



TERMS OF REFERENCE

CAFETERIA OPERATIONS ON THE TERRACE FLOOR

BCC CREATOR HUB

23rd August 2026

1. INTRODUCTION

Business Center Corporation (BCC) invites eligible and experienced parties to submit bids to lease, fit out, furnish, equip, manage and operate a high-quality cafe on the terrace floor of the newly developed Creator Hub Building. The selected operator will establish and operate the cafe at its own cost and commercial risk, subject to the lease agreement, this Terms of Reference (TOR), applicable laws, regulatory approvals and BCC requirements.

The primary objective is to select a financially sound and operationally capable cafe operator who will enhance the Creators Hub visitor experience, maintain professional service and food-safety standards, contribute to the identity and activity of the Hub. BCC is seeking an interested party to operate the café as per the details provided herein.

2. DETAILS OF LEASE

2.1 Café Operation Space

The Café Operations Space comprises approximately 2,170 square feet, inclusive of an outdoor seating area and terrace deck measuring approximately 592 square feet, as delineated in Attachment 1 to this document.

- (a) Base structures intended for a kitchen, an outdoor terrace seating area and terrace deck area of the cafeteria shall be provided by BCC.
- (b) Except for the base structures and any expressly listed items, the premises will be handed over without fit-out, furniture, operating equipment or kitchen services. The bidder must satisfy itself regarding the condition, dimensions, service capacity, suitability and regulatory feasibility of the premises before bidding.
- (c) Bidders shall conduct their own measurements, technical assessment and due diligence. BCC will not be liable for assumptions made without verification.
- (d) All utilities of the cafeteria must be borne by the party operating the café. For clarification, utilities here refer to supply water, electricity, and garbage disposal.

2.2 Site Visit and Due Diligence

- (a) A site visit shall be mandatory. Bidders must inspect the premises and satisfy themselves regarding access, layout, weather exposure, structural and loading limitations, utility capacity, exhaust and ventilation routes, drainage, fire-safety requirements, acoustic impact, waste routes, signage opportunities, delivery arrangements, and all fit-out and licensing requirements.

2.3 Minimum Lease Amount

- (a) The minimum lease amount that may be proposed under this bid shall be MVR 100,000/- (One Hundred Thousand Maldivian Rufiyaa) per calendar month.
- (b) The bid will be awarded to the party that passes technical evaluation, and proposes the highest monthly rent above this minimum threshold.

2.4 Security Deposit

- (a) The successful bidder shall be required to pay a security deposit of MVR 200,000 (Two Hundred Thousand Maldivian Rufiyaa) within 7 calendar days from the date of the Letter of Award and before execution of the Lease Agreement or handover of the premises, whichever occurs first.
- (b) “Failure to pay the security deposit within the prescribed period shall constitute a failure to accept the award and shall entitle BCC to cancel the award and take any action permitted under the bidding documents.

2.5 Commencement of Operations

- (a) The maximum duration which shall be allowed for the successful bidding party to commence café operations after award of lease shall be 60 (Sixty) calendar days, from formal handover date.

2.6 Lease Duration

- (a) The cafeteria will be leased for a period of 60 (Sixty) Calendar Months, with possibility of extension.

3 RESPONSIBILITIES OF THE OPERATOR

3.1 Design, Fit-out and Mobilization

The successful bidder shall, entirely at its own cost and risk:

- a) Appoint qualified designers, engineers, contractors and specialists, and prepare architectural, structural, mechanical, electrical, plumbing, fire, kitchen, exhaust, drainage, lighting, acoustic, signage and interior-design submissions.
- b) Design the premises as a cohesive indoor-outdoor cafe suitable for terrace conditions, including wind, rain, heat, salt exposure, waterproofing, drainage, slip resistance, corrosion resistance, shading and safe anchoring of furniture and equipment.
- c) Obtain BCC's written approval of concept, detailed design, materials, signage, work method, programme and contractors before commencing any work; BCC approval will not replace statutory approval or transfer design responsibility to BCC.
- d) Complete all partitions, ceilings, flooring, wall finishes, counters, cabinetry, storage, lighting, air-conditioning/ventilation, kitchen exhaust and make-up air, plumbing, drainage, grease management, electrical distribution, data/telecommunications, fire and life-safety works, weather protection and other fit-out required for lawful operation.
- e) Provide all kitchen and service equipment, appliances, refrigerators/freezers, cooking equipment, extraction hoods, dishwashing facilities, water treatment, point-of-sale systems, furniture, loose items, tableware, utensils, bins, shelving, lockers and consumables.
- f) Protect the building and common areas, control dust/noise/odour, comply with approved work hours, remove construction waste, repair damage, and maintain site safety and insurance during fit-out.
- g) Test and commission all installations, provide certificates, as-built drawings, warranties, asset lists, operating manuals and regulatory clearances before opening.
- h) Complete fit-out and commence operations within the duration stipulated in Section 2.5, subject to approved extensions.

3.2 Café Operations

The operator shall operate the cafe as an independent business and shall be solely responsible for all day-to-day activities, costs, employees, suppliers, stock, revenue, taxes, customer liabilities and commercial risks. At a minimum, the operator shall:

- (a) Provide a professionally managed café service of a standard consistent with Creator Hub's positioning and approved concept.
- (b) Maintain sufficient trained staff, stock, equipment and management presence to ensure reliable service.
- (c) Offer an appropriate menu suitable for customer needs.

- (d) Display prices clearly, issue receipts, maintain a functioning point-of-sale system and comply with consumer-protection requirements.
- (e) Maintain high standards of food safety, hygiene, cleaning, pest control, personal hygiene, customer service and preventive maintenance.
- (f) Manage reservations, seating, queues, music, events and customer conduct without disrupting other Creator Hub users or nearby properties.
- (g) Keep the indoor and outdoor areas, kitchen, storage areas, access route immediately serving the premises and any allocated shared areas clean and safe.
- (h) Maintain business continuity and promptly address complaints, incidents, breakdowns, leaks, odour, smoke, noise, pests and other operational issues.
- (i) Refrain from undertaking or permitting any activity, installation, alteration or use of the Café premises that may compromise the structural integrity, fire safety or overall safety of the building, invalidate or adversely affect any insurance policy covering the building, or increase the applicable insurance premium without the prior written approval of BCC. The Operator shall be liable for any resulting loss, damage, additional premium or other cost incurred by BCC.
- (j) Cooperate with BCC activities and approved events, subject to reasonable advance notice and any commercial arrangements stated in the agreement.

3.3 Café Operating Hours

- (a) The bidder may propose its preferred operating hours. The proposed hours must comply with applicable laws, building access and security arrangements, noise restrictions, Creator Hub operating requirements and any restrictions in the final agreement.
- (b) BCC reserves the right to require reasonable minimum operating days/hours or approve changes to the schedule.
- (c) BCC should be consulted prior to any temporary closures, and reserves the right to take actions on repeated or prolonged closures.

4. FIT-OUT CONTROLS AND TECHNICAL REQUIREMENT

4.1 No work may begin until BCC issues fit-out approval, and the operator has obtained required statutory approvals. The operator shall comply with BCC's fit-out rules, approved method statements, access controls and construction hours.

- (a) Structural works, coring, penetrations, roof fixing, waterproofing changes, heavy equipment, gas installations, new exhaust discharge, external plant, signage and facade changes require specific written approval.
- (b) Loads must remain within certified structural limits. The operator must obtain a structural engineer's confirmation where requested.
- (c) Kitchen exhaust must control smoke, grease, heat and odour and discharge only at an approved location. Noise and vibration isolation must be provided.
- (d) Electrical systems must include appropriate distribution, earthing, isolation, residual-current protection, load balancing and energy-efficient equipment.
- (e) Fire systems must be compatible with the building systems and include required detection, alarm, suppression, extinguishers, emergency lighting, exit signage and kitchen fire suppression.

- (f) The Operator shall be fully responsible for the proper design, installation, testing, maintenance and repair of all wet-area waterproofing, floor gradients, drains, grease traps and plumbing installed or modified by the Operator. The Operator shall promptly rectify, at its own cost, any leakage, blockage, water seepage or other failure arising from such works and shall be liable for all resulting damage to the premises, lower floors or any other part of the building. This responsibility shall not extend to defects in the original building structure or existing systems that were neither caused nor aggravated by the Operator.
 - (g) Outdoor furniture, umbrellas, shading and decorative elements must be weather-rated and securely anchored against wind without damaging waterproofing.
 - (h) Accessible routes and facilities must be maintained in accordance with applicable requirements.
- 4.2 BCC may inspect works, require testing, reject non-compliant materials or workmanship and require defects to be corrected. Such oversight does not relieve the operator, designer or contractor of responsibility.
- 4.3 BCC shall have the right to enter the Café premises without prior notice in the event of an emergency and undertake any urgent corrective work, particularly where the Operator has failed to take the necessary action. All costs incurred by BCC in carrying out such work shall be recoverable from the Operator.

5. BUSINESS PLAN

- 5.1. A feasible proposed business plan for the operation of the café must be submitted by the bidding parties along with the bid, which should in the very least cover the below areas:
- (a) Business Profile of the Company including Portfolio
 - (b) Interior Fit-out Plan and Proposed Café layout
 - (c) Timeline for the Interior Fit-out Works
 - (d) Management and Staffing Plan
 - (e) Operational Plan (*The proposed Standard Menu of the cafeteria must be included*)
 - (f) Financial Forecast and Budget Plan for two years
 - (g) Marketing Plan
- 5.2. During the term of this Agreement, the Operator shall not, without the prior written approval of BCC, sublease the Café, transfer or assign the operation of the Café, or effect any material change in the ownership or control of the Operator. Notwithstanding any approval granted by BCC, the Operator shall remain fully responsible for obtaining and maintaining all required licences, managing and removing all fit-out works, reinstating the premises upon expiry or termination of the Agreement, and removing or disposing of any property left behind by the Operator.

6. STANDARDS OF REQUIREMENT

The Operator shall maintain the Café at a standard consistent with a modern, safe, professional, and customer-focused hospitality establishment befitting the image and objectives of BCC Creators Hub. At a minimum, the following standards shall apply:

6.1 Service Standards:

- (a) Staff shall be courteous, professional, and appropriately trained.
- (b) Customers shall be served in a timely manner.
- (c) Adequate staffing levels shall be maintained during operating hours.
- (d) Complaints shall be addressed promptly and professionally.

6.2 Food and Beverage Standards:

- (a) All food and beverages shall be fresh, safe for consumption, and prepared in accordance with applicable food safety regulations.
- (b) Expired, spoiled, or unsafe food items shall not be stored, displayed, or served.
- (c) Menu items shall remain available as advertised, subject to reasonable stock limitations.
- (d) The Operator shall maintain consistent quality, portion sizes, and presentation standards.
- (e) Food products shall be sourced from legitimate and licensed suppliers.

6.3 Hygiene and Sanitation Standards:

- (a) The café, storage areas, counters, furniture, equipment, and outdoor terrace shall be always maintained in a clean and hygienic condition.
- (b) Daily cleaning schedules shall be implemented and maintained.
- (c) Waste shall be removed regularly and disposed of in designated locations.
- (d) Appropriate pest-control measures shall be maintained throughout the lease period.
- (e) Food handlers shall comply with all applicable hygiene requirements.

6.4 Health and Safety Requirements:

- (a) The Operator shall comply with all applicable health, safety, fire, and environmental regulations.
- (b) Fire extinguishers and emergency equipment shall be maintained in operational condition.
- (c) Emergency exits and access routes shall remain unobstructed.
- (d) All staff shall be familiar with emergency response procedures.
- (e) Accidents, injuries, and safety incidents occurring within the café premises shall be reported to BCC immediately.

6.5 Facility Maintenance Standards:

- (a) Furniture, fixtures, fittings, equipment, and décor shall be maintained in good condition.
- (b) Any damaged furniture, equipment, signage, or finishes shall be repaired or replaced promptly.
- (c) The terrace area shall remain clean, safe, and presentable at all times.
- (d) The Operator shall implement preventative maintenance procedures for all major equipment.

6.6 Environmental and Sustainability Standards:

- (a) The Operator is encouraged to minimize single-use plastics and adopt environmentally responsible practices.
- (b) Waste segregation and recycling shall be implemented where reasonably practicable.
- (c) Energy-efficient equipment and practices should be utilized whenever possible.
- (d) Water consumption shall be managed responsibly.

6.7 Branding and Presentation Standards:

- (a) The overall appearance of the café shall reflect a professional and modern image compatible with the branding and character of BCC Creators Hub.
- (b) Any signage, branding, promotional materials, or decorative elements shall be subject to prior written approval by BCC.
- (c) The Operator shall ensure that the premises remain visually attractive and welcoming throughout the lease term.

6.8 Operational Performance Standards:

- (a) The Café shall remain operational during approved operating hours except in cases of force majeure or BCC-approved closures.
- (b) Repeated closure without valid justification may constitute a breach of the lease agreement.
- (c) Adequate stock levels shall be maintained to meet anticipated customer demand.
- (d) The Operator shall maintain a functioning point-of-sale system and proper financial records.

6.9 Compliance Monitoring:

- (a) BCC may carry out periodic inspections of the premises, operations, hygiene standards, customer service standards, and maintenance conditions.
- (b) The Operator shall promptly rectify any deficiencies identified by BCC within the timeframe specified.
- (c) Repeated non-compliance may result in penalties, suspension of operations, or termination of the lease agreement in accordance with the Agreement.

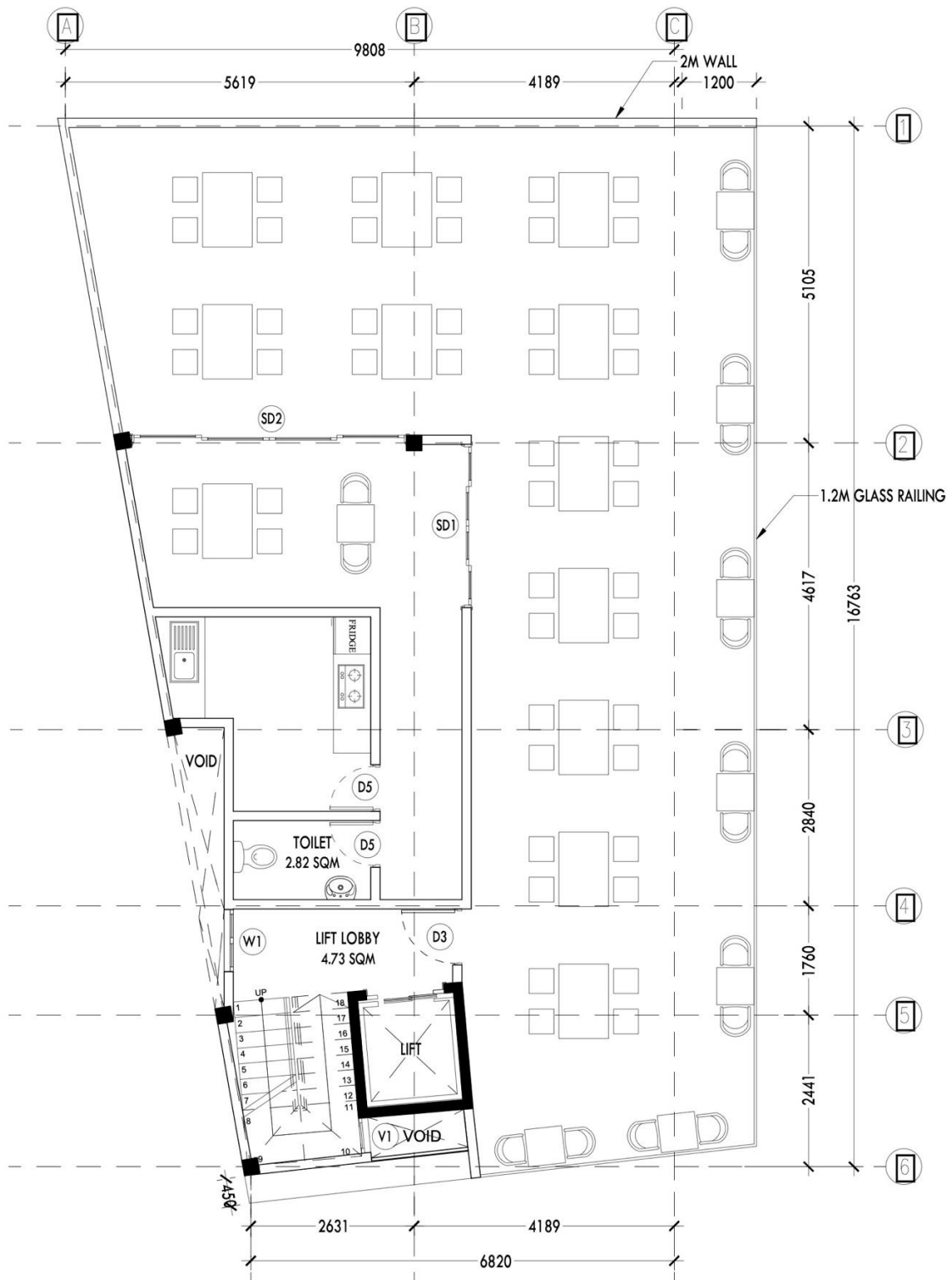
6.10 Customer Experience:

- (a) The Café shall provide a pleasant, welcoming, and safe environment for all visitors.
- (b) Background music, events, and promotional activities shall not disturb other users of the Creators Hub.
- (c) Seating areas, including the outdoor terrace, shall be maintained in a comfortable and presentable condition.
- (d) The Operator shall actively contribute to enhancing the visitor experience at BCC Creators Hub.

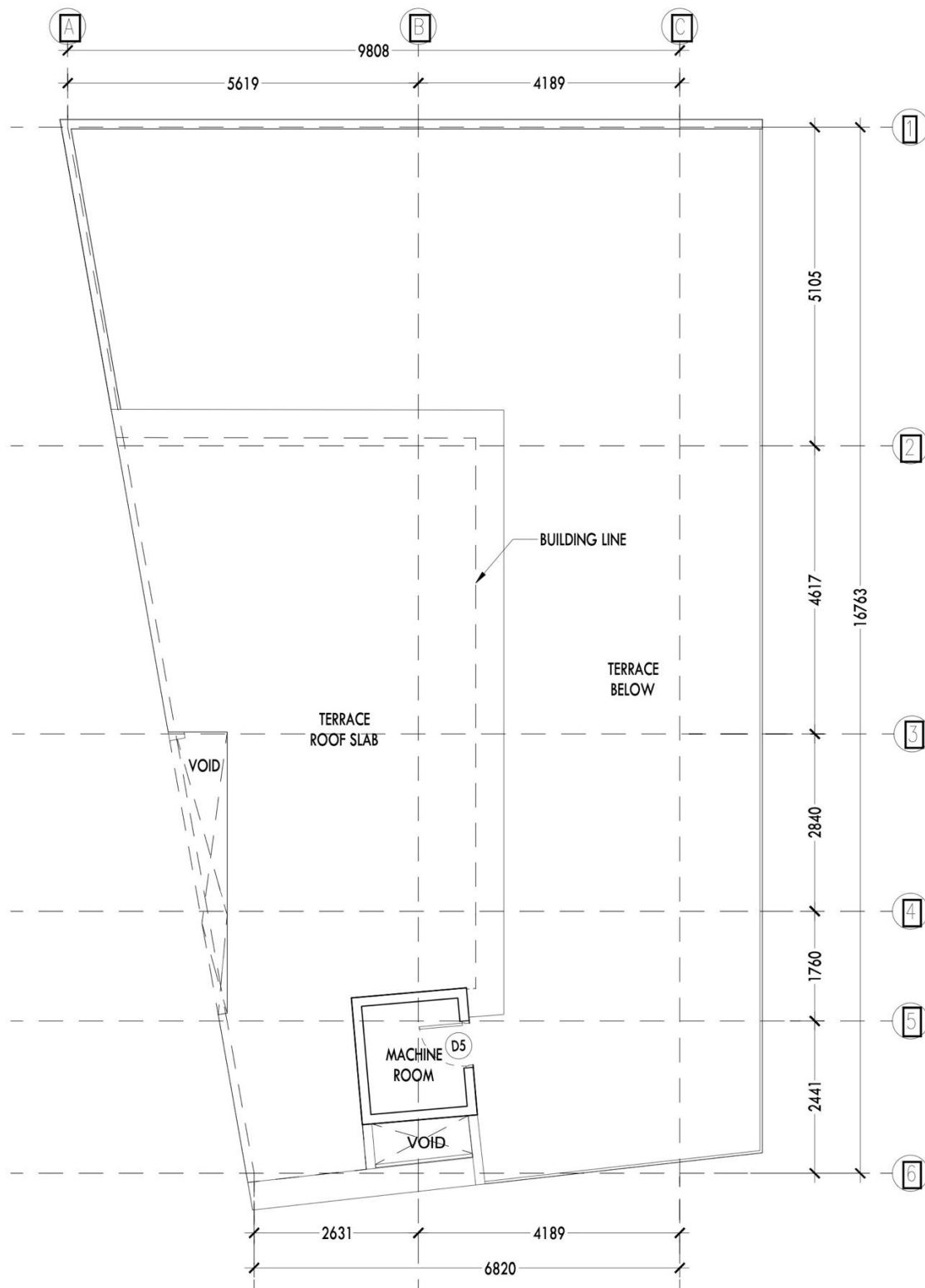
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Attachments to follow

ATTACHMENT 1 CAFETERIA FLOOR PLAN



10TH/TERRACE FLOOR PLAN (Cafe' & Terrace)
SCALE 1:100



TERRACE ROOF/MACHINE ROOM PLAN
SCALE 1:100