



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY

MATERIALS MANAGEMENT DIVISION

Powai, Mumbai 400076.

Ref. No. (PR.1000040493)

Rfx No. 6100001763

Subject: Rate Contract for Providing Accommodation to IITB Team in 17 Cities of the State of Maharashtra

TECHNICAL SPECIFICATIONS AND SCOPE OF WORK:

Specifications:

- (1) There are a total of 17 cities in the IITB study viz. Pune, Aurangabad, Badlapur, Jalgaon, Jalna, Vasai-Virar, Ulhasnagar, Thane, Nashik, Akola, Amravati, Chandrapur, Kolhapur, Mumbai, Latur, Sangli and Solapur.
- (2) The contract should be on lump sum basis and should not change over time.
- (3) The contract shall be valid from the July 2024 up to June 2025.

Scope of Work:

- (1) Lodging is to be provided for 06 persons of IITB team per city.
- (2) Air-conditioned clean room should be provided with basic amenities (like internet services, uninterrupted electricity supply, water supply, access to all the identified point of study)
Note: Our minimum requirement is 3 stars, however in case of non-availability of 3 star rated hotel in respective area. The selection of the hotel is complete right of IIT Bombay on the basis of location and amenities.
- (3) Laundry Services should be provided.
- (3) Breakfast, lunch and dinner should be served.
- (4) At a stretch, boarding and lodging shall be needed for 03 months.
- (5) Point number 4, shall be repeated 02 times i.e. once in winter, once in post monsoon. In other words, arrangement shall be needed for a total of 06 months.

Service Level Agreement:

In case the contract is broken from the side of supplier, the claim to payment for that month shall cease to exist.

IIT Bombay's liability with respect to this Agreement is limited to its charges paid to the Hotel in connection with availed services.

Also, you may need to execute service level agreement as per standard practices of the Materials Management Division of IIT Bombay, if any.

1. Scope

This SLA applies to all accommodation services provided by the Hotel to the Guest during the term of their stay.

2. Accommodation Services

2.1 Room Reservation: The Hotel agrees to reserve the specified room type for the Guest for the duration of their stay as per the reservation details provided.

2.2 Check-in and Check-out: The Hotel shall facilitate smooth check-in and check-out processes for the Guest at the designated times.

2.3 Occupancy: Single occupancy room for each person.

2.4 Room Standards: The Hotel shall ensure that the accommodation provided meets the agreed-upon standards, including cleanliness, comfort, and amenities.

2.5 Maintenance: The Hotel shall promptly address any maintenance issues reported by the Guest during their stay.

2.6 Privacy and Security: The Hotel shall maintain the privacy and security of the Guest's personal information and belongings throughout their stay.

3. Additional Services

3.1 Housekeeping: The Hotel shall provide daily housekeeping services to maintain cleanliness and tidiness in the guest room.

3.2 Food and Beverage: The Hotel shall offer food and beverage services as per the agreed-upon terms, including meal options, timings, and pricing.

3.3 Concierge Services: The Hotel shall provide assistance with guest inquiries, reservations, and other related services as required.

4. Guest Responsibilities

4.1 Compliance: The Guest agrees to comply with the Hotel's policies and regulations during their stay, including those related to noise, smoking, and security.

4.2 Payment: IIT Bombay agrees to settle all charges for accommodation and additional services in a timely manner as per availed services according to agreed payment terms.

5. Complaints and Dispute Resolution

5.1 Complaint Handling: In the event of any dissatisfaction with the accommodation or services provided, the Guest agrees to notify the Hotel promptly to allow for resolution.

5.2 Dispute Resolution: Any disputes arising from this agreement shall be resolved amicably through negotiation between the parties.

6. Termination:

IIT Bombay may terminate this agreement by providing written notice to the Hotel/Bidder.

7. Eligibility

7.1 The bidder should have hospitality chain of leased and franchised hotels, homes and living spaces all over Maharashtra. (Relevant document to be submitted in the technical bid)

7.2 The bidder firm should have existed for at least 5 years (Incorporation Certificate to be submitted in the technical bid)

8. Penalty:

8.1 Performance Bank Guarantee will be forfeited, if the bidder amend the contract or derogates from the contract in any respect within the period of validity of contract.

8.2 If the quality of product and service provided is not found satisfactory, IIT Bombay reserves the right to cancel or amend the contract.

In respect of disputes, if any arising between the parties, the court situated in the state of Maharashtra shall alone have exclusive jurisdiction.

Payment Terms:

Monthly basis payment as per actual availed services after satisfactorily performance to be certified by indenter/user. Vendor should submit the invoice accordingly.

Invoice / bills should be submitted in the name of "Registrar, IIT Bombay. Attn: Prof. Anil Dikshit, ESED" on monthly basis for payment.

Prof. A.K. Dikshit
Indenter (ESE
Department)