

Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme in Chhattisgarh.



Issued by
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhavan, Ring Road No. 01,
Telibandha, Raipur, Chhattisgarh
Phone No: 0771-6621000
Email: csidc.cg@gov.in
Website: www.csidc.in

Disclaimer

The information contained in this Request for Proposal (RFP) or subsequently provided to the Applicant(s), whether verbally or in documentary or any other form by or on behalf of the CSIDC, an undertaking of the Government of Chhattisgarh, or any of its employees or advisors, is provided to the Applicant(s) on the terms and conditions set out in this RFP and any other terms and conditions subject to which such information is provided.

This RFP is not an agreement and neither constitutes an offer nor an invitation by CSIDC to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful in preparing their proposals for **Setting up Innovation cum Incubation Hub under RAMP Scheme**.

This RFP includes statements that reflect various assumptions and assessments made by CSIDC concerning the assignment. These assumptions, assessments, and statements do not purport to contain all the information that each Applicant may require. This RFP may not be suitable for all applicants, and it is not possible for CSIDC, its employees, or advisors to consider the specific objectives, financial situation, or particular needs of each Applicant. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each Applicant is required to conduct its own due diligence, investigations, and analysis and should independently verify the accuracy, adequacy, correctness, reliability, and completeness of the information provided in this RFP.

The information provided in this RFP may include references to laws, rules, and regulations. However, it should not be considered a complete or authoritative statement of law. CSIDC does not accept any responsibility for the accuracy of any legal interpretations contained herein.

CSIDC, its employees, and advisors make no representation and shall have no liability to any Applicant or any other person under any law, statute, rules, or regulations, or under principles of restitution or unjust enrichment, or otherwise for any loss, damage, cost, or expense that 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 herein. CSIDC also disclaims any liability arising from negligence or otherwise in reliance on any statements contained in this RFP. CSIDC may, at its sole discretion, but without any obligation, update, amend, or supplement the information, assessment, or assumptions contained in this RFP. The issuance of this RFP does not imply that CSIDC is bound to select any Applicant or to appoint the selected Applicant for empanelment. CSIDC reserves the right to reject all or any of the proposals without assigning any reason.

The Applicant shall bear all costs associated with the preparation and submission of its proposal, including but not limited to documentation, copying, postage, delivery, and any expenses related to presentations or demonstrations required by CSIDC. Shortlisted organizations may be invited through a separate notification or Request for Proposal (RFP) to submit detailed technical and financial bids.

The undersigned reserves the right to accept or reject any or all proposals without assigning any reason.

**Notice Inviting
Request for Proposal (RFP)
For
Setting up Innovation cum Incubation Hub under RAMP Scheme**

CSIDC, an undertaking of the Government of Chhattisgarh, **invites Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme.**

The details regarding the submission of Bids are available in the RFP document, accessible on the e-Procurement system at <https://eproc.cgstate.gov.in> & www.csidc.in. CSIDC, an undertaking of the Government of Chhattisgarh, reserves the right to cancel this RFP or invite fresh bids, with or without amendments, at its sole discretion, without any liability or obligation. CSIDC also reserves the right to make the final decision regarding the award of the contract, without assigning any reason.

- All eligible/interested Bidders are mandated to get enrolled on es-Procurement portal.
- Bidders can contact Help Desk for any clarification of their doubts regarding the process of Electronic Procurement System. Help Desk at Toll Free No. 1800 419 9140 or through Email ID helpdesk.eproc@cgswan.gov.in
- Bid submissions will be made online through the e-Procurement system at <https://eproc.cgstate.gov.in>.
- Bidders are required to submit One Original Hard Copy of Pre-Qualification & Technical Evaluation Documents, along with Power of Attorney and Authorisation Letter/ Board Resolution in sealed cover separately up to 03:00 PM on last date of submission of hard copy. The Documents must be spiral or hardbound, with all pages sequentially numbered **Financial Bid should not be submitted in hard copy and not in Technical Proposal.**
- Please note that only online bids will be considered for evaluation of offers. Documents submitted in hard copy shall be considered only for reference.
- Self-Certification by the bidder letter head stating that online and offline offer are identical in all respects as needs to be submitted mandatorily.

Issuer

**The Managing Director,
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) - 492006
Phone No: 0771-6621000
Email: csidc.cg@gov.in
Website: www.csidc.in**

Table Contents

1.	Introduction	6
1.1.	About the RAMP Scheme	6
1.2.	Overview of Setting up Innovation cum Incubation Hub under RAMP Scheme in Chhattisgarh	7
1.3.	Due Diligence by Bidders	8
1.4.	Communications	8
2.	/Tender Summary	9
3.	Submission of Bid.....	12
3.1.	Bid Submission Process	12
3.2.	Bidder Qualification	13
3.3.	Instructions for Technical Bid Preparation	14
3.4.	Instructions for Financial Bid Preparation	14
3.5.	INSTRUCTIONS FOR THE SUBMISSION OF THE ONLINE TENDER.....	15
4.	Opening of Bids, Evaluation, and Award of Contract.....	19
4.1.	Opening of Bids	19
4.2.	Evaluation of Bids	19
4.3.	Financial Bid Evaluation (Quality and Cost Based Selection Method.....	20
4.4.	Post-Evaluation and Award Criteria	20
4.5.	Notification of Award.....	20
5.	Scope of Work.....	21
5.1.	Objectives of the Assignment	21
5.2.	Scope of Services	22
5.3.	Implementation Timeline	26
5.4.	Reporting Requirements.....	27
5.5.	Expected Outcomes	27
5.6.	Performance and Acceptance Criteria	28
6.	Execution Plan, Deliverable Schedule and Outcome	28
7.	Payment Schedule	44
8.	Eligibility Criteria and Bid Evaluation	46
8.1.	Eligibility Criteria	46
8.2.	Technical Bid Score Matrix	48
9.	ANNEXURES	51
9.1.	Form 1: Bid Main Cover Letter.....	51

9.2.	Form 2: General Information about the Bidder	54
9.3.	Form 3: Organization Project Experience	55
9.4.	Form 4: Affirmative Statement for Conflict of Interest	56
9.5.	Form 5: Description of the approach and methodology for the project	57
9.6.	Form 6: Detailed Work plan for performing the assignment	57
9.7.	Form 7: Financial Information	58
9.8.	Form 8: Performance Bank Guarantee Format	59
9.9.	Form 9: Power of Attorney	61
9.10.	Form 10 – Self Declaration – No Blacklisting	62
9.11.	Form 11: Pre-Bid Query Format	63
9.12.	Form 12: Sustainability Plan & Post Project Plan	64
9.13.	Form 13: Financial Bid Submission Form (To be submitted online)	65
10.	General Condition of Bid	66
10.1.	Bid Currencies	66
10.2.	Amendment of RFP Document	66
10.3.	Validation of Bid Corrections	66
10.4.	Cost of Bidding	66
10.5.	Language of Bids	66
10.6.	Bid Prices	66
10.7.	Modifications and Withdrawal of Bids	66
10.8.	Right to Accept or Reject Any Bid	66
10.9.	Agreement Execution Expenses	67
10.10.	Performance Bank Guarantee (PBG)	67
10.11.	Rejection on Grounds of Malpractices	67
10.12.	Limitation of Liability	68
10.13.	Confidentiality	68
10.14.	Miscellaneous	68
11.	Conditions of Contract	70
	Contract Agreement	102

1.Introduction

1.1. About the RAMP Scheme

The **Micro, Small, and Medium Enterprises (MSME) sector** has emerged as a **dynamic and evolving** segment of the **Indian economy** and is considered a key driver of economic growth. The MSME sector contributes **over 45% of exports, more than 30% of the GDP, and provides employment to approximately 111 million people**, being one of the most vibrant sectors, MSMEs manufacture and produce a wide range of products for **both domestic and international markets**.

MSMEs have played a vital role in **employment generation in rural areas** and have **promoted rural industrialization** due to their advantages such as **low capital requirements, high employment potential, flexibility in operations, and efficient use of local resources**. The sector also acts as a **supporting unit to large industries**, significantly contributing to India's **overall industrial development**.

The Raising and Accelerating MSME Performance (RAMP) Programme is a **Central Sector Scheme** supported by the **World Bank**, launched by the **Ministry of Micro, Small, and Medium Enterprises (MoMSME)**. It is designed to support the MSME Competitiveness Programme - Post-COVID Resilience and Recovery Programme (MCRRP), addressing the significant impact of the COVID-19 pandemic on the MSME sector.

The primary objectives of the RAMP Programme include:

- Enhancing Market Access for MSMEs in both domestic and international markets.
- Improving Access to Credit through financial linkages and support mechanisms.
- Strengthening Institutions and Governance at both the Central and State levels.
- Promoting Centre-State Linkages and Partnerships for better coordination and implementation.
- Addressing Delayed Payments to MSMEs by improving payment mechanisms.
- Promote Greening of MSMEs by encouraging sustainable and environmentally friendly practices.

Under the **RAMP Program**, participating states must develop a **long-term roadmap** to enhance MSME performance through increased outreach. This is achieved through the **Strategic Investment Plan (SIP)**, which includes:

1. **Identification of key constraints and gaps** in MSME interventions.
2. **Defining output-outcome milestones** with baseline data and program goals.
3. **Developing an outreach plan** for identifying and mobilizing MSMEs.

Under the RAMP (Raising and Accelerating MSME Performance) scheme, the Strategic Investment Plan (SIP) submitted by the State has received formal approval from the Ministry of Micro, Small and Medium Enterprises (MoMSME). Pursuant to the approval, a grant of ₹66.92 crore has been sanctioned vide D.O. No. L/AFI/RAMP/2024/SIPCycle3 dated 29th October 2024, to support the implementation of key interventions aimed at strengthening the MSME ecosystem in the State. The sanctioned amount will be utilized for various activities including Capacity Building Enhancement Programmes such as the Comprehensive Entrepreneurship Promotion Initiative (CEPI) and Lady Entrepreneurs Augmentation Programme (LEAP); Sectoral

Interventions focusing on the development of focus sectors and promotion of green packaging; activities related to improving access to markets and finance; and Institutional Strengthening initiatives. This is to support the implementation of identified interventions aimed at strengthening the MSME ecosystem within the State.

Implementation of the Programme under this contract is subject to directions and guidelines issued from time to time by the Government of India, the World Bank, and the Ministry of Micro, Small and Medium Enterprises (MoMSME). The continuation and scope of the work for Chhattisgarh State are also contingent upon the availability of funds under the RAMP Scheme and the corresponding approvals received by the State Implementing Agency (CSIDC). In case of discontinuation of the scheme, the services under this RFP shall be deemed discontinued accordingly and shall not remain in effect beyond such discontinuation.

1.2. Overview of Setting up Innovation cum Incubation Hub under RAMP Scheme in Chhattisgarh

Chhattisgarh State Industrial Development Corporation Limited (CSIDC), as the State Nodal Agency for implementation of the Raising and Accelerating MSME Performance (RAMP) Scheme in Chhattisgarh, proposes to set up an Innovation cum Incubation Hub under the RAMP Scheme. The proposed Hub is envisaged as an enabling platform to support entrepreneurship, grassroots innovation, enterprise development, product improvement, skill development, mentoring, branding, packaging, market linkage and capacity building for local entrepreneurs, startups, MSMEs, SHGs, youth, women, artisans and other potential beneficiaries.

The purpose of this RFP is to invite proposals, suggestions, capabilities and implementation models from interested and experienced Firms / Agencies / Incubation Operators for conceptualizing, designing, setting up, operating and managing the proposed Innovation cum Incubation Hub. Respondents are encouraged to submit practical, implementable and innovative suggestions based on their experience in incubation, MSME support, entrepreneurship development, product innovation, market linkage and related sectors for setting up Innovation cum Incubation Hub in aspirational districts of Chhattisgarh.

The proposed Hub is expected to focus on locally relevant sectors that have strong potential for value addition, developing innovative products, livelihood improvement, entrepreneurship, and market linkage especially from tribal and aspirational districts. The respondent shall suggest sector-specific intervention strategies based on the economic strengths and resource potential of Chhattisgarh, in aspirational districts.

The proposed focus sectors may include:

- **Minor Forest Produce (MFP):** Value addition, processing, packaging, branding and marketing support for products such as tamarind, honey, lac, sal seed, mahua, chironji and other locally available produce.
- **Iron and Steel / Metal Craft:** Support for fabrication activities, iron craft, Bastar iron craft and other small-scale metal-based enterprises.

- **Engineering and Rural Technologies:** Development of local machinery, agricultural tools, solar dryers, low-cost rural technologies and enterprise-oriented engineering solutions.
- **Handicrafts:** Design development, product improvement, skill enhancement and market linkage for traditional crafts such as Dhokla art, wooden craft, Bastar iron craft and other local crafts.
- **Handlooms:** Support for traditional weaving practices, Kosa silk, cotton weaving, textile finishing, modern design inputs and digital marketing.
- **Plastics and Eco-Friendly Alternatives:** Promotion of sustainable packaging, biodegradable products, plant-based alternatives and relevant small-scale processing activities.
- **Tourism and Ecotourism:** Development of community-based tourism, tribal cultural experiences, local cuisine, craft-based tourism products and related enterprise models.

The **CSIDC**, as the State Nodal Agency, will monitor the implementation and performance of the Innovation cum Incubation Hub. The **State Level Implementation Committee** will periodically review the progress and ensure alignment with the overall objectives of the RAMP Scheme.

1.3. Due Diligence by Bidders

- Bidders are encouraged to thoroughly **review and understand** the requirements of the project **at their own expense** before submitting their proposals. They should gather and verify all necessary information **at their own responsibility** to ensure a well-prepared submission.
- It will be **assumed** that bidders have a **complete understanding** of the project requirements. The **CSIDC holds no responsibility** for any errors, omissions, or inaccuracies in the information provided in this RFP document or otherwise. While the CSIDC strives to provide accurate details, **bidders must independently verify** all information before submission.
- The CSIDC and its employees make **no representations or warranties** regarding the accuracy, reliability, or completeness of the information provided. The CSIDC shall bear **no liability** for any losses, claims, or damages incurred by bidders in connection with this RFP, the selection process, or the awarding of the contract.

1.4. Communications

All communication, including the submission of proposals, should be addressed to:

The Managing Director,
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
Udyog Bhawan, Ring Road No.1,
Telibandha, Raipur (C.G) – 492006
Email: csidc.cg @gov.in

2./Tender Summary

The Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), (A Govt. of Chhattisgarh Undertaking), would endeavor to adhere to the following tender summary / schedule during the Bidding Process:

S. No	Description	Date
1.	Date of Publication of Tender Notice and RFP document (T0) on the e-Procurement system at https://eproc.cgstate.gov.in	21/09/2026
2.	Tender intended for	Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme.
3.	Contact person for sending queries	The Managing Director, Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), (A Govt. of Chhattisgarh Undertaking) Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) - 492006 Phone No: 0771-6621000 Email: csidc.cg@gov.in Website: www.csidc.in
4.	Pre-bid queries may be mailed to	Queries which will be received till the day of Pre-bid meeting shall be entertained. Queries shall be mailed at csidc.cg@gov.in
5.	Date and Location of pre-bid meeting.	28/09/2026 at 3:00 hrs at the office of: The Managing Director, CSIDC, Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) – 492006 The Bidder can also attend pre-bid meeting online through Meeting link provided on e-procurement portal
6.	Issue of corrigendum, if any	30/09/2026
7.	Bid Submission Start Date	30/09/2026
8.	Bid Submission Closing Date	12/10/2026 at 16:00 hrs
9.	Opening of Technical Bid	13/10/2026 at 17:00 hrs
10.	Opening of Financial Bid	To be Decided

S. No	Description	Date
11.	Bid Submission mode	Bid submissions will be made online through the e-Procurement system at https://eproc.cgstate.gov.in NOTE: - Bidders are required to submit One Original Hard Copy of Pre-Qualification & Technical Evaluation Documents, along with Power of Attorney and Authorisation Letter/ Board Resolution in sealed cover separately up to 05:00 PM on last date of bid submission. The Documents must be spiral or hardbound, with all pages sequentially numbered. Financial Bid should not be submitted in hard copy and not in Technical Proposal. - Please note that only online bids will be considered for evaluation of offers. Documents submitted in hard copy shall be considered for reference. - Self-Certification by the bidder letter head stating that online and offline offer are identical in all respects as needs to be submitted mandatorily.
12.	Place of Bid Opening / Address of Communication	The Managing Director, Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), (A Govt. of Chhattisgarh Undertaking), Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) - 492006 Phone No: 0771-6621000 Email: csidc.cg@gov.in Website: www.csidc.in
13.	Period of Contract	12 Months
14.	Estimated Cost of Work	Estimated Cost of Work is Rs. 4,00,00,000/- Note: The Estimated Cost of Work is inclusive of all duties, charges, GST and all applicable taxes. The initial project period shall be 12

S. No	Description	Date
		months. However, the Agency shall operate the Innovation cum Incubation hub for at least 3 years beyond initial period of 1 year.
15.	Processing Fee (Non-refundable)	Rs. 5900/- (Non-Refundable to be paid through online mode. Scanned copy of online payment receipt to be uploaded in the e-procurement portal of Chhattisgarh https://eproc.cgstate.gov.in .
16.	Earnest money deposit. (Refundable)	The EMD Amount - INR 4,00,000/- - To be paid electronically through the online payment facility and dates provided on the https://eproc.cgstate.gov.in - The EMD shall remain valid till 45 days beyond the final bid validity period The CSIDC shall not be liable to pay any interest on the EMD and the same shall be interest free.
17.	Security deposit as Performance Bank Guarantee	3% of the total value of the contract in the form of Bank Guarantee. Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations.
18.	Bid validity	120 days from the day of Bid Submission
19.	Selection process	QCBS

Note:

(a) If an unanticipated holiday or an unforeseen event beyond the control of the CSIDC occurs on the scheduled bid opening day, the Bid will be opened on the next working day at the same time.

(b) Bidders must upload their completed bids on the e-Procurement system at <https://eproc.cgstate.gov.in> using their registered user ID before the specified deadline. Late submissions will not be accepted.

3.Submission of Bid

3.1. Bid Submission Process

1. Bidders must submit their proposals online, following a two-stage process:

- a) **Technical Bid Evaluation Stage**
- b) **Financial Bid Evaluation Stage**

The application process, eligibility criteria, evaluation methodology, terms, conditions, and scope of work are detailed in this RFP. The RFP document can be accessed and downloaded from <https://eproc.cgstate.gov.in> .

- **Availability of RFP:** As per tender summary provided in section 2
- **Deadline for Bid Submission:** As per tender summary provided in section 2
- **Opening of Technical Bid:** As per tender summary provided in section 2

The authority reserves the right to issue addendums/corrigenda, accept or reject any bid, or cancel the entire Bidding process at any stage without prior notice. No bidder shall have any claim against the authority for such actions.

2. Bidders must submit their bids electronically via <https://eproc.cgstate.gov.in> in two separate envelopes:

- **Envelope A:** Technical Bid
- **Envelope B:** Financial Bid

Bidders must ensure that all required documents are uploaded as per the instructions in the RFP:

S. No.	Document Type	Submission Format
1.	Technical Bid	The Technical Bid must be prepared as per the requirements specified in the RFP and submitted in the formats provided in Annexure – Section I .
2.	Financial Bid	The Financial Bid must be only online and shall not be submitted in Technical Bid. It should be submitted as per the prescribed details provided in Annexure – Section II of this RFP.
3.	Bid Forms	All bid forms provided in this RFP must be duly completed and submitted as required.
4.	Earnest Money Deposit (EMD)	As per point no 14 provided in Section 2: Tender Summary

Note: Bidders must ensure that all documents are submitted in the required format provided in this RFP to avoid disqualification.

3. Bidders must submit their eligibility and qualification details, technical bid, and financial bid as per the prescribed formats mentioned in the RFP at <https://eproc.cgstate.gov.in> under the respective bid stage.
 - Scanned copies of all relevant certificates and supporting documents must be uploaded in the e-Procurement system at <https://eproc.cgstate.gov.in> to establish compliance with eligibility and technical criteria.
 - Bidders must digitally sign all supporting documents, certificates, and statements, taking full responsibility for their correctness and authenticity.
4. The **Earnest Money Deposit (EMD)** must be paid electronically through the **online payment facility** provided in the **Chhattisgarh e-procurement portal**. The payment should be made **as per details and schedule provided in Chhattisgarh e-procurement portal**.
5. Late bids will not be accepted by the system hence the bidders are advised to submit the bids on time.
6. **Bid Evaluation:** The evaluation will be conducted strictly based on the documents submitted as per details provided in section 8 and Annexures in this RFP.
7. **Mode of Submission:** The bid and supporting documents must be submitted online through the e-Procurement system at <https://eproc.cgstate.gov.in>. CSIDC will not accept bids or supporting documents submitted in physical form only or through any other mode. Any bid not submitted on the e-Procurement system will be considered invalid and rejected.
8. **Unconditional Bids:** All submitted bids **must be unconditional** in all respects. Any bid with **conditional clauses** will be **subject to rejection** by CSIDC.
9. **Bid Opening & Notifications:** The bid opening process will be conducted **online**. Any **corrigendum, addendum, or extension notice** will be published **only on the e-Procurement portal** at <https://eproc.cgstate.gov.in>. Bidders are advised to regularly check the portal for updates.

3.2. Bidder Qualification

- I. The term "**Bidder**" in this RFP refers to the entity that has signed the **Bid Forms** included in both the **Technical and Financial Bids**. The bidder may be either the **Principal Officer** or a **duly Authorized Representative**, in which case a **Certificate of Authority** must be submitted. All documents, including clarifications and subsequent correspondences, must be signed by the **Authorized Representative** or the **Principal Officer**.
- II. A **written Power of Attorney** must be submitted along with Bid in the format provided in Form 10.
- III. The bidder must meet financial eligibility as per the condition provided in this RFP
- IV. A Bidder shall not have a **conflict of interest**. Any Bidder found to have a **conflict of interest** shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this Bidding process, if the Bidder:
 - (a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
 - (b) receives or has received any direct or indirect subsidy from another Bidder; or
 - (c) has the same legal representative as another Bidder; or
 - (d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Employer regarding this Bidding process; or

(e) or any of its affiliates participated as a consultant in the preparation of the Employer's Requirements (including Activities Schedules, Performance Specifications and Drawings) for the Non-Consulting Services that are the subject of the Bid; or
(f) or any of its affiliates has been hired (or is proposed to be hired) by the Employer or Borrower for the Contract implementation; or
(g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
(h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the bidding document or specifications of the contract, and/or the Bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the authority throughout the procurement process and execution of the Contract.

3.3. Instructions for Technical Bid Preparation

- I. The **Approach and Methodology** should clearly describe how the bidder will execute the required services as per the RFP. It must articulate in detail how the bidder's solution **meets the specified requirements**.
- II. The **Technical Bid must not include any pricing information. If Financial Bid will be submitted as part of Technical Bid, the bid shall be summarily rejected.**
- III. Bid should be **clear, concise, and complete**. Any information **not directly relevant** to this RFP should be omitted. The evaluation of the bidder's proposal will be based on **clarity** and **directness** in response to the RFP requirements.
- IV. **Excessive promotional materials or elaborate brochures** are not encouraged and may indicate a lack of cost-consciousness. The **focus** should be on the **quality** and **relevance** of the proposal.
- V. **Manpower Deployment:** The selected bidder/agency must deploy personnel/ **resources** with **the required qualifications and sufficient experience** to deliver services as per the **Scope of Work**. The Bidder may replace manpower after award of contract with equal experience or more. Any change in deployed manpower should be after prior approval of the authority.

3.4. Instructions for Financial Bid Preparation

- i. **No technical details** related to services should be included in the **Financial Bid**, unless explicitly required.
- ii. Prices must be **quoted in Indian Rupees (INR) only**.
- iii. The **contract price shall remain fixed** for the entire project duration. No adjustments will be allowed for variations in **labour (As per labour rules), material costs, or any other cost components** affecting the total project cost.
- iv. Prices should be quoted as **inclusive of all duties, charges**, but exclusive of GST and other applicable taxes.

- v. **No price escalation** on Base Price (exclusive of GST) will be permitted for any reason during the project period.
- vi. Arithmetical errors will be rectified on the following basis:
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected.
 - b. If the Bidder does not accept the error correction, its Bid will be rejected and, the bidder shall stand disqualified from bidding for any contract with CSIDC for a period of one year from the date of notification

3.5. INSTRUCTIONS FOR THE SUBMISSION OF THE ONLINE TENDER

1. Vendor / Bidder Registration on the e-Procurement System:

All the Users / Bidders (Manufacturers / Contractors / Suppliers / Vendors / Distributors etc.) registered with and intending to participate in the Tenders of various Govt. Departments / Agencies / Corporations / Boards / Undertakings under Govt. of Chhattisgarh processed using the Integrated e-Procurement System are required to get registered on the centralized portal <https://eproc.cgstate.gov.in> and approved on specific class (e.g. A, B, C, D, UGE, UDE) from Public Works Department (in case to participate in tenders restricted to vendors / bidders in a particular class).

The non – registered users / bidders who are also eligible to participate in the tenders floated using the e-Procurement system are also required to be registered online on the e-Procurement system.

Vendors are advised to complete their online enrolment / registration process on the portal well in advance to avoid last minute hassle, it is suggested to complete enrolment at least four days before the last date of bid submission date, failing which may result in non-submission of bids on time for which vendor/end user shall be solely responsible. Also ensure to mention correct Bank account details during the registration, which will be referred during refund of unsuccessful EMD/Bid Security.

Vendors are required to pay online registration / enrolment fee of Rs. 500/- one time and renewal fee of Rs. 100/- for subsequent each year.

For more details, please get in touch with e-Procurement system integrator:

M/s. Mjunction Services Limited, Raipur – 492 001 Toll free 1800 419 9140 or

Email: helpdesk.cgeproc@mjunction.in.

2. Digital Signature Certificates:

The bids submitted online must be signed digitally with a valid Class II / Class – III Digital Signature Certificate to establish the identity of the bidders submitting the bids online. The bidders may obtain pair of Encryption & Signing Class – II / Class – III Digital Certificate issued by an approved Certifying Authority (CA) authorized by the Controller of Certifying

Authorities (CCA), Government of India, may refer http://www.cca.gov.in/cca/?q=licensed_ca.html.

Note: It may take up to 7 to 10 working days for issuance of Class-II / Class-III Digital Certificate, Therefore the bidders are advised to obtain it at the earliest. It is compulsory to possess a valid Class-II / Class-III Digital Certificate while registering online on the above mentioned e- Procurement portal. A Digital Certificate once mapped to an account / registration cannot be remapped with any other account / registration however it may be inactivated / deactivated.

Important Note: bid under preparation / creation for a particular tender may only be submitted using the same digital certificate that is used for encryption to encrypt the bid data during the bid preparation / creation / responding stage. However, bidder may prepare / create and submit a fresh bid using his/her another / reissued / renewed Digital Certificate only within the stipulated date and time as specified in the tender.

In case, during the process of a particular bid preparation / responding for a tender, the bidder loses his/her Digital Certificate for any reason they will not be able to submit the same bid under preparation online, Hence the bidders are advised to keep their Digital Certificates secure to be used whenever required and comply with IT Act 2000 & its amendments and CVC guidelines.

The digital certificate issued to the authorized user of an individual / partnership firm / private limited company / public limited company / joint venture and used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to the user.

Unless the certificate is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the organization / firm for online tenders as per Information Technology Act 2000. This authorized user will be required to obtain a valid Class-II / Class-III Digital Certificate. The Digital Signature executed through the use of Digital Certificate of this authorized user will be binding on the organization / firm. It shall be the responsibility of management / partners of the concerned organization / firm to inform the Certifying Authority, if the authorized user changes, and apply for a fresh digital certificate for the new authorized user.

3. Online Payment:

As the bid is to be submitted only online, bidders are required to make online payment(s) of the Registration fee / Transaction or Service fees / EMD using the online payments gateway services integrated into the e-Procurement portal using various payment modes like Credit Card / Debit Card / Internet Banking / Cash Card / NEFT / RTGS etc. bidders are advised to initiate and process the eChallan/NEFT/RTGS payments well before bid due date in order to get the same updated in the eProcurement system, Also refer RBI guidelines for NEFT/RTGS payment.

For the list of available online modes of electronic payments that are presently accepted on the online payments gateway services, please refer the link 'Payments accepted online' on the eProcurement portal <https://eproc.cgstate.gov.in>.

4. Setup of User's Computer System:

In order to operate on the e-Procurement portal for a bidder / user, the computer system /desktop/laptop of the bidder is required to have Java ver.8.77, Internet explorer 9 / 11, latest Mozilla Firefox, Google Chrome with IE Tab V2 (Enhanced IE Tab).

A detailed step by step document on the same is available on the eProcurement portal home page. Also, internet connectivity should be minimum one MBPS.

An auto setup utility is available on the eProcurement portal home page for its users to auto configure client system, link to auto setup: <https://eproc.cgstate.gov.in> --> Auto Setup.

5. Publishing of N.I.T.:

For the tenders processed using the e-Procurement system, only a brief advertisement notice related to the tender shall be published in the newspapers and the detailed notice shall be published only on the e-Procurement system. Bidders can view the detailed notice, tender document and the activity time schedule for all the tenders processed using the e-Procurement system on the portal <https://eproc.cgstate.gov.in>.

6. Tender's Critical Dates & Time/Tender Time Schedule:

The bidders are strictly advised to follow the tender schedule for their side of tasks activities and responsibilities require to participate in the tender.

All the activities / tasks of each tender are locked with the start date and time and end date & time at the time of uploading tender as set by the concerned department official.

7. Download Tender Document(s):

The tender document and supporting document(s) can be downloaded only online. The tender document(s) will be available for download to concerned bidders after online publishing of the tender and up to the stipulated date & time as set in the tender.

8. Submit Online Bids:

Bidders have to submit their bid online after successful filling of forms within the specified date and time as set in the tender.

The encrypted bid data of only those bidders who have submitted their bids within the stipulated date & time will be accepted by the e-Procurement system. It is expected that the bidder completes his bid within stipulated timeline. Bid of the bidder who has not submitted his bid within the stipulated date & time will not be available during opening. It is recommended that bidders login and recheck their bid details & its status after bid submission in order to double sure submission of accurate bid data for respective tenders.

Size of bid documents uploaded during bid preparation should be less than five MB (for individual document) and over all bid documents should be less than fifty MB.

In case of any concern for any tender/bid submission, please register it in the Department / CHiPS/ Help Desk well in advance before initiating opening process so that appropriate action can be taken.

9. Submission of Earnest Money Deposit:

The bidders shall submit their Earnest Money Deposit Online using payment gateway **as stated in the Notice Inviting Tender/ Tender document**. Bidders also have to upload scanned copy of Earnest Money Deposit instrument OR Online Payment /NEFT/RTGS receipt along with the reference details online.

Bidders who choose to pay Earnest Money Deposit (EMD) or bid security using online payment(s) mode like Internet banking/ Debit Card/ Credit Card/NEFT/RTGS/eChallan/wallet etc. would be entitled for online refund subject to tender terms & conditions and evaluation by respective department authority.

Intending bidder(s)/vendor(s)/user(s) are required to provide their relevant & correct account details during registration in the portal which shall be used for EMD/Bid Security refund purpose, bidder(s)/vendor(s)/user(s) shall be solely responsible for providing correct account details and CHiPS/System Integrator shall not verify account details provided and be not responsible for any loss/transfer of funds.

Bidder(s)/vendor(s)/user(s) may update their account details in their registration if desired, the last updated account details shall be considered for future payment(s)/refund(s) if applicable.

10. Opening of Tenders:

The concerned department official receiving the tenders or his duly authorized officer shall first open the online Earnest Money Deposit envelope of all the bidders and verify the same uploaded by the bidders. He / She shall also verify the scanned documents uploaded by the bidders, if any, as required. In case, the requirements are incomplete, the next i.e. technical and commercial envelopes of the concerned bidders received online shall not be opened.

The concerned official shall then open the other subsequent envelopes submitted online by the bidders in the presence of the bidders or their authorized representatives who choose to be present in the bid opening process or may view opened details online.

11. Briefcase:

Bidders are privileged to have an online briefcase to keep their documents online and the same can be attached to multiple tenders while responding, this will facilitate bidders to upload their documents once in the briefcase and attach the same document to multiple bids submitting.

12. Support – Help Desk

For any further queries / assistance, bidders may contact:

1. The Service Integrator of e-Procurement system, M/s. Mjunction Service Ltd. on Help Desks Toll free No. 1800 419 9140 or email helpdesk.cgeproc@mjunction.in.
2. Mr. Shailesh Kumar Soni, Sr. Manager, Chhattisgarh Infotech & Biotech Promotion Society (CHiPS) on Tel. No. 0771 - 4014158 or email: pro-chips@nic.in.

4. Opening of Bids, Evaluation, and Award of Contract

4.1. Opening of Bids

- The Technical and Financial Bid shall be opened online at the designated time and date mentioned in the tender schedule.

4.2. Evaluation of Bids

The selection process will follow the **Quality and Cost Based Selection (QCBS) method**.

Two-Stage Selection Process:

1. Stage 1: Eligibility Assessment

- Bidders will be evaluated based on **eligibility criteria** mentioned in Section 8.1 of the RFP.
- Only Eligible Bidder will be evaluated as per scoring criteria provided in Section 8.2.
- **Conditional bids will be rejected.**

2. Clarifications

- **CSIDC may seek clarifications** from bidders during evaluation. However, bidders **cannot make changes** to their submitted bid or pricing.

3. Stage 2:

- The bid evaluation will follow the **Quality and Cost-Based Selection (QCBS) method**

A. Technical Evaluation

- Proposals will be assessed based on **technical parameters** outlined in the 8.2 of the RFP.
- Qualified bidders will be invited to present their approach, methodology, and project plan to demonstrate feasibility and alignment with RFP requirements. (as per Section 8.2 Point No. 4)
- Bidders will be **shortlisted based on their technical scores**.
- A **minimum qualifying score** 70 out of 100 is set to shortlist technically responsive proposals.
- 70% weightage will be given to the technical proposal during evaluation.

B. Financial Evaluation

- The Financial Bid of Technically Responsive Bidder will be opened.
- 30% weightage will be given to the financial bid during evaluation.

- **Financial Bids** will be evaluated based on the following formula:

$$\text{Financial Score (F)} = \left(\frac{\text{Lowest Bid}}{\text{Bid under Consideration}} \right) \times 100$$

Combined Score Calculation:

$$\text{Combined Score (CS)} = (T \times W_t) + (F \times W_f)$$

- **T** = Technical Score
- **F** = Financial Score
- **W_t** = Weight for Technical score (e.g., 0.7 or 70%)

W_f = Weight for Financial score (e.g., 0.3 or 30%)

C. Bidder Selection Process:

- The bidder achieving the highest Combined Score (CS) will be considered the Successful Bidder.
- CSIDC will negotiate the contract terms with the Successful Bidder based on the submitted financial bid

4.3. Financial Bid Evaluation (Quality and Cost Based Selection Method)

- Only the Financial Bid of the Technically Qualified Bidder (Securing minimum Technical Score as mentioned in clause 4.2 above) will be opened.

4.4. Post-Evaluation and Award Criteria

- The **Best Evaluated Bidder** under the **QCBS evaluation** will be invited for contract award.
- If the top-ranked bidder fails to start the work or discontinues the work or perform the work, CSIDC will proceed to the **next highest-ranked bidder** for evaluation.

4.5. Notification of Award

- Notification to the Selected Bidder**
 - The **selected bidder** will be notified via **official communication (email)**, followed by a **Letter of Acceptance (LoA)** confirming acceptance.
 - This notification will constitute the **formation of the agreement**.
- Submission of Performance Security**
 - After acceptance of LOA, the selected bidder will submit Performance Guarantee as per the format provided in RFP
- Signing of Agreement**
 - The **selected bidder** must sign a formal **contract with CSIDC**, incorporating all **terms, conditions, deliverables, payment schedule, and project milestones** as specified in the RFP

iv. Return of EMD:

- After signing of the Agreement with the Successful Bidder, the Bid Security of all bidders will be refunded

5.Scope of Work

The objective of this assignment is to establish, operationalize and sustain an Innovation, Incubation and Product Development Hub that supports innovators, startups, MSMEs, artisans, SHGs, FPOs and emerging enterprises in Chhattisgarh. The Hub shall function as a platform for innovation identification, product development, technology support, incubation, mentorship, commercialization and enterprise growth.

The selected agency shall establish the Hub in aspirational district, create the required technical and digital infrastructure, identify and support beneficiaries, facilitate product development and market linkages, provide financial assistance to selected startups, and ensure sustained monitoring and outcome tracking over a twelve-month period.

The implementation period shall be twelve months, with all deliverable-linked contractual payments completed within the first six months and continued support obligations extending up to Month 12.

It is expected from the Agency/ host institute that they must commit to run the incubator for 3 years beyond initial 1 year under this project. Self-sustainability shall be a key evaluation parameter to receive any other support under this RFP apart from grant-in-aid support.

5.1. Objectives of the Assignment

The key objectives of the project are to:

- a. Identify and nurture innovative ideas, startups and enterprises.
- b. Establish laboratory, testing and common technical facilities.
- c. Support development, improvement and commercialization of products and technologies.
- d. Provide incubation, mentorship, capacity-building and enterprise acceleration support.
- e. Facilitate market access, finance linkages and business growth.
- f. Select and support the top ten startups through financial assistance.
- g. Develop and operationalize a digital knowledge and management platform.
- h. Establish a sustainable operational model for long-term functioning of the Hub.
- i. Track enterprise, product and commercial outcomes for one year.

5.2. Scope of Services

Component A: Project Mobilization and Hub Establishment

The selected agency shall:

- Mobilize and deploy the project team.
- Establish a Hub Management Unit and project office.
- Prepare detailed implementation, monitoring and risk management plans.
- Conduct ecosystem mapping of innovators, startups, MSMEs, artisans, SHGs, FPOs, technical institutions, buyers and financial institutions.
- Assess available infrastructure and identify laboratory requirements.
- Develop beneficiary selection and outreach frameworks.

Key Outputs

- Inception Report.
- Detailed implementation plan.
- Baseline and ecosystem mapping report.
- Site and infrastructure assessment report.
- Monitoring and results framework.

Component B: Innovation Discovery and Beneficiary Identification

The agency shall identify, mobilize and select eligible innovators, startups and enterprises through a transparent process.

Activities shall include:

- Innovation challenges and outreach campaigns.
- Sector and district-level awareness programs.
- Enterprise and startup screening.
- Diagnostic assessment of applicants.
- Preparation of beneficiary profiles.
- Selection of incubation cohorts.

Key Outputs

- Beneficiary database.
- Selection criteria and scoring framework.
- Baseline enterprise profiles.
- Beneficiary shortlist and onboarding records.
- Enterprise support plans.

Component C: Laboratory, Tools and Technical Facility Development

The agency shall establish a sector-relevant laboratory or common technical facility supporting product development, prototyping, testing and quality improvement.

Activities shall include:

- Laboratory planning and design.
- Equipment specification and procurement.
- Installation, testing and commissioning.
- Development of operating procedures.
- Equipment utilization planning.
- Training of beneficiaries and Hub personnel.

Key Outputs

- Laboratory setup plan.
- Procured and commissioned machinery and equipment.
- Calibration and testing records.
- Equipment SOPs and maintenance protocols.
- Asset register and utilization plan.

Component D: Product and Technology Development

The agency shall facilitate development and commercialization of beneficiary products and technologies.

Activities shall include:

- Product diagnostics and assessments.
- Product design and improvement.
- Prototype development.
- Technical validation and testing.
- Branding, packaging and quality enhancement.
- Certification and compliance support.
- Commercial feasibility assessments.

Key Outputs

- Product diagnostics reports.
- Prototype portfolio.
- Technical validation reports.
- Product improvement plans.
- Branding and packaging solutions.
- Commercialization roadmap.

Component E: Incubation, Capacity Building and Mentorship

The agency shall design and implement structured incubation and acceleration programs.

Activities shall include:

- Entrepreneurship development programs.
- Technical and sector-specific training.
- Mentor empanelment and deployment.
- Individual business development support.
- Investment readiness and financial literacy programs.
- Enterprise growth planning.

Key Outputs

- Incubation curriculum.
- Training modules and delivery records.
- Mentor network database.
- Mentor-beneficiary engagement records.
- Business and growth plans.
- Enterprise progress scorecards

Component F: Startup Financial Assistance Program

The agency shall identify and support the top ten startups through a transparent and competitive selection process.

Activities shall include:

- Startup evaluation and due diligence.
- Independent selection committee support.
- Preparation of milestone-based funding plans.
- Execution of financial assistance agreements.
- Fund utilization monitoring.
- Verification and reporting.

Financial assistance may support prototyping, testing, certification, pilot production, packaging, technology adoption and commercialization activities.

Key Outputs

- Startup evaluation reports.
- Due diligence reports.
- Approved milestone plans.
- Signed funding agreements.
- Fund transfer records.

Component G: Market Linkages and Commercialization Support

The agency shall facilitate market access and enterprise growth.

Activities shall include:

- Buyer-seller interactions.

- Product demonstrations and showcases.
- Market validation studies.
- E-commerce onboarding support.
- Finance and investment linkages.
- Credit and government scheme facilitation.

Key Outputs

- Buyer linkage reports.
- Market validation reports.
- Product catalogues.
- E-commerce onboarding records.
- Finance linkage reports.
- Commercialization and sales support records

Component H: Digital Knowledge and Management Platform

The agency shall develop, deploy and maintain a digital platform for project management, beneficiary monitoring and knowledge dissemination.

The platform shall include:

- Beneficiary registration and application management.
- Training and mentorship tracking.
- Product and prototype repository.
- Financial assistance monitoring.
- Equipment utilization tracking.
- Dashboard and reporting features.
- Knowledge resources and document repository.

Key Outputs

- Platform requirement specification.
- System design and architecture.
- Beta platform by Month 3.
- Fully functional platform by Month 6.
- User manuals and administrator guides.
- Data security and backup framework

Component I: Sustainability and Institutional Strengthening

The agency shall develop a long-term operational and financial sustainability model for the Hub.

Activities shall include:

- Business and operational planning.
- Revenue model development.
- User fee framework.
- Industry and CSR partnerships.
- Government scheme convergence strategy.
- Cost recovery mechanisms.
- Institutional transition planning.

Key Outputs

- Five-year sustainability plan.
- Revenue and business model.
- Cost recovery framework.
- Partnership pipeline.
- Post-project manpower plan.
- Operational continuity strategy.

5.3. Implementation Timeline

Phase I: Establishment and Intensive Implementation (Month 1 to Month 6)

The agency shall complete:

- Hub establishment and mobilization.
- Beneficiary identification and onboarding.
- Laboratory setup and commissioning.
- Product development activities.
- Incubation and mentorship programs.
- Startup financial assistance deployment.
- Digital platform development.
- Sustainability planning.

Phase II: Outcome Tracking and Post-Incubation Support (Month 7 to Month 12)

The agency shall continue:

- Mentorship and startup support.
- Market and finance linkage follow-up.
- Startup fund utilization monitoring.
- Product commercialization tracking.
- Digital platform operation.
- Outcome monitoring and reporting.

- Sustainability model implementation.

5.4. Reporting Requirements

The agency shall submit:

Monthly Reports (Month 1–6)

Covering:

- Activities completed.
- Deliverable status.
- Beneficiary outreach and incubation progress.
- Financial progress.
- Laboratory and asset utilization.
- Startup assistance status.
- Market and finance linkage achievements.
- Risks and mitigation measures.

Quarterly Reports

- Quarter 1 Report (Month 3)
- Six-Month Completion Report (Month 6)
- Quarter 3 Outcome Report (Month 9)
- Annual Outcome Report (Month 12)

5.5. Expected Outcomes

By the end of the project, the Hub should achieve:

- Identification and incubation of innovative enterprises.
- Establishment of a fully operational laboratory and technical facility.
- Development and validation of market-ready products and technologies.
- Financial support to ten high-potential startups.
- Enhanced enterprise competitiveness and commercialization readiness.
- Increased market and finance linkages.
- Operational digital knowledge and management platform.
- Sustainable Hub business model and institutional framework.
- Measurable outcomes in enterprise growth, employment generation, product commercialization and revenue enhancement.

5.6. Performance and Acceptance Criteria

All outputs shall be subject to verification by CSIDC through:

- Physical inspections.
- Beneficiary verification.
- Asset verification and tagging.
- Training and attendance records.
- Technical validation reports.
- MIS and platform records.
- Financial documents and utilization certificates.
- Market linkage and commercialization evidence.

6. Execution Plan, Deliverable Schedule and Outcome

1. Project Duration and Implementation Structure

The total assignment period shall be **twelve months**, divided into two linked phases:

Phase I: Establishment and Intensive Implementation

Duration: Month 1 to Month 6

This phase shall include:

- Mobilization and detailed planning
- Identification of innovators and enterprises
- Establishment of laboratory and common technical facilities
- Product and technology development
- Technical institution partnerships
- Capacity building, incubation and mentorship
- Selection and financial assistance to the top 10 startups
- Development of digital and knowledge platform
- Deployment of project manpower
- Market, finance and commercialization support
- Sustainability and post-project planning

All contractual payments shall be linked to deliverables completed and verified during this six-month period.

Phase II: Continuous Incubation and Outcome Tracking

Duration: Month 7 to Month 12

This phase shall include:

- Continued mentorship and acceleration
- Monitoring of supported enterprises
- Product commercialization support
- Market and finance linkage follow-up
- Tracking utilization of startup financial assistance
- Monitoring sales, revenue, jobs and enterprise survival
- Operation of the digital platform
- Implementation of the sustainability model
- Submission of quarterly and annual outcome reports

No separate payment shall ordinarily be due during Phase II. The cost of Phase II services shall be built into the deliverables and professional fee payable during Phase I.

2. Indicative Fund Allocation

The total project fund shall be divided between capital or hard interventions and soft interventions as follows:

Component	Allocation
Laboratory setup, tools, machinery and testing facilities	25%
Soft interventions, technical services, incubation, financial assistance, digital platform, manpower and sustainability	75%
Total	100%

2.1 Indicative Distribution of Soft Intervention Fund

The following internal distribution may be adopted for planning and financial evaluation. CSIDC may modify the percentages based on the approved project cost and proposals received.

Soft Intervention Component	Percentage of Total Project Fund
Innovation and enterprise identification	5%
Product and technology development and technical partnerships	12%
Capacity building, incubation, mentorship and acceleration	13%
Financial assistance to top 10 selected startups	20%
Digital and knowledge platform	8%
Manpower and operating costs	12%
Sustainability and post-project plan	5%
Total Soft Intervention Allocation	75%

Thus, the overall indicative allocation shall be:

Major Component	Percentage
Laboratory, machinery and testing facilities	25%
Innovation and enterprise identification	5%
Product and technology development	12%

Capacity building, incubation and acceleration	13%
Financial assistance to top 10 startups	20%
Digital and knowledge platform	8%
Manpower and operations	12%
Sustainability and post-project planning	5%
Total	100%

The above allocation is indicative. Bidders shall submit a detailed component-wise budget, unit costs, assumptions and justification. Reallocation between components shall require prior written approval of CSIDC.

3. Six-Month Execution Schedule

Month 1: Mobilization, Planning and Ecosystem Activation

Key Activities

1. Mobilization of the project team.
2. Establishment of project office and Hub Management Unit.
3. Inception meetings with CSIDC and the host institution.
4. Assessment of available building, laboratory and training infrastructure.
5. Mapping of:
 - innovators;
 - startups;
 - MSMEs;
 - artisans;
 - SHGs;
 - FPOs;
 - technical institutions;
 - laboratories;
 - mentors;
 - financial institutions;
 - buyers and market partners.
6. Preparation of sector-specific outreach strategy.
7. Development of beneficiary application and selection framework.
8. Finalization of laboratory equipment and testing facility requirements.
9. Preparation of digital platform requirement specifications.
10. Initiation of partnerships with technical, academic, design and testing institutions.
11. Preparation of detailed implementation schedule, risk register and results framework.

Month 1 Deliverables

- Inception Report
- Detailed six-month implementation plan
- Twelve-month outcome-monitoring plan

- Baseline and ecosystem mapping report
- Site and infrastructure assessment report
- Preliminary laboratory and equipment plan
- Beneficiary mobilization and selection framework
- Technical partnership strategy
- Project team deployment report
- Monitoring and indicator framework
- Component-wise budget and procurement schedule

Month 2: Innovation Challenge, Enterprise Identification and Laboratory Procurement

Key Activities

1. Launch of innovation and enterprise identification campaign.
2. District and sector-level mobilization.
3. Conduct of innovation challenges, idea camps and outreach workshops.
4. Receipt and screening of applications.
5. Diagnostic assessment of applicants.
6. Shortlisting of high-potential innovators, entrepreneurs and enterprises.
7. Preparation of product and enterprise baseline profiles.
8. Finalization of technical specifications for laboratory machinery, tools and equipment.
9. Initiation or completion of procurement procedures.
10. Execution of formal arrangements with technical institutions.
11. Development of training, incubation and mentorship curriculum.
12. Digital platform design and prototype development.

Month 2 Deliverables

- District and sector outreach report
- Applicant and innovation database
- Innovation selection criteria and scoring framework
- Longlist and shortlist of beneficiaries
- Beneficiary baseline profiles
- Product and technology opportunity assessment
- Approved laboratory procurement plan
- Technical specifications and comparative procurement records
- Draft incubation and training framework
- Signed or finalized technical institution partnership arrangements
- Digital platform design document and prototype

Month 3: Beneficiary Onboarding, Laboratory Installation and Product Diagnostics

Key Activities

1. Final selection and onboarding of the first incubation cohort.
2. Preparation of individual incubation plans.

3. Delivery and installation of laboratory equipment.
4. Development of equipment usage, safety and maintenance protocols.
5. Conduct of product and technology diagnostic assessments.
6. Identification of product development and prototyping opportunities.
7. Allocation of mentors and technical experts.
8. Commencement of entrepreneurship and technical training.
9. Development of business models and commercialization plans.
10. Launch of the minimum viable version of the digital platform.
11. Initiation of documentation for startup financial assistance.
12. Identification of an expanded pool from which the top 10 startups shall be selected.

Month 3 Deliverables

- Final beneficiary cohort list
- Beneficiary onboarding records
- Individual incubation and enterprise development plans
- Equipment delivery and installation report
- Preliminary asset register
- Laboratory Operations Manual and SOPs
- Product and technology diagnostic reports
- Product development pipeline
- Mentor panel and mentor-beneficiary matching records
- Training commencement report
- Functional beta version of digital platform
- Startup financial assistance guidelines and application framework

Month 4: Laboratory Commissioning, Product Development and Incubation

Key Activities

1. Testing and commissioning of laboratory equipment.
2. Training of Hub personnel and beneficiaries in equipment usage.
3. Commencement of prototyping and product improvement.
4. Development of new or improved product designs.
5. Technical testing and validation through partner institutions.
6. Conduct of structured incubation and sector-specific capacity-building programs.
7. Mentor-led business and technology clinics.
8. Support for branding, packaging, costing and pricing.
9. Market and customer validation for selected products.
10. Detailed assessment of applicants for startup financial assistance.
11. Evaluation of startup proposals through an independent selection committee.
12. Development of knowledge resources and sector content for the digital platform.

Month 4 Deliverables

- Laboratory commissioning and readiness certificate

- Final asset register
- Equipment utilization and maintenance plan
- Technical training completion records
- Prototype and product development progress report
- Testing and technical validation records
- Capacity-building and incubation report
- Mentor session and action-tracking records
- Branding and packaging development report
- Market validation report
- Evaluation report for startup financial assistance
- Provisional list of top 10 startups
- Digital knowledge repository and sector content

Month 5: Acceleration, Commercialization and Startup Financial Assistance

Key Activities

1. Final selection of the top 10 startups.
2. Preparation and approval of startup milestone plans.
3. Execution of financial assistance agreements.
4. Release of financial assistance against approved business and milestone plans.
5. Product refinement and pilot production.
6. Testing, certification and compliance facilitation.
7. Buyer consultations and market validation.
8. E-commerce and digital catalogue onboarding.
9. Credit, investment and government scheme facilitation.
10. Intensive mentorship and acceleration support.
11. Development of Hub revenue and cost-recovery options.
12. Preparation of preliminary post-project sustainability model.

Month 5 Deliverables

- Final selection report for top 10 startups
- Startup due diligence reports
- Approved milestone and fund utilization plans
- Financial assistance agreements
- Evidence of assistance released to selected startups
- Startup utilization and monitoring framework
- Product and prototype completion report
- Testing, quality and certification support records
- Product catalogues and digital market content
- Buyer and market linkage report
- Finance and scheme linkage report
- Acceleration program report

- Draft sustainability and revenue model

Month 6: Demonstration, Market Linkage, Completion and Transition

Key Activities

1. Completion of six-month intensive incubation cycle.
2. Demonstration of products, prototypes and technologies.
3. Organization of demo day, innovation showcase or buyer-seller event.
4. Facilitation of buyer, finance, investor and institutional linkages.
5. Verification of startup fund utilization.
6. Assessment of beneficiary progress against baseline.
7. Completion of the Hub's operational systems and digital platform.
8. Finalization of the sustainability and revenue model.
9. Preparation of the post-project operational and monitoring plan.
10. Training of CSIDC and host institution personnel.
11. Submission of six-month completion report.
12. Commencement of six-month continuous outcome-tracking phase.

Month 6 Deliverables

- Six-month implementation and completion report
- Innovation showcase or demo-day report
- Final product, prototype and technology portfolio
- Market linkage and buyer engagement report
- Startup fund utilization verification report
- Beneficiary progress and graduation assessment
- Fully operational MIS and knowledge platform
- Hub Operations Manual and complete SOPs
- Five-year sustainability and financial model
- Twelve-month continuity and outcome-tracking plan
- Post-project institutional and manpower plan
- Knowledge-transfer and capacity-building report
- Audited or certified statement of expenditure
- Consolidated asset and inventory register

Component-Wise Deliverables

i. Laboratory, Tools, Machinery and Testing Facilities: 25%

Scope

The selected agency shall establish a practical and sector-relevant laboratory or common technical facility. The facility should support product development, prototyping, testing, quality improvement and limited pilot production.

Deliverables

- Laboratory need and utilization assessment
- Detailed equipment and machinery list
- Technical specifications and cost estimates
- Procurement and installation documentation
- Working and commissioned machinery and tools
- Testing and calibration records
- Safety, usage and maintenance SOPs
- Asset register and warranty records
- Training of operators and beneficiaries
- Linkages with external laboratories for tests not available in-house
- Equipment utilization plan for twelve months
- Post-project maintenance and cost-recovery plan

Conditions

- Capital expenditure shall not exceed 25% of the approved project fund.
- High-cost machinery shall be procured only where reasonable utilization is demonstrated.
- Existing facilities at the host institution should be used wherever feasible.
- Specialized testing may be accessed through external technical institutions instead of duplicating expensive infrastructure.
- All assets shall be tagged, recorded and transferred as directed by CSIDC.

ii. Innovation and Enterprise Identification: 5%**Deliverables**

- Sector and district outreach plan
- Innovation challenges and enterprise discovery campaigns
- Applicant database
- Transparent selection process
- Diagnostic assessment of applicants
- Beneficiary baseline data
- Identification of high-potential products and technologies
- Individual enterprise support plans
- Inclusion of women, SC/ST, youth and aspirational-district beneficiaries

Expected Six-Month Result

A screened and documented pipeline of innovators, enterprises and products suitable for incubation, product development and commercialization.

iii. Product and Technology Development: 12%

Deliverables

- Product and technology diagnostics
- Identification of products with commercial potential
- Design briefs
- Product improvement plans
- Prototypes or minimum viable products
- Technical drawings and specifications, where applicable
- Testing and validation reports
- Packaging and branding concepts
- Costing and commercial feasibility assessment
- Pilot production plans
- Technical institution partnership agreements
- Certification and compliance roadmap
- Intellectual property assessment, where relevant

Expected Six-Month Result

A portfolio of technically validated and commercially promising products, prototypes or technologies ready for pilot production or initial market testing.

iv. Capacity Building, Incubation, Mentorship and Acceleration: 13%

Deliverables

- Training needs assessment
- Incubation and acceleration curriculum
- Entrepreneurship development programs
- Sector-specific technical training
- Product, quality, packaging and branding workshops
- Financial literacy and investment-readiness sessions
- Mentor panel and expert network
- Mentor-beneficiary matching
- Individual mentoring plans
- Business plans and enterprise growth plans
- Acceleration program
- Beneficiary progress scorecards
- Graduation and post-incubation support plans

Expected Six-Month Result

Beneficiaries with stronger business models, improved products, better managerial capabilities and clear commercialization pathways.

v. Financial Assistance to Top 10 Startups: 20%

Purpose

Financial assistance shall be provided to the top 10 selected startups or enterprises to support product development, prototyping, technical validation, pilot production, certification, packaging, commercialization and early market entry.

Selection Process

Selection shall be conducted through a transparent, competitive and documented process based on:

1. Degree of innovation.
2. Relevance to Chhattisgarh's local sectors and resources.
3. Technical feasibility.
4. Market potential.
5. Potential for value addition.
6. Employment and livelihood potential.
7. Capability and commitment of the founding team.
8. Social and environmental impact.
9. Scalability and sustainability.
10. Representation of tribal and aspirational districts.
11. Participation of women and SC/ST entrepreneurs.
12. Reasonableness of the proposed utilization plan.

Permitted Use

Financial assistance may be used for:

- prototype development;
- product design and engineering;
- tools and small equipment;
- testing and certification;
- raw material for pilot production;
- packaging development;
- market validation;
- technology licensing;
- digital enablement;
- initial commercialization.

It shall not ordinarily be used for:

- repayment of existing debt;
- purchase of land or buildings;
- unrelated vehicles;
- promoter remuneration;
- personal expenditure;
- activities outside the approved business plan.

Deliverables

- Publicly documented selection criteria
- Independent evaluation committee
- Due diligence of selected startups
- Approved milestone plan for each startup
- Signed financial assistance agreement
- Bank transfer evidence
- Utilization certificates and supporting records
- Product and business milestone reports
- Physical verification, where applicable
- Startup performance dashboard
- Recovery or corrective process for misuse or non-utilization

Suggested Disbursement Structure

The startup assistance may be transferred in two tranches:

- **First tranche: 60%**, upon agreement and approval of milestone plan.
- **Second tranche: 40%**, upon verification of first-tranche utilization and achievement of defined product or enterprise milestones.

Both tranches should be completed within the six-month funding window, subject to satisfactory verification.

vi. Digital and Knowledge Platform: 8%

Core Features

- Online beneficiary registration
- Application and selection tracking
- Beneficiary profiles and baseline data
- Incubation and milestone tracking
- Training and mentorship records
- Product and prototype repository
- Equipment booking and utilization
- Startup financial assistance monitoring
- Buyer and market linkage tracking
- Finance and scheme linkage tracking
- Learning resources and recorded modules
- Mentor and expert directory
- Product catalogues
- Dashboard for CSIDC
- Reports disaggregated by location, sector, gender and social category
- Document repository
- Feedback and grievance mechanism

Deliverables

- Platform requirement specification
- System design and architecture
- Beta platform by Month 3
- Fully functional platform by Month 6
- Beneficiary and project data migrated to the platform
- User and administrator manuals
- Data security and backup protocols
- Training of users and administrators
- Source code, database and administrative credentials, where contractually applicable
- Twelve-month maintenance and support arrangement

Expected Outcome

A single digital system for incubation delivery, knowledge access, beneficiary communication, performance tracking and management reporting.

vii. Manpower and Cost of Operations: 12%**Minimum Suggested Team**

- Project Director or Team Leader
- Hub Manager
- Incubation and Enterprise Development Manager
- Product and Technology Development Expert
- Sector Experts
- Market Linkage and Commercialization Expert
- Finance and Scheme Facilitation Expert
- Training and Mentorship Coordinator
- MIS and Monitoring Expert
- Laboratory or Technical Facility Manager
- District or Cluster Coordinators
- Administrative and Finance Support

Deliverables

- Approved manpower deployment plan
- Monthly attendance and deployment records
- Personnel-wise terms of reference
- Monthly activity and performance reports
- Expert and mentor engagement records
- Hub operations and administration records
- Financial and expenditure records
- Twelve-month manpower continuity arrangement
- Knowledge-transfer plan for CSIDC or host institution staff

Important Provision

The manpower budget shall include the cost of continued monitoring, mentorship, digital platform operation, startup follow-up and outcome reporting through Month 12, even though payment is completed against deliverables during the first six months.

viii. Sustainability and Post-Project Plan: 5%

The sustainability plan shall be completed by Month 6 and operationalized from Month 7 onward.

Deliverables

- Three-year business and operational plan
- Annual operating cost projections
- Service pricing and user-fee framework
- Free, subsidized and paid service categories
- Equipment usage and maintenance charges
- Industry and CSR partnership pipeline
- Government scheme convergence plan
- Paid training and consultancy model
- Product development and testing service model
- Institutional hosting arrangement
- Post-RAMP manpower structure
- Grant-dependency reduction roadmap
- Revenue and cost-recovery targets
- Partnership commitments
- Risk and continuity plan

Sustainability Principles

1. Basic outreach and early-stage support should remain affordable.
2. Higher-value services may be charged on a graded basis.
3. Startup and artisan fees should reflect their ability to pay.
4. Equipment usage charges should cover consumables and maintenance.
5. Institutional, corporate and government assignments should cross-subsidize underserved beneficiaries.
6. The Hub should secure recurring partnerships rather than depend only on one-time events.
7. CSIDC and the host institution should have access to all operating systems, knowledge assets and partner records.

ix. Continuous Outcomes from Month 7 to Month 12

The following outcomes shall be monitored continuously for one year from project commencement.

Outcome Area	Month 6 Position	Month 7 to Month 12 Tracking
--------------	------------------	------------------------------

Enterprise pipeline	Enterprises identified and onboarded	Survival, formalization and business progress
Product development	Prototypes and improved products completed	Pilot production, customer feedback and refinements
Technology development	Technical validation initiated or completed	Adoption, field use and commercial application
Incubation	Intensive incubation completed	Continued mentoring and milestone follow-up
Startup assistance	Funds released to top 10 startups	Utilization, business milestones and commercial results
Market linkage	Buyers and channels identified	Orders, sales, repeat business and revenue
Finance linkage	Applications and institutional connections initiated	Sanctions, disbursements and investment mobilized
Employment	Initial jobs identified	Jobs created, sustained and disaggregated
Digital platform	Platform operational	Active usage, data updates and knowledge access
Laboratory	Facility commissioned	Utilization, maintenance and service revenue
Partnerships	Agreements established	Joint activities, referrals and resource mobilization
Sustainability	Business plan approved	Revenue generation and cost recovery

x. One-Year Outcome Indicators

Targets should be proposed by bidders and finalized by CSIDC after baseline assessment. At a minimum, the following indicators shall be tracked:

Innovation and Enterprise Outcomes

- Number of ideas and enterprises identified
- Number of beneficiaries screened
- Number of enterprises incubated
- Number of enterprises completing incubation
- Number of new enterprises established
- Number of existing enterprises strengthened
- Number of women, SC/ST and youth-led enterprises supported
- Number of enterprises from tribal and aspirational districts

Product and Technology Outcomes

- Number of products assessed
- Number of products improved
- Number of prototypes developed
- Number of technologies validated
- Number of products tested or certified
- Number of products commercially launched

- Number of beneficiaries using laboratory facilities

Capacity and Mentorship Outcomes

- Number of training programs
- Number of beneficiaries trained
- Number of mentorship sessions
- Percentage of agreed mentor actions completed
- Improvement in beneficiary competency scores
- Number of business and growth plans completed

Startup Assistance Outcomes

- Number of startups financially assisted
- Total assistance released
- Percentage of funds properly utilized
- Number of products reaching pilot production
- Number of startups generating sales
- Number of startups receiving follow-on finance
- Jobs created by assisted startups

Market and Financial Outcomes

- Number of buyer connections
- Number of qualified commercial leads
- Number and value of orders received
- Increase in sales or revenue
- Number of enterprises onboarded on e-commerce platforms
- Number of finance applications
- Amount of finance sanctioned and disbursed
- Number of government scheme linkages

Sustainability Outcomes

- Laboratory utilization rate
- Number of paid services delivered
- Revenue earned by the Hub
- Percentage of operating cost recovered
- Number of recurring institutional partnerships
- CSR or scheme resources mobilized
- Functional manpower retained after Month 6

xi. Monthly and Quarterly Reporting

Monthly Reports: Month 1 to Month 6

The selected agency shall submit monthly reports covering:

- activities completed;
- deliverable status;
- beneficiary data;

- financial progress;
- procurement and asset status;
- startup assistance;
- training and mentorship;
- product development;
- market and finance linkage;
- risks, delays and mitigation;
- next-month plan.

Quarterly Outcome Reports

- **Quarter 1 Report:** End of Month 3
- **Quarter 2 and Six-Month Completion Report:** End of Month 6
- **Quarter 3 Outcome Report:** End of Month 9
- **Quarter 4 and Annual Outcome Report:** End of Month 12

The Month 9 and Month 12 reports shall remain contractual obligations even though payments have been completed during the first six months.

Expected Overall Outcome:

The Bidder shall ensure the Hub shall be ready to be operational within 2 months from the date of receiving work order and must target to nurture and incubate around 50 startups in the incubator in the span of 1 year of operations.

The Bidder shall ensure that they run the incubator for 3 years beyond initial 1 year under this project.

The KPIs /Outcomes to be achieved by the Bidder:

- 500+entrepreneurs/MSMEs/SHGs/artisans reached through mobilisation.
- 50+ enterprises/innovators incubated; 20+ prototypes/products developed or improved.
- 20+ products commercially launched; 100+ enterprises supported for market/e-commerce linkage.
- Measurable funding/finance/market orders facilitated for incubated enterprises.
- At least 10 relevant industry/technical institutional partnerships and a pipeline for continued incubation.
- Operational sustainability model established for the Hub beyond the six-month project period.

xii. Safeguards for Six-Month Payment and Twelve-Month Obligations

Since all payments are proposed to be completed by Month 6 while services and outcome tracking continue for twelve months, CSIDC should include the following safeguards:

1. **Performance Security:** The selected agency shall provide a performance security valid until completion of Month 12 obligations and the applicable claim period. Additionally,

Security in form of Bank Guarantee shall be submitted for release of payment against Milestone 6 which shall be valid up to 2 months beyond completion of 12 months of contractual period.

2. **Undertaking for Continued Support:** The agency shall submit a binding undertaking to provide manpower, mentorship, platform maintenance and reporting through Month 12 and beyond up to 3 years after initial 12 months.
3. **Cost Provision:** The financial proposal shall separately disclose the amount built into the contract for Month 7 to Month 12 services.
4. **Platform Support Commitment:** The digital platform shall include maintenance, hosting, backup and technical support through Month 12.
5. **Startup Monitoring Commitment:** The agency shall track each of the ten assisted startups until Month 12.
6. **Data and Report Submission:** Failure to submit Month 9 and Month 12 reports may be treated as non-performance and may lead to invocation of performance security.
7. **Asset Protection:** The agency shall remain responsible for proper documentation, commissioning and handover of project-funded assets.
8. **Recovery Provision:** CSIDC may recover amounts relating to fraudulent reporting, ineligible expenditure, diversion of startup assistance or material breach.
9. **No-Dues and Closure:** Final contractual closure and release of performance security shall occur only after acceptance of the annual outcome report.
10. **Survival of Obligations:** Confidentiality, data ownership, asset handover, audit, recovery and reporting obligations shall survive completion of payment.

Note: The Scope of Work, Deliverables provide above is for indicative purpose and not exhaustive. CSIDC may modify the Scope of Work and Deliverables.

7.Payment Schedule

Payment for the project shall be linked to the agreed deliverables as outlined in the Scope of Work and Deliverables, including the roles and responsibilities defined in Section 5 (Scope of Work), Section 6 (Execution Plan, Deliverable Schedule and Outcome) . Payments will be released based on the achievement of specified milestones and submission of verified reports as per the approved terms, with a clear linkage to the aforementioned activities and deliverables:

Payment Milestone	Due Period	Key Deliverables	Payment
-------------------	------------	------------------	---------

Milestone 1	End of Month 1	Inception, baseline, site assessment, team deployment, implementation plan and results framework	10%
Milestone 2	End of Month 2	Innovation outreach, applicant database, beneficiary shortlist, technical partnerships, procurement documentation and digital platform design	15%
Milestone 3	End of Month 3	Beneficiary onboarding, laboratory installation, incubation plans, product diagnostics, mentor deployment and platform beta	20%
Milestone 4	End of Month 4	Laboratory commissioning, technical training, prototypes under development, incubation delivery, testing and startup evaluation	20%
Milestone 5	End of Month 5	Top 10 startup selection, financial assistance release, product development, acceleration, market preparation and draft sustainability model	20%
Milestone 6	End of Month 5.5	Completion report, startup fund verification, product portfolio, market linkages, operational digital platform, sustainability plan and continuity arrangements	15%
Total			100%

Conditions:

- **Verification of Manpower Deployment and Milestone Verification:** Payments will be released only upon the deployment of manpower and successful completion and approval of specified milestones and deliverables by CSIDC.
- All payments will be subject to:
 - Submission of invoices with supporting documents (attendance sheets, activity reports, training reports, etc.).
 - Certification of deliverables by DTIC and approval by CSIDC.
 - Compliance with statutory deductions and applicable taxes.
- Penalties may apply for delays in non-performance, or breach of terms as per the contract.
- **Reporting:** Timely submission and approval of Monthly Progress Reports, including progress updates, team deployment certificate are mandatory for payment disbursement.
- **Performance Review:** Regular evaluations will be conducted to ensure the training programs meet quality standards and achieve desired outcomes.
- **Adjustments:** The payment schedule may be revised based on project requirements through mutual agreement between the agency and CSIDC.
- All the activities which are not covered under the milestones defined under the payment schedule, all the balance activities must be completed in the last 3 months of the contract without which the balance 15% will not be released.
- The change in payment terms, deliverables/ milestones and penalties for delays, if any, of the work assigned shall be intimated to bidder while awarding the work order/ contract by the CSIDC.
- The bidder, where requested, shall provide a comprehensive report to CSIDC and provide clarification to queries, if any. Any gap that is found in the deliverable with respect to

above, even after the sign-off, will have to be addressed by the bidder without any additional cost to CSIDC.

- No additional Out-of-Pocket expenses shall be payable unless pre-approved in writing by the concerned authority.
- No advance payment should ordinarily be made unless specifically permitted under applicable financial rules.
- Each payment shall be released only after acceptance of the corresponding deliverables by CSIDC.
- Submission of a report alone shall not constitute achievement of a deliverable.
- Each claimed output shall be supported by beneficiary records, invoices, attendance records, photographs, asset verification, MIS entries and other relevant evidence.
- Payments shall be subject to statutory deductions and applicable taxes.
- CSIDC may withhold payment for incomplete, deficient, delayed or unverifiable deliverables.
- Any unspent or ineligible amount under startup financial assistance or laboratory procurement shall be refunded or adjusted.
- Payments relating to laboratory equipment shall be released only after physical verification, installation and entry in the asset register.
- Payments relating to startup financial assistance shall be linked to actual transfer of funds to the approved startups and submission of signed agreements.
- The agency's cost for Month 7 to Month 12 monitoring and support shall be included in the six-month deliverable-linked fee.

8. Eligibility Criteria and Bid Evaluation

8.1. Eligibility Criteria

Before proceeding with the evaluation of technical proposals, bidders must meet the following pre-qualification criteria. Each bidder must submit the required supporting documents as part of their technical proposal. Failure to provide the necessary documents will result in disqualification:

S. No.	Particulars	Criteria	Documents Required
1.	Legal Entity	The bidder may participate either as a Single Entity or as a Joint Venture (JV)/ Consortium (maximum two (2) members) registered in India under any of the following Acts: • The Companies Act • The Limited Liability Partnership (LLP) Act	• Certificate of Incorporation or copy of Memorandum of Association (MoA) / Articles of Association (AoA) / Registration Certificate under the applicable Act (such as

S. No.	Particulars	Criteria	Documents Required
		- The Societies Registration Act - The Indian Trusts Act - Central Universities Act /UGC Act / institutes that are registered under relevant Indian legislation - Partnership Act 1932 Note: Participation as a consortium or sub-contracting of any part of the assignment is not allowed	the Companies Act, LLP Act, Societies Registration Act, Indian Trust Act, or relevant UGC Acts), or any equivalent document as proof of legal status and incorporation of the firm/company/institution. Self-attested copies of valid PAN card and GST registration certificate
2.	Financial Capacity	In case of a Single Bidder 2. The bidder must have a minimum average annual turnover of INR 4 Cr from similar work in the last three (3) financial years (latest being FY 2025-26). In case of a JV/ Consortium: 3. The Lead Member must have at least Turnover of INR 4. Cr from Similar Work 4. The other member must have at least 25% of the required turnover (i.e., INR 1 Cr). The bidder must submit turnover details for the last three financial years. For FY 2025–26, a provisional turnover statement duly certified by a Chartered Accountant (CA) with UDIN must be submitted.	Statutory Auditor Certificate/ CA Certificate from a Practicing Chartered Accountant (with UDIN) - Audited Balance Sheets and P&L Statements the last three (3) financial years (latest being FY 2025-26).
3.	Blacklisting Declaration	The bidder must not be blacklisted or declared ineligible by any Central/State Government Department/Agency .	Self-Declaration on company Letterhead
4.	Experience	The bidder must have at least 5 years of of experience in startup incubation, innovation ecosystem development, MSME support, acceleration programs, or incubation centre management.	- Work Order / Contract; and - Experience / Completion Certificates

S. No.	Particulars	Criteria	Documents Required
5.	Existing Ecosystem Presence	At least one operational incubation centre/startup program managed in last 5 years	Documentary evidence
6	Manpower Availability	Minimum dedicated incubation team comprising CEO/Manager, Startup Mentor, Industry Expert and Administrative Staff	CA Certificate from a Practicing Chartered Accountant (with UDIN)

8.2. Technical Bid Score Matrix

S. No.	Evaluation Criteria	Supporting Documents	Maximum Marks
A	Bidder's Experience (All criteria shall remain the same for all agencies, including institutes)		55
1	experience in startup incubation, innovation ecosystem development, MSME support, acceleration programs, or incubation centre management. Marking Criteria: 1 Project: 5 marks 2-3 Project: 10 marks - More than 3 project: 20 marks	Copy of Work Orders / Grant Letters / Project Sanction Orders / Engagement Letter or Declaration on the letterhead of Central Government / State Government / CPSUs / SPSUs in the name of Execution Partner. Format in Form 3: Organization Project Experience (Please include Narrative Description of the work, contact details of the Client and supporting documents)	20
2	Average Annual Turnover (Last Three Financial Years: FY 2022-23, 2023-24 & 2024-25) The bidder must submit turnover details for the last three financial years. For FY 2025-26, a provisional turnover statement duly certified by a Chartered Accountant (CA) with UDIN must be submitted. Marking Criteria: ₹4 Cr: 5 marks >₹4Cr – ₹8 Cr: 10 marks - More than ₹10 Cr: 15 marks	Duly attested Copies of Certified audited financial statements/ Balance sheet / Profit & Loss statement for last 3 financial years CA / Statutory Auditor Certificate of certificate along with UDIN No. certifying that the bidder the annual turnover and positive net worth in the mentioned financial years	15

S. No.	Evaluation Criteria	Supporting Documents	Maximum Marks
3	Number of Startups Supported Marking Criteria: -25-50: 5 marks -51-100 projects: 7.5 marks -Above 100: 10 marks	Copy of Work Orders / Grant Letters / Project Sanction Orders / Engagement Letter or Declaration on the letterhead of Central Government / State Government / CPSUs / SPSUs in the name of Execution Partner. Format in Form 3: Organization Project Experience (Please include Narrative Description of the work, contact details of the Client and supporting documents)	10
4	Successful Startup Outcomes Marking Criteria: -5 Startup Funded / Commercialised: 5 marks -6-10 Startup Funded / Commercialised: 7.5 marks -Above 10 Startup Funded / Commercialised: 10 marks	Documentary evidence	10
B	Approach & Methodology		45
4	Approach & Methodology (Evaluation based on Presentation covering:) • Understanding of the Terms of Reference (ToR) and RAMP Scheme • Proposed Work Plan • Approach and methodology for project execution, including implementation plan, timelines, mobilization • Vision for Incubation Hub • Startup Mobilization Strategy • Mentoring & Capacity Building Plan • Investor & Industry Linkages	Presentation: A soft copy of the presentation must also be uploaded on the portal at the time of bid submission.	45

S. No.	Evaluation Criteria	Supporting Documents	Maximum Marks
	- Sustainability Model beyond project period - Monitoring, quality assurance, and sustainability framework		
Total			100

9.ANNEXURES

Section I – Format for Qualification and Technical Bid

9.1. Form 1: Bid Main Cover Letter

To,
The Managing Director
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhawan, Ring Road No.1,
Telibandha, Raipur (C.G) - 492006

Subject: Bid Submission for **Setting up Innovation cum Incubation Hub under RAMP Scheme.**

Dear Sir/Madam,

Having examined the Request for Proposal (RFP) document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the required services as outlined in the RFP for the **“Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme.”** For CSIDC

We hereby confirm that:

- i. Each page of the Technical Bid has been duly signed by the Authorized Signatory.
- ii. In the event of acceptance of our bid, we shall provide the services as stipulated in the RFP and perform all incidental services as required.
- iii. We agree to abide by our offer for a period of **120 days** from the date of submission of the bid.
- iv. We have carefully read and understood the terms and conditions of the RFP and the contract conditions, and we undertake to provide services as per the stipulated terms.
- v. The information contained in this Bid or any part thereof, including its exhibits, schedules, and supporting documents, is true, accurate, and complete to the best of our knowledge and belief.
- vi. We confirm that we are entitled to act on behalf of our corporation /company/ firm/organization and are empowered to sign this document and any other required documents in connection with this bid.

We look forward to your positive consideration of our bid submission.

Yours sincerely,

(Signature)

Date:

Duly authorized to sign the RFP Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of Bidder

Attachment: Bid Documents Checklist

S. No.	Annexure / Form Title	Documents Required / Supporting Evidence	Status (✓/X)	Remarks
1.	Form 1: Bid Main Cover Letter	- Cover letter on company letterhead, signed by authorized signatory		
2.	Form 2: General Information about the Bidder	- Certificate of Incorporation / MoA / AoA / Registration Certificate - PAN Card (self-attested) - GST Registration Certificate, etc.		
3.	Form 3: Organization Project Experience	- Copies of Work Orders, Completion Certificates, Project Sanction Orders, or Engagement Letters from Govt./PSUs - Sector-specific experience (must mention the sector clearly) - Narrative description of work - Client contact details - Performance evaluation documents (if available)		
4.	Form 4: Affirmative Statement for Conflict of Interest	- Self-declaration on company letterhead		
5.	Form 5: Description of the approach and methodology	- Technical narrative explaining your strategy, approach, innovation, risk mitigation, etc.		
6.	Form 6: Detailed Work Plan for performing the assignment	- Timeline, milestones, activity-wise schedule		
7.	Form 7: Financial Information	- Audited Balance Sheets and Profit & Loss Statements for last 3 FYs - CA Certificate for turnover & positive net worth		
8.	Form 8: Performance	- To be submitted on award of work as per provided format		

S. No.	Annexure / Form Title	Documents Required / Supporting Evidence	Status (✓/X)	Remarks
	Bank Guarantee Format			
10.	Form 9: Power of Attorney	- Power of Attorney in favour of the Authorized Signatory		
11.	Form 10: Self Declaration – No Blacklisting	- Self-declaration on company letterhead signed by Authorized Signatory		
12.	Form 11: Pre-Bid Query Format	- Only if any pre-bid queries were raised		
13.	Form 12: Financial Bid Submission Form	- Financial Bid as per the prescribed format		
14.	Presentation (Technical)	- Soft copy of the presentation to be uploaded on portal at time of bid submission		

9.2. Form 2: General Information about the Bidder

Details of the Bidder/Prime Bidder (Company/Agency)		
S. No.	Particulars	Details
1.	Name of the Bidder	
2.	Registered Address	
3.	Legal Status (Company/Firm/LLP/Others)	
4.	Date of Incorporation/Registration	
5.	Date of Commencement of Business	
6.	Goods & Services Tax (GST) Registration No.	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of Contact Person	
9.	Contact Number (with STD Code)	
10.	Email ID of the Contact Person	
11.	Official Website (if any)	

Declaration:

I/We hereby declare that the above information is true and correct to the best of my/our knowledge.

Authorized Signatory:

(Signature with Seal)

Name:

Designation:

Date:

Place:

9.3. Form 3: Organization Project Experience

Bidders must use this format to demonstrate their relevant experience in executing similar assignments. A separate form should be used for each project experience.

Reference Page Numbers in the Bid	From Page:	To Page:
Assignment Name:		
Name of the Client:		
Approx. Value of the Contract:		
Total number of staff-months of the Assignment:	Location & Address:	
Start Date (Month/Year):	Duration of Assignment (months):	
Completion Date (Month/Year):		
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative description of Project:		

Note: For each experience, bidder has to attach the supporting work orders / agreements / LoAs / completion certificates.

Authorized Signatory:

(Signature with Seal)

Name:

Designation:

Date:

Place:

9.4. Form 4: Affirmative Statement for Conflict of Interest

(To be provided on the official letterhead of the bidder)

To,

The Managing Director

Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhawan, Ring Road No.1,
Telibandha, Raipur (C.G) - 492006

Subject: Affirmative Statement for Conflict of Interest

Dear Sir/Madam,

We, the undersigned, hereby affirm that:

1. We have reviewed the Request for Proposal (RFP) for “**Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme**” and confirm that there exists **no conflict of interest** between our firm and CSIDC in relation to this assignment.
2. We further declare that there are **no prior, ongoing, or anticipated engagements, contracts, or affiliations** with CSIDC that may directly or indirectly affect our ability to provide services as per the requirements outlined in the RFP.
3. In the event of any potential conflict of interest arising during the execution of the contract, we undertake to disclose the same immediately and comply with any instructions from CSIDC to mitigate the impact.
4. We confirm that there are **no financial, personnel, or operational constraints** that would adversely affect our ability to deliver the services within the stipulated time frame and as per the defined scope of work.
5. If selected, we undertake that we will **not sublet the work activities** to any other organization.

We certify that the above information is true and accurate to the best of our knowledge.

Yours sincerely,

Dated _____ this Day _____ of 2025

(Signature)

Duly authorized to sign the RFP response for and on behalf of:

(Name and Address of the Company/Organization)

Seal/Stamp of the Bidder

9.5. Form 5: Description of the approach and methodology for the project

Bidder to provide the detailed approach and methodology for extending services as per the Scope of Work mentioned under the RFP.

9.6. Form 6: Detailed Work plan for performing the assignment

Bidder to provide detailed activity and resource schedule for the entire work plan for the project

In case bidders wish to provide any additional documentation, training materials, brochures etc. of above, they may do so by attaching the same as clearly referenced supplemental information.

9.7. Form 7: Financial Information

The applicant should give declaration by chartered accountant on their letter head duly signed and sealed in following format.

To whomsoever it may concern

On the basis of audited financial statements, we hereby certify that (Name of Agency) having registered office at (Office address) has an average annual turnover of Rupees Crores in the three consecutive years (2023-24, 2024-25 and 2025-26). The details of annual turnover are mentioned below:

Sl. No.	Financial Year	Annual Turnover (INR)	Net Worth (INR)
1	2023-24		
2	2024-25		
3	2025-26		
	Average Turnover		

Note:

- Audited financial statements for the past three years (2023-24, 2024-25 and 2025-26) should be submitted by the Applicant.
- For FY 2025–26, a **provisional turnover statement** duly certified by a Chartered Accountant (CA) with UDIN must be submitted.
- All financial documents and statements must be submitted exclusively through the online E-Procurement Portal as part of the bid submission process.

(Chartered Accountant):

Signature Name

Registration No.

UDIN No.

Contact No.

Seal:

Date:

Place:

9.8. Form 8: Performance Bank Guarantee Format

PERFORMANCE SECURITY:

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email Id.>

Whereas, <<name of the supplier and address>> (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to CSIDC, Raipur, Chhattisgarh.

And whereas it has been stipulated in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of INR <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed INR <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

9.9. Form 9: Power of Attorney

POWER OF ATTORNEY

(On Stamp paper of relevant value)

Know all persons by these presents, We. (name and address of the registered office) do hereby constitute, appoint, and authorize Mr. / Ms.....
.....(name and residential address) who is presently employed with us and holding the position of..... as our attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our Proposal for **“Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme.”** including signing and submission of all documents and providing information/responses to CSIDC, in all matters in connection with our Proposal for the said Assignment.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the Day of 2026 For _____

(Name and designation of the person(s) signing on behalf of the Bidder)

Accepted

_____Signature)

(Name, Title and Address of the Attorney)

Date:

Note:

- 1.To be executed only if the Bidder is a Company/ LLP or Partnership firm
- 2.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. Copy of such document should be submitted along with the power of Attorney.

Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in Favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

9.10. Form 10 – Self Declaration – No Blacklisting

(On the Official Letterhead of the Organization)

Date: [Insert Date]

To,

The Managing Director

Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),

(A Govt. of Chhattisgarh Undertaking)

Udyog Bhawan, Ring Road No.1,

Telibandha, Raipur (C.G) - 492006

Subject: Self-Declaration for No Blacklisting

Dear Sir/Madam,

In response to the **Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme**, issued by CSIDC, I/We, as the Owner/ Partner/ Director/ Authorized Representative of [Name of the Organization], hereby declare that:

Our organization [Name of the Organization], at the time of submission of this bid, has a clean record and has not been blacklisted or declared ineligible for corrupt or fraudulent practices by any Central Government/State Government/Semi-Government Department/PSU/Autonomous Body or any other Government agency in India.

If this declaration is found to be incorrect at any point in time, CSIDC reserves the right to take necessary action, including but not limited to forfeiting our security deposit and cancelling our bid to the extent accepted.

We affirm the above declaration to be true and correct to the best of our knowledge and belief.

Yours sincerely,

Authorized Signature [In Full and Initials]: _____

Name and Title of Authorized Signatory: _____

Name of Firm/Bidder: _____

Date & Stamp of the Firm/Signatory: _____

9.11. Form 11: Pre-Bid Query Format

(On the Official Letterhead of the Organization)

To,

The Managing Director

Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),

(A Govt. of Chhattisgarh Undertaking)

Udyog Bhawan, Ring Road No.1,

Telibandha, Raipur (C.G) - 492006

Subject: Submission of Pre-Bid Queries for CSIDC RFP- The Selection and Engaging Selection of Agency for Deployment of District-Level Resources for MSME Facilitation Centres under the RAMP Scheme in Chhattisgarh.

Dear Sir/Madam,

We hereby submit our queries regarding the RFP for **Request for Proposal (RFP) for Setting up Innovation cum Incubation Hub under RAMP Scheme** as per the format below:

Sl. No.	RFP Section	Sub-section	Clause in RFP	Query
1				
2				
3				
4				

Bidder Details:

i. Name and Complete Official Address of the Bidder:

ii. Name of the Bidder's Contact Person:

iii. Email:

iv. Mobile No.:

v. Telephone:

vi. Signature:

vii. Name of the Authorized Signatory:

viii. Company Seal:

ix. Date:

We request your clarification on the above queries at the earliest.

Yours sincerely,

(Signature)

(Name & Designation of Authorized Signatory)

(Company Name)

(Seal/Stamp of Bidder)

9.12. Form 12: Sustainability Plan & Post Project Plan

[The Bidder shall submit a minimum 3 (three) year Sustainability & Business Plan post 1 year of project covering: institutional structure after RAMP support; revenue/service model for tools, testing and incubation facilities; membership/user model; industry, CSR, university and relevant technical-institution partnerships; pipeline of Government/CSR/industry-funded projects; continued mentoring and market linkage; and annual targets for enterprises incubated, jobs, turnover, products commercialised and external funding mobilised.]

Section II – Format Financial Bid

9.13. Form 13: Financial Bid Submission Form (To be submitted online)

To,
The Managing Director
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhawan, Ring Road No.1,
Telibandha, Raipur (C.G) - 492006

Dear Sir,

I/We, the undersigned, offer to provide the services as outlined below, in accordance with your Request for Proposal dated [insert RFP date], and our submitted Proposal (Technical and financial).

Sl. No.	Description	Amount (INR)
1	Laboratory setup, tools, machinery and testing facilities (Limited to 25% of the total quoted amount)	
2	Soft interventions, technical services, incubation, financial assistance, digital platform, manpower and sustainability -	
A. Total (A)		
B. GST (B)		
C. Grand Total (C)		

NOTE: The financial bid evaluation shall be based on the total cost quoted **excluding GST and all applicable taxes and charges**.

Your quoted rate for each MFC Resources shall not exceed the maximum rate provided in Section 5.1.1 and 5.1.6

We hereby submit our total Financial Bid for a sum of **INR [insert amount]** (Rupees [insert amount in words] only), *inclusive of all taxes and charges*.

Our Financial Bid shall remain binding upon us, subject to any modifications arising from contract negotiations, until the expiration of the validity period of the proposal as specified in the bid.

We fully understand that you are not bound to accept any proposal received.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of the firm :

Address:

10. General Condition of Bid

10.1. Bid Currencies

All prices shall be quoted in Indian Rupees (INR) only.

10.2. Amendment of RFP Document

The CSIDC may modify the Bid Document through an amendment notice at any time before the bid submission deadline or as per GFR guidelines. Such amendments will be communicated via E-procurement portal, and bidders are responsible for regularly checking for updates. The MD , CSIDC also reserves the right to amend the bid process timeline.

10.3. Validation of Bid Corrections

Bids must not contain interlineations, erasures, or overwriting, except where necessary to correct errors. Any corrections must be duly initialled by the authorized signatory.

10.4. Cost of Bidding

All costs incurred in connection with the bid preparation, submission, participation in discussions, and negotiation are to be borne by the bidder. CSIDC does not commit to awarding a contract or reimbursing any costs.

10.5. Language of Bids

All proposals, correspondence, and supporting documents must be in English. If supporting documents are in another language, they must be accompanied by a certified English translation.

10.6. Bid Prices

Bidders must quote prices as per the prescribed format in the RFP. CSIDC reserves the right to reject bids with disproportionately low quotations. Bidders must ensure their bid aligns with the scope of work specified.

10.7. Modifications and Withdrawal of Bids

No proposal may be modified or withdrawn after the submission deadline. If a bidder withdraws their bid post-opening, the Earnest Money Deposit (EMD) shall be **forfeited**.

10.8. Right to Accept or Reject Any Bid

CSIDC reserves the right to accept or reject any bid or annul the bidding process at any stage without assigning any reason. In case of a single bid, CSIDC reserves the right to award the contract after following the appropriate procedures.

10.9. Agreement Execution Expenses

All incidental expenses related to the execution of the Agreement/Contract shall be borne by the successful bidder.

10.10. Performance Bank Guarantee (PBG)

- The successful bidder must submit an unconditional and irrevocable Performance Bank Guarantee (PBG) within 15 days of receiving the Letter of Acceptance (LOA) from CSIDC.
- The PBG must be issued by a Scheduled Bank acceptable to CSIDC and must be equivalent to **3% of the contract value**.
- All related charges, such as premium or commission, shall be borne by the bidder.
- The PBG shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. Upon satisfactory project completion and final acceptance sign-off, CSIDC may release the PBG.
- No interest shall be payable on the Performance Bank Guarantee.

10.11. Rejection on Grounds of Malpractices

- a. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the CSIDC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the CSIDC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case maybe, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.
- b. Without prejudice to the rights of the CSIDC under Clause above and the rights and remedies which the CSIDC may have under the LoA or the Agreement, if an Bidder or Systems Implementation Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LoA or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the CSIDC during a period of 2 (two) years from the date such Bidder or the Selected Bidder, as the case may be, is found by the CSIDC to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- c. In further pursuance of this policy, the selected agency shall permit CSIDC or its representatives to inspect the accounts, records and other documents relating to

the submission of the application and execution of the contract, in case of award, and to have the records inspected by CSIDC as and when required.

10.12. Limitation of Liability

1. The CSIDC shall not recover from the bidder any amount for loss of profit, data, goodwill, or any other consequential, incidental, indirect, disciplinary, or special damages arising from this Agreement.
2. The total liability of the bidder shall not exceed the Contract Value that directly caused the loss in connection with claims under this Agreement.

10.13. Confidentiality

- I. As used herein, the term “Confidential Information” means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services here under are the Confidential Information of the Bidder.
- II. The Bidder shall keep confidential, any information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason what-so-ever.
- III. At all-time of the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms no less onerous than those contained under these tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- IV. The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
- V. The obligations of confidentiality under this section shall survive rejection of the contract.

10.14. Miscellaneous

- (i) The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts in Chhattisgarh. shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- (ii) CSIDC, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:

- a. Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto.
 - b. Consult with any Bidder in order to receive clarification or further information;
 - c. Retain any information and/or evidence submitted to the Department by, on behalf of and/or in relation to any Bidder; and/or
 - d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder
- If during the period of this contract, a conflict of interest arises for any reasons, the Consultant shall promptly disclose the same to the Client and seek its instructions

11. Conditions of Contract

S. No.	Particulars	Clause	Description
1	General		
1.1	Definitions		Unless the context otherwise requires, the following terms wherever used in this Contract have the following meanings:
		1.1.1	Deleted
		1.1.2	“Applicable Law” means the laws and any other instruments having the force of law in India and Chhattisgarh, as they may be issued and in force from time to time.
		1.1.3	“CSIDC” means the CSIDC, Raipur which is the agency of GOCG for Setting up Innovation cum Incubation Hub under RAMP Scheme. The selected bidder will sign the Contract with CSIDC for the Services.
		1.1.4	“CC” mean these Conditions of Contract.
		1.1.5	“Client” means the CSIDC Chhattisgarh, Raipur
		1.1.6	“Contract” means the legally binding written agreement as signed by the Parties that are Letter of Acceptance (LOA), these Conditions of Contract (CC), Bidding Forms and the Appendices.
		1.1.7	“Day” means a calendar day.
		1.1.8	“Effective Date” means the date on which this Contract comes into force and effect.
		1.1.9	“Resources” means, collectively, any personnel of the bidder assigned by the bidder to perform the Services or any part thereof under the Contract.
		1.1.10	“Government/ GOCG” means the Government of Chhattisgarh.
		1.1.12	“MD” means the executive head of CSIDC

S. No.	Particulars	Clause	Description
		1.1.13	"In writing" means communicated in written form as a letter, E-mail, fax to the specified address, contact id with proof of receipt.
		1.1.14	"Resource" means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract.
		1.1.15	"LOI/ LOA" means the Letter of Intent/ Acceptance sent by CSIDC to the selected most advantageous Bidder.
		1.1.16	Deleted
		1.1.17	"Party" means the Client or the bidder, as the case may be, and "Parties" means both of them.
		1.1.18	Deleted
		1.1.19	"Procuring Entity" means the CSIDC Chhattisgarh, Raipur.
		1.1.20	Deleted
		1.1.21	"Services" means the tasks to be performed by the selected bidder within the completion period pursuant to the Contract.
		1.1.22	Deleted
		1.1.23	"Terms of Reference" (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, to be performed, respective responsibilities of the

S. No.	Particulars	Clause	Description
			Client and the bidder, and expected results and deliverables of the assignment.
		1.1.24	“Third Party” means any person or entity other than the Government, CSIDC, the Contractor
		1.1.25	Terms not defined here shall have the same meaning as given to them in the Act.
2.	Interpretation		
2.1	Relationship Between the Parties	2.1.1	Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the bidder. The bidder, subject to this Contract, has complete charge of Resources performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
2.2	Law Governing the Contract	2.2.1	This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.
2.3	Language	2.3.1	This Contract has been executed in the English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
2.4	Headings	2.4.1	The headings shall not limit, alter or affect the meaning of this Contract.
2.5	Notices, Communications	2.5.1	Any communication, notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in Writing. Any such notice, request or consent shall be deemed to have been given or made when delivered personally, posted, e-mailed, faxed to an authorized representative of the Party to whom

S. No.	Particulars	Clause	Description
			the communication is addressed, or when sent to such Party at the address specified below: - 1. Bidder: [to be selected] 2. Client: The Managing Director, Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), (A Govt. of Chhattisgarh Undertaking) Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) - 492006
		2.5.2	A Party may change its address for notice hereunder by giving the other Party a notice In Writing of such change to the address specified in the SCC.
2.6	Location	2.6.1	The Services shall be performed at the location finalized between Bidder and CSIDC, Raipur and at such other locations as may be specified by CSIDC
2.7	Authorized Representatives	2.7.1	Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the bidder may be taken or executed by the Authorized Representatives of the CSIDC and the bidder.
		2.7.2	The Authority may, from time to time, designate one of its officials as the Authority Representative. Unless otherwise notified, the Authority Representative shall be: The Managing Director, Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), (A Govt. of Chhattisgarh Undertaking) Udyog Bhawan, Ring Road No.1, Telibandha, Raipur (C.G) - 492006 Phone No: 0771-6621000

S. No.	Particulars	Clause	Description
			Email: csidc.cg @gov.in
		2.7.3	The Bidder may designate one of its employees as Bidder's Representative. Unless otherwise notified, the Bidder's Representative shall be: Name : ----- Designation : ----- Address : ----- Tel : ----- Mobile : ----- Fax : ----- E-mail : -----
3	Code of Integrity		
3.1	Code of Integrity	3.1.1	It is required that bidders observe the highest standards of ethics during the procurement process and performance of the Contract. Therefore, The bidder or their personnel shall- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or performance of the Contract or to otherwise influence the Client/ Procuring Entity; (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation in performance of the Contract; (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process and performance of the Contract; (d) not misuse any information shared between the procuring Entity and the Bidders with an intent

S. No.	Particulars	Clause	Description
			to gain unfair advantage in the procurement process and performance of the Contract; (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process and performance of the Contract; (f) not obstruct any investigation or audit of a procurement process and performance of the Contract; (g) disclose conflict of interest, if any. (h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring Entity; and not indulge in corrupt, fraudulent, collusive
		3.1.2	For the purposes of this Sub-Clause: i. “corrupt practice” means the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in the Contract execution; ii. “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process iii. “collusive practice” means a scheme of arrangement between two or more bidders, with or without the knowledge of the Procuring Entity, designed to establish bid prices at artificial, non- competitive levels; iv. “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a Contract.

S. No.	Particulars	Clause	Description
3.2	Measures to be Taken On Breach Of Code of Integrity	3.2.1	Breach of Code of Integrity by the bidder, or their personnel: Without prejudice to the provisions of Chapter IV of the Act, in case of any breach of the Code of Integrity by the bidder or their personnel, the Procuring Entity, CSIDC may take appropriate action
3.3	Fees	3.3.1	The CSIDC requires the bidder to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee. Failure to disclose such commissions, gratuities or fees may result in termination of the Contract and debarment by CSIDC
4	Commencement, Completion, Modification and Termination of Contract		
4.1	Effectiveness of Contract	4.1.1	This Contract shall come into force and effect on the date (the "Effective Date") on which the Client issues to the bidder the Letter of Acceptance of his Proposal. The notice to commence the Services, if issued separately, shall confirm that the effectiveness conditions agreed, if any, have been met.
	Forfeiture of Performance Security	4.1.2	Performance Security may be forfeited by the CSIDC in any of the following cases:- (a) If the bidder fails to commence the Services within the time period after signing of the agreement as specified by the CSIDC. (b) If any of the terms and conditions of the Contract is breached.

S. No.	Particulars	Clause	Description
			(c) When the bidder fails to execute the Contract satisfactorily. Reasonable time will be given to Bidder before forfeiture of Performance Security
4.2	Commencement of Services	4.2.1	The bidder shall confirm availability of Resources and begin carrying out the Services not later than the number of Days after the Effective Date specified by the CSIDC
4.3	Expiration of Contract	4.3.1	Unless terminated earlier, this Contract shall expire at the end of a period of 18 months after the Effective Date, or In case the RAMP Scheme or its associated funding for the State of Chhattisgarh is discontinued by the Government of India, the World Bank, or the Ministry of Micro, Small and Medium Enterprises (MoMSME) before the completion of the 12-month contract period, this contract shall be deemed discontinued accordingly and shall not remain in effect beyond such discontinuation.
4.4	Extension of Assignment	4.3.2	The period of completion of this Contract is 12 months but depending on the level of achievement and quality of performance adjudged by the CSIDC and for the sake of compatibility with the outputs of this Contract, the bidder may be considered for extension of the assignment, provided the continuation of RAMP Program beyond 31 st March 2027.
4.5	Entire Agreement	4.5.1	This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
4.6	Modifications or Variations	4.6.1	Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the

S. No.	Particulars	Clause	Description
			Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party. This Contract and the Annexes together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn; provided, however, that the obligations of the Consultant arising out of the provisions of the RFP shall continue to subsist and shall be deemed to form part of this Agreement.
		4.6.2	In cases of substantial modifications or variations, the prior written consent of the competent authority of the Government will be required.
5	Force Majeure		
5.1	Definition	5.1.1	For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and subject to those requirements includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where

S. No.	Particulars	Clause	Description
			such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.
		5.1.2	Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or such Party's Experts, agents or employees, nor (ii) any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract, and avoid or overcome in the carrying out of its obligations hereunder.
		5.1.3	Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.
5.2	No Breach of Contract Due to Force Majeure	5.2.1	The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.
5.3	Measures to be Taken	5.3.1	A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.
		5.3.2	A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen(14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give

S. No.	Particulars	Clause	Description
			written notice of the restoration of normal conditions as soon as possible.
		5.3.3	Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
		5.3.4	During the period of their inability to perform the Services as a result of an event of Force Majeure, the bidder, upon instructions by the Client, shall either: i. demobilize, in which case the bidder shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or ii. continue with the Services to the extent possible, in which case the bidder shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably
		5.3.5	In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled through Dispute Resolution Mechanism.
5.4	Suspension	5.4.1	The Client may, by written notice of suspension to the bidder, suspend all payments to the bidder hereunder if the bidder fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension (i) shall specify the nature of the failure, and (ii) shall request the bidder to remedy such failure within a period not exceeding thirty (30) Days after receipt of such notice by the bidder.

S. No.	Particulars	Clause	Description
6	Termination		
6.1	By the Client	6.1.1	The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs mentioned below. In such an occurrence the Client shall give a not less than thirty (30) days' written notice of termination to the bidder in case of the events referred to in (a) through (i) below: a) If the Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by CSIDC; or b) If the Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or c) If the Bidder, in the judgment of the Client, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract. d) If the Bidder commits breach of any condition of the contract. The Bidder fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, as specified in a notice of suspension, within thirty (30) days of receipt of such notice of suspension or within such further period as the Authority may have subsequently granted in writing; e) the Bidder becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take

S. No.	Particulars	Clause	Description
			advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary; f) the Bidder fails to comply with any final decision reached as a result of arbitration proceedings. g) the Bidder submits to the client a statement which has a material effect on the rights, obligations or interests of the client and which the Bidder knows to be false; h) any document, information, data or statement submitted by the Bidder in its Bids, based on which the Bidder was considered eligible or successful, is found to be false, incorrect or misleading; or i) In case the RAMP Scheme or its associated funding for the State of Chhattisgarh is discontinued by the Government of India, the World Bank, or the Ministry of Micro, Small and Medium Enterprises (MoMSME) before the completion of the 12-month contract period, this contract shall be deemed discontinued accordingly and shall not remain in effect beyond such discontinuation.; or i) 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 thirty (30) days
		6.1.2	Termination by the Client due to failure of the bidder to provide the required Services shall lead to the forfeiture of the Performance Security as per CC Clause 4.1.2 [Forfeiture of Performance Security].

S. No.	Particulars	Clause	Description
6.2	By the Contractor	6.2.1	The bidder may terminate this Contract, by not less than thirty (30) days' written notice to the CSIDC, in case of the occurrence of any of the events specified as under: (a) If the CSIDC fails to pay any money due to the bidder pursuant to this Contract and not subject to dispute within forty- five (45) Days after receiving written notice from the bidder that such payment is overdue. (b) 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. (c) If the CSIDC fails to comply with any final decision reached as a result of Arbitration.
6.3	Cessation of Rights and Obligations	6.3.1	Upon termination of this Contract pursuant to CC Clause 6 hereof, or upon expiration of this Contract pursuant to GCC Clauses 4.3, all rights and obligations of the Parties hereunder shall cease, except: (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the obligation of confidentiality set forth in CC Clause 7.7, (iii) the bidders obligation to permit inspection, copying and auditing of their accounts and records by the CSIDC set forth in CC Clause 7.10, and (iv) any right which a Party may have under the Applicable Law.
6.4	Cessation of Services	6.4.1	Upon termination of this Contract by notice of either Party to the other pursuant to GCC Clause 6.1 or 6.2, the bidder shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a

S. No.	Particulars	Clause	Description
			minimum. With respect to documents prepared by the bidder and equipment and materials furnished by the Client, the bidder shall proceed as provided, respectively, by CC Clause 7.13 or 7.14.
6.5	Payment upon Termination	6.5.1	Subject to the CC Clause 3.2.1 [Measures to be Taken on Breach of Code of Integrity], upon termination of this Contract, the Client shall make the following payments to the bidder: (a) payment for Services satisfactorily performed prior to the effective date of termination
6.6	Disputes about Events Termination	6.6.1	If either Party disputes whether an event has occurred, such Party may, within forty-five (45) Days after receipt of notice of termination from the other Party, may take recourse to Dispute Resolution Mechanism, and in that case this Contract shall not be terminated on account of such event except in accordance with the terms of any resulting award in accordance with the Dispute Resolution Mechanism or arbitration.
6.7	Extension in Completion Period and Liquidated Damages	6.7.1	If the bidder considers at any time during the performance of the Contract that it is unable to meet the agreed dates and deadlines set forth for various deliverables due to occurrence of an event of Force Majeure or any other reasons, it may request in writing within 14 (Fourteen) days of the occurrence of cause of hindrance to the CSIDC to extend the completion period of the Contract giving detailed reasons and justifications. The CSIDC, after considering the reasons and justifications, may extend the period set forth for completion of the contract with or without liquidated damages. The CSIDC, except in case of an event of Force Majeure or reasons beyond the control of the bidder, shall be entitled to impose on the bidder, liquidated damages of 1% of the Contract amount for each week of delay after

S. No.	Particulars	Clause	Description
			the stipulated period of completion of an activity / event.
7	Obligations of the Bidder		
7.1	Standard Performance	7.1.1	The bidder shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, approved professionals, machinery, materials and methods. The bidder shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the MD, CSIDC, and shall at all times support and safeguard the MD, CSIDC's legitimate interests in any dealings with third party.
		7.1.2	The bidder shall employ and provide such qualified and experienced Experts as are required to carry out the Services.
		7.1.3	The Bidder shall ensure the Hub shall be ready to be operational within 2 months from the date of receiving work order and must target to nurture and incubate around 50 startups in the incubator in the span of 1 year of operations. The Bidder shall ensure that they run the incubator for 3 years beyond initial 1 year under this project. The KPIs /Outcomes to be achieved by the Bidder: • 500+entrepreneurs/MSMEs/SHGs/artisans

S. No.	Particulars	Clause	Description
			reached through mobilisation. • 50+ enterprises/innovators incubated; 20+ prototypes/products developed or improved. • 20+ products commercially launched; 100+ enterprises supported for market/e-commerce linkage. • Measurable funding/finance/market orders facilitated for incubated enterprises. • At least 10 relevant industry/technical institutional partnerships and a pipeline for continued incubation. • Operational sustainability model established for the Hub beyond the six-month project period.
7.2	Law Governing Services	7.2.1	The bidder shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that any of its Experts, as well as the Personnel of the bidder comply with the Applicable Law.
		7.2.2	The Client shall notify the bidder In Writing of relevant local customs, and the bidder shall, after such notification, respect such customs.
7.3	Conflict Interests	7.3.1	The bidder shall hold the MD, CSIDC's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.
7.4	Bidders Not to Benefit from Commissions, Discounts, etc	7.4.	The payment of the bidder shall constitute the bidder's only payment in connection with this Contract and, the bidder shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations hereunder, and the bidder shall use its best efforts to ensure that the Experts/ Personnel and agents of either of them, similarly shall not receive any such additional

S. No.	Particulars	Clause	Description
			payment.
		7.4.2	Furthermore, if the bidder, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the bidder shall comply with the Procuring Entity's procurement rules and guidelines, and shall at all times exercise such responsibility in the best interest of the CSIDC. Any discounts or commissions negotiated by the bidder in the exercise of such procurement advisory responsibility shall be for the benefit of CSIDC.
7.5	Bidder and Affiliates	7.5.1	The bidder agrees that, during the term of this Contract and after its completion or termination, the bidder and any entity affiliated with the bidder and any entity affiliated with such Sub-bidders, shall be disqualified from providing goods, works or non-consulting services resulting from or directly related to the bidder's Services for the preparation or implementation of the project.
7.6	Prohibition of Conflicting Activities	7.6.1	The bidder shall not engage, and shall cause its Experts, Personnel, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.
		7.6.2	The bidder has an obligation and shall ensure that its Experts shall have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of the CSIDC, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the bidder or the termination of its Contract, in addition to any action which may be taken under the provisions of the Act and the Rules.

S. No.	Particulars	Clause	Description
7.7	Confidentiality	7.7.1	Chhattisgarh, except with the prior written consent of the CSIDC the bidder and the Experts or Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the bidder and the Experts or Personnel make public the recommendations formulated in the course of, or as a result of, the Services.
7.8	Liability of the bidder	7.8.1	The bidder's liability under this Contract shall be as per the Applicable Law.
7.9	Insurance to be Taken out by the bidder	7.9.1	I. Insurance to be taken out by the Consultant: a) The Bidder shall, for the duration of this Agreement, take out and maintain, and shall cause any Sub-Consultant to take out and maintain, at its (or the Sub-Consultant's, as the case may be) own cost, insurance against the risks, and for the coverages, as specified in the Agreement and in accordance with good industry practice. b) Within 7 (seven) days of receiving any insurance policy certificate in respect of insurances required to be obtained and maintained under this clause, the Bidder shall furnish to the Client, copies of such policy certificates, copies of the insurance policies and evidence that the insurance premium have been paid in respect of such insurance. No insurance shall be cancelled, modified or allowed to expire or lapse during the term of this Agreement. c) If the Bidder fails to effect and keep in force the aforesaid insurances for which it is responsible pursuant hereto, the Client

S. No.	Particulars	Clause	Description
			shall, apart from having other recourse available under this Agreement, have the option, without prejudice to the obligations of the Bidder, to take out the aforesaid insurance, to keep in force any such insurances, and pay such premia and recover the costs thereof from the Bidder, and the Bidder shall be liable to pay such amounts on demand by the Client. d) Except in case of Third Party liabilities, the insurance policies so procured shall mention the Client as the beneficiary of the Bidder and the Bidder shall procure an undertaking from the insurance company to this effect; provided that in the event the Bidder has a general insurance policy that covers the risks specified in this Agreement and the amount of insurance cover is equivalent to 3 (three) times the cover required hereunder, such insurance policy may not mention the Client as the sole beneficiary of the Bidder or require an undertaking to that effect. II. The Parties agree that the risks and coverages shall include but not be limited to the following: a) Third Party liability insurance as required under Applicable Laws, with a minimum coverage equivalent to Agreement Value; b) employer's liability and workers' compensation insurance in respect of the Personnel of the Consultant and of any Sub-Consultant, in accordance with Applicable Laws; and c) professional liability insurance for an amount no less than the Agreement Value.

S. No.	Particulars	Clause	Description
			The indemnity limit in terms of “Any One Accident” (AOA) and “Aggregate limit on the policy period” (AOP) should not be less than the amount stated in Clause 10.1.1 of the Agreement. In case of consortium, the policy should be in the name of Lead Member and not in the name of individual Members of the consortium.
7.10	Accounting, Inspection and Auditing	7.10.1	The bidder shall keep, and shall make all reasonable efforts to cause its Sub- bidders to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs.
		7.10.2	The bidder shall permit the CSIDC or Government of Chhattisgarh and/ or persons appointed by them to inspect the Site and its accounts and records relating to the performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed by the CSIDC or Government of Chhattisgarh.
		7.10.3	The bidder’s attention is drawn to the fact that acts of the bidder intended to impede the exercise of the powers of inspection and audit by the CSIDC constitute a prohibited practice leading to Contract termination as well as to a determination of ineligibility for further work/ tender.
7.11	Bidder’s Actions Requiring Client’s Prior Approval	7.11.1	Deleted
7.12	Reporting Obligations	7.12.1	The bidder shall submit to the Client the reports and documents specified in the final Terms of Reference, in the form, in number and within the time periods set forth therein. Final reports shall

S. No.	Particulars	Clause	Description
			be delivered in soft copy in addition to the hard copies specified.
7.13	Proprietary Rights of the MD, CSIDC in Reports and Records	7.13.1	All reports and relevant data and information such as maps, drawings, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the bidder for the CSIDC in the course of the Services shall be confidential and become and remain the absolute property of the CSIDC. The bidder shall, not later than upon termination or expiration of this Contract, deliver all such documents to the CSIDC, together with a detailed inventory thereof. The bidder may retain a copy of such documents, data and/ or software but shall not use the same for purposes unrelated to this Contract without prior written approval of the Client
7.14	Equipment, Vehicles and Materials Provided by the CSIDC	7.14.1	Equipment, vehicles and materials made available to the bidder by the CSIDC, shall be the property of the CSIDC and shall be marked accordingly. Upon termination or expiration of this Contract, the bidder shall make available to the CSIDC an inventory of such equipment, vehicles and materials and shall dispose of such equipment, vehicles and materials in accordance with the CSIDC's instructions. While in possession of such equipment, vehicles and materials, the bidder, unless otherwise instructed by the CSIDC
7.15	Equipment And Materials Provided by the bidder	7.15.1	Any equipment or materials brought by the bidder or its Experts and Personnel and used either for the Project or personal use shall remain the property of the bidder or the Experts and Personnel concerned, as applicable.

S. No.	Particulars	Clause	Description
8	Bidders' Experts and Personnel		
8.1	Description of Key Experts	8.1.1	The title, agreed job description, minimum qualification and estimated period of engagement to carry out the Services of each of the bidder's Key Experts are described in Appendix B.
8.2	Availability of Key Personnel	8.2.1	The Bidder's team shall be available in the office of CSIDC whenever called by the CSIDC. This is necessary since the bidder needs to conduct the project in consultation with CSIDC.
8.3	Replacement of Key Experts	8.3.1	Except as the MD, CSIDC may otherwise agree in writing, no changes shall be made in the Key Experts/ resources mentioned in scope of work.
		8.3.2	Notwithstanding the above, the substitution of Key Experts/ resources during Contract execution may be considered only based on the bidder's written request and due to circumstances outside the reasonable control of the bidder, including but not limited to death or medical incapacity. In such a case, the bidder shall forthwith provide as a replacement, a person of equivalent or better qualifications and experience, and at the same rate of remuneration.
8.4	Removal	8.4.1	Deleted.
		8.4.2	In the event that any of Resource is found by the MD, CSIDC to be incompetent or incapable in discharging assigned duties, the MD, CSIDC, specifying the grounds may remove or ask to replace the resource.

S. No.	Particulars	Clause	Description
		8.4.3	Any replacement of the removed Resources shall possess better qualifications and experience.
		8.4.4	The bidder shall bear all costs arising out of or incidental to any removal and/ or replacement of such Resources and conducting training program.
9	Obligations of the Client (MD, CSIDC)		
9.1	Assistance and Exemptions	9.1.1	The MD, CSIDC shall use its best efforts to:
		9.1.1.1	Assist the bidder in obtaining work permits and such other documents as shall be necessary to enable the bidder to perform the Services.
		9.1.1.2	Issue to officials, agents and representatives of the Government all such instructions and information as may be necessary or appropriate for the prompt and effective
		9.1.1.3	Provide the bidder or its Personnel with any such other assistance as may be requested by the bidder and agreed by MD, CSIDC.
9.2	Access Project Site	9.2.1	The MD, CSIDC warrants that the CSIDC Officials/ representatives shall have, free access to the project site finalised for the performance of the Services.
9.3	Counterpart Personnel	9.5.1	The MD, CSIDC shall make available to the bidder free of charge such professional and support counterpart Personnel, to be nominated by the MD, CSIDC with the bidder's

S. No.	Particulars	Clause	Description																
9.4	Payment Obligation	9.6.1	In consideration of the Services performed by the bidder under this Contract, the MD, CSIDC shall make such payments to the bidder for the deliverables specified in Appendix A and in such manner as is provided by CC Clause 10 below.																
10	Payments to Bidder																		
10.1	Contract Price	10. 1.1	The Contract price as accepted by MD, CSIDC fixed during the duration of the Contract The payments under this Contract shall not exceed the Contract value specified herein (the "Contract Value"). The Parties agree that the Contract Value is Rs. (Rs.).																
		10. 1.2	Any change to the Contract price can be made only if the Parties have agreed to the revised scope of Services and have amended in writing the Terms of Reference in Appendix A .																
10.2	Payment	10. 2.1	In consideration of the Services performed by the bidder under this Contract as specified in Appendix A, the MD, CSIDC shall make to the bidder such payments and in such manner as is provided in the Contract. This amount has been established based on the understanding that it includes all of the bidder's costs.																
10.3	Schedule Payments	10. 3.1	1. Schedule of Payments:- The Schedule of Payments will be as under:- <table border="1"> <thead> <tr> <th>Payment Milestone</th><th>Due Period</th><th>Key Deliverables</th><th>Payment</th></tr> </thead> <tbody> <tr> <td>Milestone 1</td><td>End of Month 1</td><td>Inception, baseline, site assessment, team deployment, implementation plan and results framework</td><td>10%</td></tr> <tr> <td>Milestone 2</td><td>End of Month 2</td><td>Innovation outreach, applicant database, beneficiary shortlist, technical partnerships, procurement documentation and digital platform design</td><td>15%</td></tr> <tr> <td>Milestone 3</td><td>End of Month 3</td><td>Beneficiary onboarding, laboratory installation, incubation plans, product diagnostics,</td><td>20%</td></tr> </tbody> </table>	Payment Milestone	Due Period	Key Deliverables	Payment	Milestone 1	End of Month 1	Inception, baseline, site assessment, team deployment, implementation plan and results framework	10%	Milestone 2	End of Month 2	Innovation outreach, applicant database, beneficiary shortlist, technical partnerships, procurement documentation and digital platform design	15%	Milestone 3	End of Month 3	Beneficiary onboarding, laboratory installation, incubation plans, product diagnostics,	20%
Payment Milestone	Due Period	Key Deliverables	Payment																
Milestone 1	End of Month 1	Inception, baseline, site assessment, team deployment, implementation plan and results framework	10%																
Milestone 2	End of Month 2	Innovation outreach, applicant database, beneficiary shortlist, technical partnerships, procurement documentation and digital platform design	15%																
Milestone 3	End of Month 3	Beneficiary onboarding, laboratory installation, incubation plans, product diagnostics,	20%																

S. No.	Particulars	Clause	Description			
					mentor deployment and platform beta	
			Milestone 4	End of Month 4	Laboratory commissioning, technical training, prototypes under development, incubation delivery, testing and startup evaluation	20%
			Milestone 5	End of Month 5	Top 10 startup selection, financial assistance release, product development, acceleration, market preparation and draft sustainability model	20%
			Milestone 6	End of Month 5.5	Completion report, startup fund verification, product portfolio, market linkages, operational digital platform, sustainability plan and continuity arrangements	15%
			Total			100%
			2. Prerequisites for Release of Funds: Once the proposal for establishing the incubator is agreed in-principle by the CSIDC, the process for the sanction of incubator establishment and subsequent release of funds will be taken up after ensuring that following preliminary actions are taken by the Agency/ Host Institution: a) Registration of proposed incubator as not-for-profit society/trust or a section 8 company by the Agency/Host Institution. b) Creation of a separate interest-bearing bank account under the name of registered incubator. c) Earmarking of a minimum of 5000 sq. ft of built-up and furnished space for hosting the incubator. CSIDC may examine higher or lower requirements of space on a case-to-case basis. d) Commitment to on-board full-time professional team with a full time Head/CEO, and an incubation manager/ecosystem enabler (these two resources should not be faculties and should have experience in startups/startup ecosystems).			

S. No.	Particulars	Clause	Description
10.4	Payment Deduction Clause	10. 4.1	The envisaged measurable milestones and the deliverables as quantified after the award of contract and before signing of Contract with the Firm will form the basis for measurement of performance before release of any payment.
		10. 4.2	Any delays from the time schedule stipulated by MD, CSIDC for quantifiable items listed at page no 16 to 30 of the RFP and milestones listed in the approved strategy and plan items of work or listed in the Scope of Work/Deliverable/Agreement would entitle MD, CSIDC for compensation of 1% of the contract value per month , subject to a ceiling of 10% of the contract value
		10.4.3	The bidder recognizes that payments are linked to, and dependent on the successful completion of Services, within timelines mentioned in this RFP, quality of the Services and submission of all relevant deliverables sought under this Contract.
10.5	Reimbursable	10.4.1	The bidder fee shall be inclusive of everything and the bidder shall not furnish any other bills for reimbursement to the MD, CSIDC with the bills of expenses it incurred for the travel / accommodation/ food for the team members, journalists or any other expenses incurred in the arrangement of events. The reimbursements of such bills shall not be made by the MD, CSIDC.
10.6	Taxes and Duties	10.5.1	Unless otherwise specified in the Contract, the bidder is responsible for meeting any and all tax liabilities arising out of the Contract. Income tax shall be deducted from the payments to the bidder at source in accordance with prevalent law. The Bidder shall pay all such taxes, duties, fees and other impositions as may be levied under the Applicable Laws and the Client shall perform such

S. No.	Particulars	Clause	Description
			duties in regard to the deduction of such taxes as may be lawfully imposed on it. Bidder should ensure that they are GST compliant.
10.7	Currency Payment	10.6.1	All payment under this Contract shall be made in Indian Rupees.
10.8	Mode of Billing and Payment	10.8.1	The total payments under this Contract shall not exceed the Contract Price set forth in CC Clause 10.1 the payments under this Contract shall be made in lump- sum instalments against deliverables specified in Appendix A .
		10. 8.2	Billing and payments in respect of the Services shall be made as follows: - a. The Bidder shall be paid for its services as per the Payment Schedule at Annexure-3 of this Contract, subject to the Bidder fulfilling the following conditions: (i) No payment shall be due for the next stage till the Bidder completes to the satisfaction of the Authority the work pertaining to the preceding stage, and (ii) The Client shall pay to the Bidder, only the undisputed amount. b. The Client shall cause the payment due to the Bidder to be made within 60 (sixty) days after the receipt by the Client of duly completed bills with necessary particulars
		10. 8.3	<u>The Final Payment:</u> The final payment under this Clause shall be made only after the final reports on the output of the Services have been submitted by the bidder and approved as satisfactory by the MD, CSIDC. The Services shall then be deemed completed and finally accepted by the MD, CSIDC. The last installment shall be deemed approved for payment by the MD, CSIDC

S. No.	Particulars	Clause	Description
			within sixty (60) days after receipt of the final reports on the output of the Services by the MD, CSIDC unless the MD, CSIDC, within such sixty (60) days period, gives written notice to the bidder specifying in detail deficiencies in the Services. The bidder shall thereupon promptly make any necessary corrections/ and/or additions, and thereafter the foregoing process shall be repeated. Any amount, which the MD, CSIDC has paid or caused to be paid in accordance with this Clause in excess of the amounts actually payable as per terms of the terms of the agreement shall be recoverable from the Bidder. The amount shall be reimbursed by the Bidder to the Authority within 30 (thirty) days after receipt by the Bidder of notice thereof. Any such claim by the Authority for reimbursement must be made within 1 (one) year after receipt by the Authority of a final report. Any delay by the Bidder in reimbursement by the due date shall attract simple interest @ 10% (ten percent) per annum.
			Days after receipt by the bidder of notice thereof. Any such claim by the Client for reimbursement must be made within Six (6) calendar months after receipt by the MD, CSIDC of a final report and a final statement approved by the MD, CSIDC.
		10.8.4	All payments under this Contract shall be made to the bank account as intimated by the bidder.
		10.8.5	With the exception of the final payment, payments do not constitute acceptance of the Services nor relieve the bidder of any obligations hereunder.

S. No.	Particulars	Clause	Description
11	Good Faith	11.1	The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
12	Liquidated Damage	12.1	Liquidated Damages for error/variation: In case any error or variation is detected in the reports submitted by the Bidder and such error or variation is the result of negligence or lack of due diligence on the part of the Bidder, the consequential damages thereof shall be quantified by the Authority in a reasonable manner and recovered from the Consultant by way of deemed liquidated damages, subject to a maximum of 10% (ten per cent) of the Eligible Value of each milestone.
		12.2	Liquidated Damages for delay: In case of delay in submission of deliverables beyond two weeks from due date of submission of deliverable, liquidated damages not exceeding an amount equal to 0.5% (Zero point five percent) of the milestone payment per week, for each sub-project, subject to a maximum of 10% (ten percent) of the milestone payment will be imposed and shall be recovered by appropriation from the Performance Security or otherwise. However, in case of delay due to reasons beyond the control of the Bidder, suitable extension of time shall be granted.
		12.3	Encashment and appropriation of Performance Security: The Client shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without notice to the Bidder in the event of breach of this Agreement or for recovery of liquidated damages specified in this

S. No.	Particulars	Clause	Description
			Clause 12
13	Settlement of disputes	13.1	

Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this Contract, the aggrieved party shall issue a written notice setting out the dispute/ differences or claim to the other party. Parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 30 days from the date of receipt of written notice, the matter will be referred for Arbitration.

Arbitration

In case the dispute is not resolved any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by Additional Chief Secretary / Principal Secretary, Government Chhattisgarh, Department of Industries. Arbitration proceedings shall be conducted at Raipur and the award shall be made in English or Hindi language. The following are agreed:

- The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.
- The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel).

When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Contract.

Appendices

APPENDIX A – FINAL TERMS OF REFERENCE

[This Appendix shall include the final Terms of Reference (TORs) worked out by the MD, CSIDC and the bidder during the negotiations; dates for completion of various tasks; location of performance for different tasks; detailed requirements of the Services and list of deliverables including satisfactory monthly progress on ongoing activities against which the payments to the bidder will be made; MD, CSIDC's input and assistance to be made; specific tasks or actions that require prior approval by the MD, CSIDC.]

The text based on the RFP as modified in the light of the Forms FORM-1 through FORM-12 of the bidders Technical Proposal and finally approved in negotiations will be inserted here.]

.....
...

APPENDIX B – Details of Resources

[A table based on Details Provided by the Contractor after negotiations will be inserted here. The CVs signed by the respective Resources) demonstrating the qualifications of Resources will also be attached.]

.....

Contract Agreement

(To be executed on Non-Judicial Stamp Paper of appropriate value)

**Contract for Setting up Innovation cum Incubation Hub under RAMP Scheme in Chhattisgarh.
(Lump-Sum Based)**

Between

**The Managing Director,
Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC),
(A Govt. of Chhattisgarh Undertaking)
Udyog Bhawan, Telibandha, Ring Road No.1, Raipur, Chhattisgarh, India**

and

[Name of the Firm]

Dated:

CONTRACT AGREEMENT

This CONTRACT (hereinafter called the "Contract") is made the [day number] day of the month of [month], [year], between, on the one hand, The Managing Director, CSIDC, Udyog Bhawan, Telibandha, Ring Road No.1, Raipur, Chhattisgarh, India (hereinafter called the "Client") and, on the other hand, [name of Firm] (hereinafter called the "bidder").

WHEREAS:

(a) The Client has requested the bidder to provide services for Setting up Innovation cum Incubation Hub under RAMP Scheme in Chhattisgarh as defined and described in this Contract (herein after called the "Services")

(b) The bidder, having presented to the Client that it has the qualified professional skills, expertise and technical resources, has agreed to provide the Services on terms and conditions set forth in this Contract;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The Technical and Financial Bids submitted by the bidder
- (b) The Statement of Outcomes of Negotiations
- (c) The Conditions of Contract
- (d) Appendices:

Appendix A: Final Terms of Reference

Appendix B: Details of Resources

In the event of any inconsistency between the documents, the following order

of precedence shall prevail: The Conditions of Contract; Appendix A; Appendix B. Any reference to this Contract shall include, where the context permits, a reference to its Appendices.

2. The mutual rights and obligations of the Client and the bidder shall be as set forth in the Contract, in particular:

(a) the bidder shall carry out the Services in accordance with the provisions of the Contract; and

(b) the Client shall make payments to the bidder in accordance with the provisions of the Contract.

(c) The work shall commence on....and be completed within a period of 18 months.

IN WITNESS HEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first written above.

FOR AND BEHALF OF (THE BIDDER)

Witness 1:

Name:

Witness 2:

Designation:

Address:

FOR AND BEHALF OF CSIDC..... (THE CLIENT)

Witness 1:

Name:

Witness 2:

Designation:

Address:

Team Deployment Certificate/month (to be submitted with invoice)

(To be filled and certified by Bidder's Authorised Representative)

Details of resources:

Location:

Month:

No of days of Involvement in the Project	Main activities handled	No Days of absence

Certified by

NAME:

AUTHORISED
SIGNATORY

Annexure 1: Terms of Reference

(Reproduce as Per RFP)

Annexure 2: Cost of Service (s)

Annexure 3: Payment Schedule

Annexure 4: Performance Security