatory

C2. Monthly Licence Fee

The Service Provider shall quote the Monthly Licence Fee payable to Venture Center.

Monthly Licence Fee (excluding taxes)

₹ _____ per month

C3. Menu Pricing Schedule

- Please attach your suggested menu for regular Cafeteria operations with indicative pricing for the items on the menu
- Please attach your suggest menu for events on the campus with indicative pricing for the items on the menu
- Also quote your price for the following standard items (standard menu) in the Commercial Proposal

Name of item	Price (INR)	Minimum Serving Size	Unit
Tea		150 ml	Per cup
Coffee		150 ml	Per cup
Pohe		180–200 g	Per plate
Upma		180–200 g	Per plate
Idli Sambar		2 Idlis (approx. 120 g) with 150 ml Sambar and 30 g Chutney	Per serving
Mini Meals –		150 g Dal, 200	Per meal

Dal-Rice OR Chapati Sabzi		g Rice or 2 Chapatis (30 g each) with 150 g Sabzi	
Full Meals – Dal, Rice, Chapati, Sabzi		150 g Dal, 250 g Rice, 3 Chapatis (30 g each) and 200 g Sabzi	Per meal
Vada Pav		1 Vada Pav (approx. 180–200 g) with chutneys	Per piece
Samosa		1 Samosa (approx. 100–120 g) with chutney	Per piece

Note: The above serving sizes are indicative and have been specified solely for the purpose of ensuring a fair and uniform comparison of commercial proposals. The successful Service Provider shall maintain consistent portion sizes throughout the Contract Period. Venture Center reserves the right to review and mutually agree upon portion sizes after award of the Contract to ensure quality and value for money.

The regular menu should include:

- Breakfast
- Lunch
- Evening snacks
- Tea & Coffee
- Fresh beverages

Please indicate:

- Portion sizes
- Approximate preparation time
- Signature dishes
- Nutritional options
- Any innovative offerings

Additional sheets may be attached.

APPENDIX A

Infrastructure Provided by Venture Center

Venture Center shall provide access to the Innovation Café premises along with available furniture, fixtures and utilities. An indicative list of assets and equipment, if any, shall be shared with the successful Service Provider during handover. The Service Provider shall verify the condition of all assets at the time of taking possession and shall be responsible for their proper use and upkeep during the Contract Period.

Please note that the arrangement of gas cylinders will be made by the Vendor themselves.

APPENDIX B

Statutory Documents to be submitted

The Service Provider shall submit copies of the following documents, as applicable:

- Certificate of Incorporation/Registration
- PAN
- GST Registration
- FSSAI Licence
- Shops and Establishment Registration
- Labour Law Registrations (if applicable)
- EPF Registration (if applicable)
- ESIC Registration (if applicable)
- Professional Tax Registration (if applicable)
- Latest Income Tax Return
- Any other statutory registrations relevant to the operation of the café

APPENDIX C

Technical Proposal Submission Checklist

The following documents shall be enclosed with the Technical Proposal:

- Technical Proposal Submission Letter (T1)
- Organisation Profile (T2)
- Experience Details (T3)
- Proposed Team Details (T4)
- Technical Capability & SOP Questionnaire (T5)
- Operational & Commercial Commitment Checklist (T6)
- Mobilisation Plan (T7)
- Proposed Menu & Service Offerings (T8)
- Company Registration Certificate
- PAN

- GST Registration
 - FSSAI Licence
 - Relevant Work Orders / Completion Certificates
 - Any additional supporting documents
 - DD for the tender fee amount
-

APPENDIX D

Commercial Proposal Submission Checklist

The Commercial Proposal shall include:

- Commercial Proposal Submission Letter (C1)
 - Monthly Licence Fee (C2)
 - Standard Menu Pricing Schedule (C3)
 - Regular Menu Pricing Schedule (C4)
 - Event Menu and Indicative Rate Card (C5)
-

Declaration by the Service Provider

We hereby declare that:

1. The information furnished in this proposal is true and correct to the best of our knowledge.
2. We have carefully examined the RFP and agree to abide by all its terms and conditions.
3. We have not been blacklisted or debarred by any Government department, public sector undertaking or statutory authority as on the date of submission of this proposal.
4. We possess the necessary expertise, resources and statutory registrations required to perform the services described in this RFP.
5. We understand that Venture Center reserves the right to accept or reject any proposal without assigning any reason.

Name of Service Provider: _____

Authorised Signatory: _____

Designation: _____

Date: _____

Company Seal: _____

APPENDIX E

DRAFT AGREEMENT

AGREEMENT FOR THE OPERATION AND MANAGEMENT OF THE INNOVATION CAFÉ

This Agreement is made on the ____ day of _____ 20__.

BETWEEN

Entrepreneurship Development Center (Venture Center), a Section 8 Company incorporated under the Companies Act, 2013, having its registered office at CSIR-NCL Innovation Park, Dr. Homi Bhabha Road, Pashan, Pune – 411008, Maharashtra (hereinafter referred to as "**Venture Center**", which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns);

AND

_____, a _____, having its registered office at _____ (hereinafter referred to as the "**Service Provider**", which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns).

Venture Center and the Service Provider are hereinafter individually referred to as a "**Party**" and collectively as the "**Parties.**"

1. Purpose

Venture Center appoints the Service Provider to operate and manage the Innovation Café located within the Venture Center campus in accordance with the terms of this Agreement.

2. Contract Period

The Agreement shall remain valid for **one (1) year** commencing from _____ unless terminated earlier in accordance with this Agreement.

Any extension shall be at the sole discretion of Venture Center and shall be subject to satisfactory performance and mutual agreement.

3. Scope of Services

The Service Provider shall provide all services described in the Request for Proposal (RFP), including but not limited to:

- Daily café operations
- Preparation and sale of food and beverages
- Event catering
- Housekeeping of café areas
- Waste management
- Customer service
- Maintenance of hygiene and food safety standards
- Compliance with all applicable statutory requirements

The RFP, Technical Proposal and Commercial Proposal shall form an integral part of this Agreement.

4. Licence to Operate

Venture Center grants the Service Provider a non-exclusive licence to operate the Innovation Café during the Contract Period.

This Agreement does not create any tenancy, leasehold interest or ownership rights in favour of the Service Provider.

The Service Provider shall not claim any tenancy rights over the premises.

5. Monthly Licence Fee

The Service Provider shall pay Venture Center a Monthly Licence Fee of:

₹ _____ per month (excluding applicable taxes).

The Licence Fee shall be payable on or before the 10th day of every month.

Failure to pay the Licence Fee may constitute a breach of this Agreement.

6. Earnest Money Deposit (EMD)

The selected Service Provider shall provide a demand draft (DD) made in favour of a nationalised bank as a refundable Earnest Money Deposit (EMD) of **₹1,50,000 (Rupees One Lakh Fifty Thousand only)**. The DD should be made in the name of "Entrepreneurship Development Center".

The EMD shall serve as security against non-performance, damage to Venture Center property, breach of contractual obligations or any outstanding dues payable by the Service Provider.

The EMD shall be refunded upon expiry or termination of the contract, subject to satisfactory completion of all contractual obligations and settlement of outstanding liabilities.

7. Revenue Collection

The Service Provider shall collect payments directly from customers for all regular café sales.

The Service Provider shall be solely responsible for accounting, taxation and statutory compliance relating to such revenue.

8. Event Catering

Venture Center may place orders for catering services for official meetings, workshops and events.

The Service Provider shall submit a consolidated monthly invoice for approved event catering services.

Payments shall be made in accordance with Venture Center's standard payment procedures.

9. Infrastructure

Venture Center shall provide access to the Innovation Café premises together with available furniture, fixtures and equipment.

The Service Provider shall:

- use the facilities responsibly;
 - prevent damage to Venture Center property;
 - promptly report any defects;
 - return all assets in good condition upon expiry of the Agreement, subject to normal wear and tear.
-

10. Responsibilities of the Service Provider

The Service Provider shall:

- operate the café from **8:30 a.m. to 6:30 p.m.** on all working days, unless otherwise directed by Venture Center;
 - deploy competent and adequately trained personnel;
 - ensure courteous and professional customer service;
 - maintain adequate stocks of food and beverages;
 - comply with all food safety and hygiene standards;
 - maintain all licences and statutory registrations throughout the Contract Period;
 - ensure that staff wear clean uniforms and identification cards;
 - maintain cleanliness of the kitchen, serving counters and dining areas.
-

11. Statutory Compliance

The Service Provider shall comply with all applicable laws, including but not limited to:

- Food Safety and Standards Act
- Labour laws
- GST laws
- Shops and Establishment Act
- Fire safety regulations
- Environmental regulations

Any penalties arising from non-compliance shall be borne solely by the Service Provider.

12. Performance Monitoring

Venture Center may periodically review the performance of the Service Provider.

Performance may be evaluated based on:

- Food quality
- Hygiene
- Customer satisfaction
- Timeliness
- Event catering
- Compliance with the Agreement

The Service Provider shall promptly address any observations communicated by Venture Center.

13. Insurance

The Service Provider shall maintain appropriate insurance for its employees and operations, wherever applicable.

Venture Center shall not be liable for any injury, accident or loss suffered by the Service Provider or its personnel.

14. Indemnity

The Service Provider shall indemnify and keep Venture Center indemnified against all claims, liabilities, losses, damages, penalties and expenses arising from:

- breach of this Agreement;
 - negligence;
 - statutory non-compliance;
 - food safety incidents attributable to the Service Provider;
 - acts or omissions of the Service Provider or its employees.
-

15. Confidentiality

The Service Provider shall maintain confidentiality regarding all information relating to Venture Center, its incubatees, employees, visitors and operations.

This obligation shall continue even after expiry or termination of the Agreement.

16. Termination

Venture Center may terminate this Agreement by written notice in the event of:

- repeated poor performance;
- serious hygiene violations;
- non-payment of the Monthly Licence Fee;
- abandonment of services;
- statutory non-compliance;
- fraud or misrepresentation;
- insolvency of the Service Provider.

Except in cases involving immediate health or safety concerns, Venture Center may provide the Service Provider with an opportunity to rectify deficiencies before termination.

The Service Provider may terminate this Agreement by giving **90 days' prior written notice**, subject to settlement of all contractual obligations.

17. Force Majeure

Neither Party shall be liable for failure to perform its obligations due to events beyond its reasonable control, including natural disasters, war, epidemics or governmental restrictions.

18. Dispute Resolution

The Parties shall endeavour to resolve disputes amicably through mutual discussions.

If unresolved, disputes shall be subject to the jurisdiction of the competent courts at Pune, Maharashtra.

19. Governing Law

This Agreement shall be governed by the laws of India.

20. Entire Agreement

This Agreement, together with the RFP, the Technical Proposal, the Commercial Proposal and the Letter of Award, constitutes the entire agreement between the Parties.

21. Notices

Any notice under this Agreement shall be in writing and shall be delivered by hand, courier, registered post or email to the addresses specified below.

For Venture Center

Head – Operations
Venture Center
CSIR-NCL Innovation Park
Dr. Homi Bhabha Road
Pashan, Pune – 411008

Email: _____

For the Service Provider

Name: _____

Address: _____



Email: _____

22. Signatures

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date first written above.

For Venture Center

Name:

Designation:

Signature:

Date:

For the Service Provider

Name:

Designation:

Signature:

Date:

END OF DOCUMENT