

Request for Quotation (RFQ) for Licensing, Operation and Management of Cafeteria-cum-Stationery Shop

The Footwear Design & Development Institute (FDDI), Hyderabad invites sealed quotations/proposals from eligible and experienced agencies/firms/individual proprietors for the operation and management of a Cafeteria-cum-Stationery Shop within the institute campus on a contract basis.

The selected bidder shall be responsible for providing quality cafeteria services and stationery items to students, faculty, staff, and visitors in accordance with the terms and conditions specified in the Service Level Agreement (SLA) and Scope of Work document.

The Integrated Service Level Agreement (SLA) & Scope of Work for Cafeteria-cum-Stationery Shop at FDDI Hyderabad Campus, along with the Mandatory Site Visit Certificate Format (Annexure-1), may be obtained from the FDDI, Hyderabad campus during working hours. The same can also be downloaded from the [FDDI Official Website](#) from 10:00 Hrs on 02nd July 2026.

The completed proposal, along with all required documents, must be submitted in a sealed envelope superscribed "Proposal for Licensing, Operation and Management of Cafeteria-cum-Stationery Shop" and dropped in the Tender Box kept at FDDI Hyderabad Campus on or before 14:30 Hrs on 22nd July 2026. Proposals received after the prescribed date and time shall not be considered.

Interested bidders are advised to visit the site and carefully review all terms and conditions before submitting their proposals.

FDDI reserves the right to accept or reject any or all proposals, wholly or partly, without assigning any reason thereof.

For any clarification or further information, please contact:
Convener, Mess Committee
Footwear Design & Development Institute (FDDI), Hyderabad
(Ministry of Commerce & Industry, Government of India)

Sy No 6-38, TSLIPC, NILEX CAMPUS, HS Darga Road,
Gachibowli, Rai Durgam, Hyderabad

Email:sandeep.fddi@nic.in

Date: 02nd July 2026

Integrated Service Level Agreement (SLA) & Scope of Work for Cafeteria & Stationery Shop at FDDI Hyderabad Campus

1) **Agreement Overview**

This Service Level Agreement ("SLA" or "Agreement") is entered into between the Footwear Design & Development Institute (FDDI), Hyderabad (hereinafter referred to as "FDDI") and M/s. _____ (hereinafter referred to as the "Licensee" or "Service Provider").

The purpose of this Agreement is to facilitate the operation and management of an integrated Cafeteria-cum-Stationery Shop at the FDDI Hyderabad Campus. The Service Provider shall provide the necessary infrastructure, equipment, furniture, consumables, and manpower required for the efficient operation of both the Cafeteria and Stationery Shop services in accordance with the requirements of FDDI Hyderabad. The Cafeteria component shall include the provision of food and beverage services, while the Stationery Shop component shall include the sale of stationery items, academic supplies, printing, photocopying, scanning, binding, and other related services approved by FDDI.

This Agreement outlines the scope of work, responsibilities and obligations of the stakeholders, service standards, performance requirements, payment terms, penalties, and other general terms and conditions governing the services. The provisions contained herein are mutually understood and agreed upon by the parties.

This Agreement shall remain valid for the specified contract period unless terminated earlier in accordance with the terms of this Agreement or superseded by a revised agreement duly approved and executed by both parties.

2) **Stakeholders** : The Three main stakeholders associated with this SLA are:

- a. Service Provider – M/s
- b. Buyer - Footwear Design and Development Institute (FDDI) Hyderabad
- c. Paying Authority –FDDI accounts Department, FDDI Hyderabad.
- d. The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA.

3) **Objective and Goals**

The objective of this Agreement is to ensure that the necessary arrangements, commitments, and service standards are in place for the effective and uninterrupted operation of the Cafeteria-cum-Stationery Shop Facility at FDDI Hyderabad by M/s. _____.

The primary goals of this Agreement are to:

- 1) Clearly define service ownership, accountability, roles, responsibilities, and obligations of all stakeholders.
- 2) Provide a clear, concise, measurable, and quality-oriented framework for the delivery of Cafeteria and Stationery Shop services to students, faculty, staff, and visitors of FDDI Hyderabad.
- 3) Establish the terms and conditions governing the operation, maintenance, service quality, hygiene standards, pricing, and statutory compliance requirements applicable to the Service Provider.
- 4) Ensure the availability of quality food and beverage services, stationery items, academic supplies, printing, photocopying, scanning, binding, and other approved services for the convenience of the FDDI community.
- 5) Define service levels, monitoring mechanisms, performance indicators, and penalties for non-compliance to ensure consistent service delivery.
- 6) Ensure that both parties clearly understand their rights, responsibilities, liabilities, and the consequences arising from any breach, suspension, or termination of the Agreement.

This Agreement may be amended or modified at any time through mutual consent of the parties, subject to the approval of the Competent Authority of FDDI Hyderabad.

Accordingly, this Agreement shall serve as a governing reference document confirming that both parties have understood and accepted the terms and conditions contained herein and agree to comply with the same throughout the contract period.

The projected annual turnover/sales of the proposed Cafeteria-cum-Stationery Shop Facility is indicative and tentative in nature and may vary depending upon the actual utilization of food, beverage, stationery, printing, and related services by students, faculty, staff, and visitors of FDDI Hyderabad. For the purpose of evaluation and administrative approval, the estimated annual value of the Cafeteria-cum-Stationery Shop Facility has been assessed at approximately ₹3,0,000/- (Rupees Three Lakh Only).

4) Service Agreement

a. Service Scope

The Service Provider, M/s. _____, shall operate and manage the Cafeteria-cum-Stationery Shop Facility at FDDI Hyderabad in accordance with the terms and conditions of this Agreement.

The scope of services shall include, but not be limited to:

Cafeteria Services

- Preparation and sale of hygienic food, snacks, beverages, tea, coffee, and other approved items.
- Maintenance of food preparation, serving, dining, and storage areas.
- Provision of furniture, cooking equipment, crockery, cutlery, dispensers, serving utensils, and other necessary infrastructure. Some basic furniture (Table & Chairs) has been provided in the dining area of Cafeteria.
- Housekeeping, waste disposal, pest control, and maintenance of hygiene standards.
- Provision and management of potable drinking water facilities for cafeteria operations.

Stationery Shop Services

- Sale of stationery items, academic supplies, design and footwear-related tools, drawing materials, files, notebooks, calculators, Pendrive, Data cables, Chargers and other approved products.
- Provision of printing, photocopying, scanning, lamination, spiral binding, and related services.
- Maintenance of adequate inventory to meet the requirements of students, faculty, staff, and visitors.
- Maintenance of equipment installed for stationery and document-related services.

b. Service Requirement

- 1) During the contract period, the Licensee/ Service Provider shall be fully responsible for the operation and management of the Cafeteria-cum-Stationery Shop Facility at FDDI Hyderabad.
- 2) The service provider must have a minimum of three (3) years of experience in operating and managing a cafeteria and/or stationery shop in recognized educational institutions, preferably premier institutions such as the National Institute of Fashion Technology, the National Institute of Design, IITs, IIMs, Central Universities, State Universities or other equivalent institutions in Hyderabad. Documentary evidence, such as work orders, agreements, or completion certificates, must be submitted in support of the experience claimed.
- 3) The Licensee/ Service Provider shall provide cafeteria services within the designated cafeteria premises and stationery services within the designated stationery shop area or any other location allotted by FDDI.
- 4) The Service Provider shall provide a variety of food items, snacks, beverages, and other cafeteria services as approved by FDDI from time to time.

- 5) The Licensee/ Service Provider shall maintain adequate stock of approved stationery items, academic materials, printing supplies, and related products to meet user requirements.
- 6) The Licensee/ Service Provider shall provide and maintain adequate furniture, fixtures, equipment, cutlery, crockery, dispensers, serving utensils, racks, display counters, printers, photocopiers, scanners, and other infrastructure necessary for smooth functioning of the facility.
- 7) The Service Provider shall deploy adequate trained and experienced manpower for cafeteria operations, stationery shop operations, housekeeping, customer service, and maintenance activities.
- 8) All employees deployed by the Service Provider shall be properly uniformed, well-groomed, courteous, and adequately trained.
- 9) The Licensee/ Service Provider shall arrange and maintain all equipment, machinery, appliances, and consumables required for operation of both facilities at its own cost.
- 10) The Cafeteria-cum-Stationery Shop shall remain open on all working days during timings prescribed by FDDI. Services may also be required on weekends, holidays, examinations, events, or special occasions as directed by FDDI.
- 11) The Licensee/ Service Provider shall ensure uninterrupted availability of essential food items, beverages, stationery products, printing services, and photocopying facilities throughout operational hours.

c. Quality Maintenance

- 1) The Licensee/ Service Provider shall be well equipped to undertake Hygiene audit on daily basis and report shall be submitted to Buyer Department. They shall also undertake independent hygiene and quality audits as and when deemed necessary.
- 2) The Licensee/ Service Provider shall maintain the highest standards of cleanliness, hygiene, safety, and quality in both the Cafeteria and Stationery Shop.
- 3) The Licensee/ Service Provider shall conduct regular hygiene inspections and quality checks and shall comply with all directions issued by FDDI authorities.
- 4) All food items served shall be fresh, hygienic, safe for consumption, and free from adulteration, contamination, foreign matter, or expired ingredients.
- 5) Vegetarian and Non-Vegetarian food items shall be prepared, stored, and served separately.
- 6) Fruits, vegetables, dairy products, meat, poultry, fish, and other ingredients shall be sourced from authorized vendors and shall conform to applicable food safety standards.
- 7) All food items, beverages, and consumables shall be properly stored and served within their prescribed shelf life.
- 8) Stationery items, printing materials, photocopying paper, inks, cartridges, and related products shall be of good quality and sourced from reputed manufacturers or suppliers.
- 9) The Licensee/ Service Provider shall ensure that all equipment used in cafeteria and stationery operations remains functional, safe, and properly maintained.
- 10) Non-vegetarian dishes shall be prepared from fresh and good quality egg, chicken, mutton, Fish or other sea foods as desired by the buyer and the same shall be purchased from the standard authorized shop. The non-vegetarian items shall be washed and marinated properly before cooking.

d. Maintenance of Facility Areas

- 1) The Licensee/ Service Provider shall maintain the Cafeteria, Stationery Shop, seating areas, counters, storage areas, and surrounding premises in a clean, hygienic, and presentable condition at all times.
- 2) Tea, coffee, snacks, beverages, and food items shall be prepared and served in a hygienic, attractive, and professional manner.
- 3) Waste generated from cafeteria and stationery operations shall be collected, segregated, and disposed of responsibly in accordance with applicable regulations and FDDI instructions.
- 4) The Licensee/ Service Provider shall ensure regular cleaning of furniture, equipment,

display racks, counters, and customer service areas.

- 5) Any damage caused to the premises, fixtures, fittings, or utilities due to negligence of the Service Provider shall be rectified at the Service Provider's own cost.

e. Terms and Conditions

- 1) FDDI shall provide only the designated space for operation of the Cafeteria-cum-Stationery Shop Facility. The Licensee shall arrange, install, operate, and maintain all furniture, fixtures, seating arrangements, cooking equipment, stationery racks, photocopying/printing equipment, crockery, cutlery, consumables, and manpower at its own cost. FDDI shall not bear any expenditure towards establishment or operation of the facility.
- 2) The Licensee/ Service Provider shall provide adequate seating arrangements for approximately 25–50 persons and maintain the same in good condition throughout the contract period.
- 3) In the event of a tie in the highest financial offer, preference shall be given to the bidder having superior experience in educational institutions and higher average annual turnover during the preceding three financial years.
- 4) The Licensee/ Service Provider shall prominently display the approved menu, rates of food items, stationery items, printing/photocopying charges, and contact details at the facility immediately after commencement of operations.
- 5) If applicable then taxes will charges on maintenance charges of space as per rule.
- 6) Applicable taxes, duties, levies, or statutory charges shall be borne by the Licensee as per prevailing Government rules
- 7) The licence for operation of the Cafeteria-cum-Stationery Shop Facility shall initially be awarded for a period of one (01) year and remain valid for a period of three (03) years on yearly renewal basis. . Based on satisfactory performance and compliance with all terms and conditions of the Agreement, the licence may be renewed annually, subject to a maximum total tenure of five (05) years from the date of commencement. At the time of each renewal, the Licence Fee shall be increased by a minimum of ten percent (10%) over the prevailing Licence Fee or by such higher percentage as may be recommended by the Committee and approved by the Competent Authority. The decision of FDDI in this regard shall be final and binding on the Licensee/Service Provider.
- 8) Either party may terminate the contract by giving one (01) month's prior written notice to the other party. However, FDDI reserves the right to terminate the contract forthwith, without assigning any notice period, in the event of a material breach of any terms and conditions of the contract by the Service Provider/ Contractor, including but not limited to poor performance, misconduct, violation of statutory provisions, non-compliance with FDDI instructions, or any act prejudicial to the interests of the Institute. The decision of FDDI regarding the existence of such breach shall be final and binding on the Service Provider/ Contractor.
- 9) The Licensee/ Service Provider shall provide tea to FDDI staff on a daily basis as per the approved arrangement and shall obtain duly signed tea coupons or acknowledgment signatures from the authorized officials for verification of consumption. The Licensee/ Service Provider shall also provide tea, coffee, snacks, beverages, and refreshments for official meetings, training programmes, seminars, workshops, examinations, and other functions organized by FDDI as and when requisitioned by the Institute. The Licensee / Service Provider shall submit consolidated monthly bills for all official supplies, duly supported by authorized requisitions, consumption records, and certification from the concerned department/official. Payment shall be released subject to verification and approval by the competent authority of FDDI.
- 10) The Licensee/ Service Provider shall directly collect payment from students, faculty, staff, visitors, and guests for personal purchases. FDDI shall not be responsible for recovery of any such dues.
- 11) FDDI shall make payment only for officially approved supplies and services requisitioned by the Institute, subject to certification by the authorized officer.
- 12) The Licensee/ Service Provider shall comply with all applicable labour laws (ESI, PF, Bonus, Income Tax, GST or any other extra taxes levied by the Government), taxation

- laws, food safety regulations, environmental regulations, welfare measures of its employees and any other statutory requirements. Any liability arising from non-compliance shall be solely borne by the Licensee/ Service Provider.
- 13) The Licensee/ Service Provider shall maintain the highest standards of cleanliness, hygiene, sanitation, and food safety in all areas of operation specially kitchen and dining area. Adequate dustbins, waste disposal systems, pest control measures, and cleaning arrangements shall be maintained at all times. The Licensee/ Service Provider will make the arrangements for keeping all eatables in covered showcase, free from flies and insects. Adequate number of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the Cafeteria.
 - 14) The Licensee/ Service Provider shall ensure that no used utensils, food waste, packaging material, stationery waste, or other refuse is left unattended anywhere within the FDDI campus and these should be removed immediately.
 - 15) The Licensee/ Service Provider shall take all necessary safety measures, including fire safety arrangements, maintenance of fire extinguishers, emergency response systems, and availability of a First-Aid Box.
 - 16) No minor shall be employed or engaged for any work related to the facility.
 - 17) All personnel deployed by the Licensee/ Service Provider shall remain employees of the Licensee/ Service Provider. No employment rights, benefits, or claims against FDDI shall accrue to such personnel. No legal right shall vest in the contractor's workers to claim employment or otherwise absorption in FDDI, nor the contractor's workers shall have any right whatsoever to claim the benefit and/or emoluments that may be permissible or paid to the employees of FDDI. The workers will remain the employees of the contractor and this should be the sole responsibility of the contractor to make it clear to his/her workers before deputing them to work at FDDI.
 - 18) FDDI, its officers, employees, authorities, committees, or representatives shall not be a party to, nor be held responsible for, any dispute, claim, litigation, demand, or proceeding arising between the Licensee and its employees, workers, suppliers, vendors, contractors, customers, or any other third party. The Licensee shall be solely responsible for resolving such disputes at its own cost and risk and shall keep FDDI indemnified against any liability, loss, claim, or legal action arising therefrom.
 - 19) The allotted premises shall be used exclusively for operation of the Cafeteria-cum-Stationery Shop Facility and for no other purpose without prior written approval of FDDI. The Licensee shall not use the premises for any other activity except for the purpose for which it has been provided for.
 - 20) FDDI authorities may constitute a Monitoring Committee comprising officers, faculty, staff, and students to review service quality, menu, pricing, cleanliness, stock availability, and customer satisfaction. The Licensee/ Service Provider shall comply with the directions issued by the Committee.
 - 21) The Licensee/Service Provider shall not sell, store, distribute, display, promote, or permit the consumption of cigarettes, bidis, tobacco products, pan masala, gutka, alcohol, narcotic drugs, intoxicants, e-cigarettes, vaping products, or any other prohibited, illegal, or restricted items within the Cafeteria-cum-Stationery Shop or anywhere within the FDDI premises. The sale, storage, possession, distribution, or consumption of such products within the Institute premises shall be strictly prohibited. In the event of any violation of this condition by the Licensee, its employees, agents, suppliers, or any person acting on its behalf, FDDI shall have the right to direct the immediate removal of the concerned person(s) from the campus and may impose appropriate penalties. Such violation shall be treated as a material breach of the Agreement and may result in suspension, termination of the contract, forfeiture of security deposit/performance security, and any other action deemed appropriate by FDDI, without prejudice to any legal or statutory action that may be initiated under applicable laws.
 - 22) The Licensee/ Service Provider shall undertake that any act of omission or commission including theft, by his/her staff shall be his/her sole responsibility and further that he/she would compensate the Institute immediately, any loss or damage or theft occurring on account of his/her staff individually or collectively.
 - 23) The Licensee/ Service Provider shall deploy adequate number of staff in Cafeteria-

- cum-Stationery Shop and shall ordinarily operate between 10:00 AM and 06:00 PM on all working days or as prescribed by FDDI. Timings may be modified based on academic schedules, examinations, events, or institutional requirements
- 24) The Licensee/Service Provider shall strictly comply with all policies, rules, regulations, guidelines, orders, circulars, advisories, and instructions issued by FDDI from time to time in connection with the operation and management of the Cafeteria-cum-Stationery Shop Facility. Such policies, rules, circulars, and instructions, whether issued before or during the currency of the Agreement, shall be deemed to form an integral part of this Agreement and shall be binding upon the Licensee/Service Provider. Any failure to comply with such directions may be treated as a breach of the Agreement and may attract penalties or other actions, including termination of the contract, as deemed appropriate by FDDI.
 - 25) The Licensee/ Service Provider shall pay electricity charges based on actual consumption as recorded through a sub-meter installed for the facility. Such charges shall be paid on or before the 05th day of every month.
 - 26) No separate water charges shall be levied by FDDI. However, the Licensee/ Service Provider shall install and maintain its own RO water purification system and/or arrange potable drinking water at its own cost.
 - 27) The minimum reserved Licence Fee/Space Utilization Charges for the Cafeteria-cum-Stationery Shop Facility shall be **₹1,500/-** (Rupees One Thousand Five Hundred Only) per month. Bidders shall quote the monthly Licence Fee/Space Utilization Charges they are willing to pay to FDDI for use of the allotted premises. The bidder quoting the highest Licence Fee/Space Utilization Charges shall ordinarily be considered for award of the contract, subject to fulfillment of all eligibility criteria, technical requirements, and other terms and conditions of the tender. FDDI reserves the right to accept or reject any bid, including the highest bid, without assigning any reason thereof, if such bid is found not to be in the best interest of the Institute or does not satisfy the prescribed tender conditions.
 - 28) The Licensee/ Service Provider shall handover the premises in the same condition as received, subject to normal wear and tear. Any damage caused to Institute property shall be rectified at the Licensee's cost.
 - 29) The Institute reserves the right to impose a penalty (to be decided by the FDDI authorities) on the Licensee/ Service Provider for service deficiencies, unhygienic conditions, poor quality products, overcharging, misconduct, or violation of contractual terms, any serious lapse in maintaining the quality and the services willfully or otherwise by the Licensee or his staff or for any adulteration.
 - 30) In case of Fire, theft, accident or damage, Licensee shall replace items lost, broken or damage with items of the same quality at his own cost and expense.
 - 31) The Licensee/ Service Provider shall take due care to prevent damage to Institute infrastructure, furniture, fittings, fixtures, utilities, and equipment. Any repair or replacement required due to negligence shall be recoverable from the Licensee. The decision of the Committee or Designated Officer shall be final and binding on the Licensee.
 - 32) The FDDI, Hyderabad reserves the right to cancel/reject any application in full or any part of the tender which Licensee/ Service Provider does not fulfill the condition stipulated in the matter in the interest of the Institute.
 - 33) Submission of an application/quotation by Licensee/ Service Provider shall be deemed acceptance of all terms and conditions of the tender and SLA. No enquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the quotation/application.
 - 34) The successful bidder/Licensee shall execute a formal Agreement with FDDI on a non-judicial stamp paper of appropriate value, not less than ₹100/- (Rupees One Hundred Only), at its own cost and expense. The Agreement shall be executed within fifteen (15) days from the date of issuance of the Letter of Award (LoA)/Work Order or within such extended period as may be permitted by FDDI. Failure to execute the Agreement within the stipulated period may result in cancellation of the award of contract and FDDI shall be at liberty to award the contract to any other eligible bidder or take such action as deemed appropriate, without any further notice or liability.
 - 35) The display of rate list should be prominent and visible to those who shall avail the

- facility.
- 36) The Licensee/ Service Provider shall maintain good quality crockery, cutlery, utensils, furniture, stationery products, photocopying materials, and other consumables.
 - 37) Vegetarian and Non-Vegetarian food items shall be prepared, stored, displayed, and served separately.
 - 38) If any false declaration or submission of incorrect information by the Licensee shall result in cancellation of the contract without any notice and forfeiture of the Performance Security Deposit by the FDDI
 - 39) Bidder must visit the FDDI campus physically and submit “*Site Visit Certificate*” duly signed by the authorized officer and submit it along with the Quotation. Without the signed copy of “*Site Visit Certificate*” application / quotation will be rejected.
 - 40) The decision of the Tender Inviting Authority / Competent Authority of FDDI shall be final and binding in all matters relating to selection, operation, performance evaluation, penalties, and termination.
 - 41) The Licensee/ Service Provider shall have necessary registration of the Government under the shops and establishment acts.
 - 42) The Licensee/ Service Provider shall possess all applicable statutory registrations and licences, including Shop & Establishment Registration, valid FSSAI Licence for Hyderabad, Telangana region, GST Registration, PAN, Labour Licence (where applicable), and any other approvals required under law. Copies of the same shall be submitted along with application/ quotation
 - 43) The Licensee/ Service Provider shall not be involved in any criminal, labour, or financial litigation that may adversely affect performance of the contract. A self-declaration to this effect shall be submitted along with application otherwise his application stands cancel / rejected.
 - 44) Copies of all statutory registrations, licences, certificates, proprietor details, and emergency contact numbers shall be submitted along with application and prominently displayed at the facility.
 - 45) Dispute if any, arising out of the contract shall be settled by mutual discussion or arbitration by sole arbitrator to be appointed by Managing Director, FDDI at Noida as per the provisions of the Indian Arbitration and Conciliation Act, 1996 and the rules framed there under. Any Arbitrator appointed shall not have the jurisdiction to pass any interim awards, or to grant interest higher than 8% charged simply on the award amounts or amounts payable to either party. No dispute arising of the execution, implementation or termination of the present contract, as also any other dispute with respect to the present contract be entertained by any court and shall be subject matter of Arbitration under the Indian Arbitration and Conciliation Act, 1996 and rules framed there under.
 - 46) Subject to the arbitration provisions above, the courts at Hyderabad, Telangana shall have exclusive jurisdiction over all matters arising out of this Agreement.

List of Tentative Items to be Kept in Cafeteria

(Subject to approval of the price list by the Mess Committee and Competent Authority. The below-mentioned menu items are tentative only. Prices shall not be displayed.)

Beverages - Do not mention price

S.No	Name of the Item	Price
1.	Readymade Tea, 125 ml	<i>Subject to approval of the price list by the Mess Committee and Competent Authority</i>
2.	Herbal Tea Ginger/Mint/Lemon/Green - 125 ml	
3.	Ice Tea - 250 ml	
4.	Hot chocolate/ Horlicks/ Boost - 250 ml	
5.	Hot Coffee - 125 ml	
6.	Cold Coffee - 250 ml	
7.	Shakes (vanilla/Strawberry/Chocolate) - 250 ml	
8.	Shakes with ice cream - 200ml	
9.	Packed Drinking (Mineral) water 200ml / 500ml / 1ltr (Bisleri/Aquafina) - MRP or below MRP	MRP or below MRP
10.	Soft Drinks – MRP or below MRP	
11.	Fresh Juice 250 ml (Sweet lime / Orange)	

12.	Packed Juice - MRP or below MRP	
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Food Items - Do not mention price

Pastries		
1.	Chocolate Mousse (60-70gm)	
2.	Black Forest (60-70gm)	
3.	Vanilla (60-70gm)	
4.	Pineapple (60-70gm)	
Burger		
1.	Veggie Burger (60-100gm)	
2.	Cheese Burger (60-100gm)	
3.	Chicken Burger (60-100gm)	
Sandwich		
1.	Paneer /Cheese Sandwich(2 pcs bread)	
2.	Veg. Sandwich Plain (2 pcs bread)	
3.	Veg. Grilled Sandwich (2 pcs bread)	
4.	Chicken Sandwich Grilled (2 pcs bread)	
5.	Chicken sandwich Plain(2 pcs bread)	
Puff		
1.	Veg. Masala Puff - 50-60gm	
2.	Paneer Masala Puff - 50-60gm	
3.	Aloo Samosa - 60-70 gm	
4.	Corn Samosa (Small) - 20-25gm	
Noodles		
1.	Veg. Magg - 250 Gms	
2.	Veg. Cheese Meggi - 250 Gms	
3.	Veg. Pasta Cheese - 250 Gms	
4.	Veg. Pasta Tomato /Onion/ Mushroom - 250 Gms	
5.	Veg Haka Noodle - 250gms	
Meal		
1.	Veg Chowmin - 250gm	
2.	Fried Rice - 250gm	
3.	Manchurian Dry/Gravy - 250gm	
4.	Pao- Bhaji - 250gm	
5.	Chilli Paneer Dry/Gravy - 250gm	
6.	French Fries - 250gm	

List of items to be kept in Stationery Shop

(Subject to approval of the price list by the Mess Committee and Competent Authority. The below-mentioned menu items are tentative only. Prices shall not be displayed.)

S.No	Name of the Item	
1	Stationery Items: Notebook, Spiral binding book, Folder, File, Pen, Pencil, Coloured pencils, Coloured pens, Ruled and unruled sheets, Eraser, Sharpener, Cutter, Scale, Geometry equipments, Highlighter, Permanent markers, ED equipments, Scissors, Fevicol, Fevistick, CD/DVD, Stapler, Envelope, Cello tape, Glue, Sticky Tape, Packing Tape, Paper clips, Rubber bands, Drawing pins, Hole punch, Index cards, Laboratory Journals, Tissues, Desk Pads., Design Materials, Footwear tool kits, LGAD Tool Kits.	MRP or below MRP

02	Electronics Items: LAN Patch cord, Optical Mouse, Calculator, Memory card, Pendrive, Data Cable, Charger, Calculator, Power Extension, Card Reader, Battery, Pencil cells, Memory Card Reader,	MRP or below MRP
List Service/facilities in Stationery Shop		
S.No	Name of the Item	
1.	A4-Colour print out (70 GSM, 80 GSM & 100 GSM)	<i>Subject to approval of the price list by the Mess Committee and Competent Authority</i>
2.	A4-Black & White print out (70 GSM, 80 GSM & 100 GSM)	
3.	Scanning A4 paper	
4.	A3-Colour print out	
5.	A3-Black & White print out	
6.	Scanning A3 paper,	
7.	Xerox - One side	
8.	Xerox - Two-sided	
9.	Laminating A4 paper	
10.	Laminating A3 paper	
11.	Spiral Binding	
12.	A4-Colour print out (70 GSM, 80 GSM & 100 GSM)	

f. Special Terms and Conditions

1. The Licensee/ Service Provider shall maintain all equipment, machinery, furniture, fixtures, kitchen appliances, water purification systems, photocopiers, printers, scanners, display racks, and other infrastructure in good working condition at its own cost throughout the contract period.
2. All personnel engaged by the Licensee/ Service Provider for cafeteria operations shall be medically fit for handling food and shall possess valid medical fitness certificates. The Service Provider shall also ensure police verification of all personnel deployed at the FDDI campus
3. The Licensee/ Service Provider shall devote full attention to the operation and management of the Cafeteria-cum-Stationery Shop Facility and shall discharge its obligations under this Agreement diligently, efficiently, and in good faith
4. The Licensee shall maintain and submit prescribed daily checklists relating to hygiene, cleanliness, equipment maintenance, food quality, waste disposal, inventory management, and other operational requirements as may be prescribed by FDDI.
5. The Licensee/ Service Provider shall provide uniforms, identity cards, name badges, safety shoes, gloves, hairnets, aprons, and other protective equipment to its employees wherever required. All deployed personnel shall wear the prescribed uniform while on duty.
6. Licensee/ Service Provider shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes, gloves, hairnets, aprons, and other protective equipment to its employees wherever required. They would also ensure wearing gloves and hair covers while cooking and serving food.
7. The Licensee/ Service Provider shall take all necessary precautions and protective measures to safeguard Institute property, personnel, customers, and visitors and shall prevent accidents, injuries, fire hazards, and other risks during the contract period
8. A senior representative of the Licensee shall visit the facility regularly and remain available for coordination with FDDI authorities. The representative shall review service performance, address deficiencies, and participate in periodic review meetings conducted by FDDI.
9. The day-to-day operation of the facility shall be carried out in consultation with and under the overall supervision of the authorized officers of FDDI.
10. The Licensee/ Service Provider shall maintain consistently high standards of food quality, customer service, cleanliness, inventory management, and operational

efficiency. In case of deficiencies, FDDI may issue warning notices and/or impose penalties as per the provisions of the Agreement.

11. The performance of the Licensee/ Service Provider shall be reviewed periodically by FDDI. Repeated complaints, poor service quality, unhygienic conditions, non-availability of essential items, overcharging, or violation of contractual obligations may result in penalties, suspension, or termination of the contract.
12. The authorized officer(s) or committee constituted by FDDI shall be the sole authority for assessing the quality of services rendered by the Licensee/ Service Provider, and their decision shall be final and binding.
13. The Licensee shall ensure that all food items, beverages, raw materials, consumables, stationery products, and printing materials conform to applicable quality standards and statutory requirements.
14. Any penalty, fine, notice, or legal action imposed by any Government Authority, including Food Safety Authorities, Labour Authorities, Municipal Authorities, Pollution Control Authorities, or any other statutory body due to acts, omissions, negligence, or non-compliance of the Service Provider shall be borne exclusively by the Licensee.
15. The Licensee/ Service Provider shall maintain adequate stocks of approved food items, beverages, stationery products, photocopy paper, printing consumables, cartridges, and other essential materials to ensure uninterrupted service.
16. The Licensee/ Service Provider shall not sell, display, or distribute any prohibited, objectionable, pirated, counterfeit, illegal, or unauthorized products within the FDDI premises.
17. The Licensee/ Service Provider shall ensure courteous behaviour and professional conduct of all deployed personnel. Any misconduct, indiscipline, harassment, or inappropriate behaviour reported against the staff may result in immediate removal of the concerned person from the campus.
18. The Licensee/ Service Provider shall maintain all operational records, stock registers, purchase records, employee records, statutory compliance records, and other relevant documents and shall make them available for inspection by FDDI whenever required.
19. FDDI reserves the right to conduct inspections, audits, hygiene checks, stock verification, and service quality assessments at any time without prior notice

g. Penalty and Breach of SLA

Sl. No	Service Level Agreement	Base Line Performance	Lower Performance	Penalties for breach		
				First Instance	Second Instance	Third Instance
1	Logbook maintenance	Daily	Within 1 week of scheduled date	0.5% of annual quoted value	1% of annual quoted value	2% of annual quoted value
2	If the service provider is found responsible for any theft, loss of material/ articles/ damages.	Zero	NA	1% of 3 year contract value post counseling and confirmation of incident,	Equivalent payment or replacement post counseling and confirmation of incident.	Termination of contract post counseling and confirmation of incident.
3	Employee is found of any disobedience or misconduct	Zero	NA	Warning counseling as deemed suitable.	1% from the total 3 year contract value.	2 % from total 3 year contract value
4	Hygiene and quality	FSSAI	Two failures	2% from total 3 year contract value	2.5% from total 3 year contract value	Termination of contract
5	Cumulative Penalty	NA	NA	05% of the total contract value.	10% of the total contract value	- Termination of contract

5) **Performance Security**

As a security towards satisfactory performance of the Contract, the successful Bidder, to whom the work is awarded, shall be required to furnish a Performance Guarantee in the form of EPBG /demand draft or bank guarantee from a nationalized/Schedule bank in favor of Footwear Design and Development Institute (FDDI) payable in Hyderabad within 15 days from the date of Letter/Notice of award. The guarantee amount shall be equal to **5%** of the estimated value as applicable as per the rule, and it shall guarantee the faithful performance of the Contract in accordance with the terms and conditions specified in the documents. The guarantee shall be valid upto ninety (90) days after the end of defect liability period (i.e 15 months from date of award of contract). The guarantee amount shall be en-cashed by the owner (FDDI) without any condition whatsoever, in the event of defects or deficiencies which come up during the validity of the guarantee period. Performance security may be furnished in form of an account payee Demand Draft, Fixed Deposit Receipt from a commercial Bank. Bank Guarantee from commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects. It will be returned/refunded (interest free) after expiry & completion of all contractual obligations of the contract.

A.1. Appendix: Eligibility Criteria for Service Provider

Sl. No.	Criteria	Basics for evaluation	Supporting Documents Required
1	Legal Entity	Valid Legal Entity	Relevant supporting document
2	Licensee/ Service Provider should be an established experienced	The Licensee/ Service Provider must have full cycle implementation experience of Cafeteria-cum-Stationery Shop in at least one CPSE/ Government Organization in last three years.	Completion certificates from the client or may be uploaded in the website by the Licensee / Service Provider.
3	Experience in operating and managing a cafeteria and/or stationery shop in recognized educational institutions	The service provider must have a minimum of three (3) years of experience in operating and managing a cafeteria and/or stationery shop in recognized educational institutions, preferably premier institutions such as the National Institute of Fashion Technology, the National Institute of Design, IITs, IIMs, Central Universities, State Universities or other equivalent institutions	Documentary evidence, such as work orders, agreements, or completion certificates, must be submitted in support of the experience claimed.
4	Certificates	FSSAI	Copy of valid FSSAI certificates to be Submit by Licensee / Service Provider.
5	Site Visit Certificate (Annexure-1) - Duly signed by the Officer in Charge	Bidder must visit the FDDI campus physically.	Submit " <i>Site Visit Certificate</i> " as per the annexure-1 duly signed by the authorized officer (FDDI) and submit it along with the Quotations. Without the signed copy of " <i>Site Visit Certificate</i> " BID / application / Quotation will be rejected. Any claim in this regard shall not be accepted.

Contract Start Date:

End Date.....

M/s.....
Hyderabad
(With Name, sign & Seal)

Footwear Design & Development Institute,
Hyderabad
(With Name, sign & Seal)

Witness: 1.

2.

Site Visit Certificate

Reference No.: FDDI/HYD/226895/Cafeteria/RFP/2025-26/01

Date: 02nd July 2026

Name of the Licensee/ Service Provider :

Address of Licensee/ Service Provider

Mobile No(s).....

Date of Site Visit:.....

This is to certify that the authorized representative(s) of of the above-mentioned Service Provider has/have visited the Cafeteria-cum-Stationery Shop Facility at FDDI Hyderabad on _____ and has/have been briefed about the scope of work, existing infrastructure, site conditions, operational requirements, and other relevant aspects of the proposed contract.

The representative(s) has/have carefully inspected the site and acknowledged having read and understood the Integrated Service Level Agreement (SLA), Scope of Work, Terms & Conditions, and all other tender-related documents pertaining to the operation and management of the Cafeteria-cum-Stationery Shop Facility.

The bidder shall be solely responsible for assessing the site conditions and shall duly consider all technical, operational, financial, logistical, statutory, safety, and manpower requirements while preparing and submitting the bid. No claim on account of lack of knowledge of site conditions, infrastructure, facilities, or operational requirements shall be entertained at any stage after submission of the bid or during the execution of the contract.

Remarks / Observations by Bidder (Optional):

Signature of Authorized Representative of Bidder

Name: _____

Designation: _____

Date: _____

Verified By

Authorized Officer, FDDI Hyderabad

Name: _____

Designation: _____

Signature: _____