



EOI no: V1-1601/10/2022-SPO/25-26/09

Dated: 18 August 2025

**EXPRESSION OF INTEREST (Eoi)  
FOR  
EMPANELMENT OF HOTELS AT SHILLONG AND GUWAHATI**

<b>Name of the Work</b>	Providing hotel accommodation with catering / restaurant facilities to the employees and guests of IIM Shillong at Shillong and Guwahati.
<b>Estimated Volume of Business Per Annum</b>	Rs 60.00 lakhs approx.
<b>Duration of Contract</b>	Two years from the date of award of contract and with provision to extend the contract for another one year with applicable terms & conditions in mutual agreement between both the parties with written consent.
<b>Starting Date &amp; Time for submission of Eoi</b>	18-08-2025 from 05:00 pm
<b>Closing Date &amp; Time for submission of Eoi</b>	02-09-2025 at 05:00 pm
<b>Date &amp; Time of opening of Eoi</b>	03-09-2025 at 10:00 am
<b>Eoi to be submitted to</b>	Tender Box, IIM Shillong
<b>Place of opening of Eoi</b>	IIM Shillong

The Eoi document can be downloaded from the Institute website – [www.iimshillong.ac.in](http://www.iimshillong.ac.in) Please refer Tender Section of the Website of IIM Shillong. Please keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.

IIM Shillong is inviting Eols in prescribed format along with documentary proof from registered hotels situated in Shillong and Guwahati having fully furnished rooms with catering & restaurant facility for the employees and guests of IIM Shillong.

### **Eligibility Criteria for Intending Hotel Empanelment and Rate Contract:**

The eligibility criteria will be as per the supporting documents and details required to be filled in **Annexure – I**.

### **Terms & Conditions:**

1. The Eols are invited from reputed hotels for rate contract for the period of two years with the date of award of contract and with provision to extend the contract for another one year with applicable terms & conditions in mutual agreement between both the parties with written consent.
2. The hotel room tariff should be for 24 hours cycle with complimentary breakfast, free wi-fi / internet services and such facilities. The tariff should include room rent as applicable with basic catering facilities as available to other guests. However, expenses on account of individual needs like laundry, telephone usage charges and such other expenses of personal nature should be billed directly to the occupant.
3. The IIM Shillong shall book the different category of rooms on the basis of requirement of the Institute and type of guests.
4. The catering services (Lunch, Dinner) in addition to inbuilt to room rent would require intimation of IIM Shillong authorized officials, along with financial limits, if any.
5. Based on the actual booking of rooms during the month, the empanelled hotel has to submit the bills addressing to “IIM Shillong” with details on monthly basis. The bill, if found correct for payment, will be paid within 30 days.
6. EOI Documents can be downloaded from the Institute website [www.iimshillong.ac.in](http://www.iimshillong.ac.in) Please refer Tender section on the Home Page of the Website and keep visiting our website for any corrigendum / amendments and submit the bid documents accordingly.
7. Tender/Offer may be sent by post /hand to the office of the Tender Inviting Authority namely, CAO, Indian Institute of Management Shillong, Umsawli, Shillong 793018 Meghalaya, India, **clearly mentioning the EOI no. on the envelope**.
8. IIM Shillong has no obligation for any loss/delay/non-receipt of offers. Offers received late/incomplete are liable for rejection/non-acceptance.
9. The offers will be scrutinized by the committee constituted for the purpose. If required, the committee will visit the hotels to inspect the facilities and amenities claimed in the offer. The committee will recommend the names of hotels suitable for empanelment for each location. The decision of the committee will be final and binding to the bidders.
10. The offer shall be valid for 3 (Three) months from the last date of submission of Eol / revised Eol (if any).
11. The Institute reserves the right to modify the conditions of the Eol, at any time, without assigning any reasons for the same.

12. IIM Shillong reserves the right to accept/reject any offer in part or full, without assigning any reason whatsoever.

13. If the last date of receiving/opening of the offer coincides with a holiday, then the next working day shall be the receiving/opening date.

14. The final selection of vender will be as per the following selection process:

- (i) Verification of documents by committee constituted for the purpose in support of eligibility criteria with Financial Effect as mentioned in Annexure I
- (ii) Physical visit of hotel premises (if required) to check the services, amenities and credentials of the hotel by the committee constituted for this purpose for ground validation.
- (iii) Evaluation of financial effect by committee in view of amenities and competitiveness of rates.
- (iv) Recommendation of names of hotels suitable for empanelment.
- (v) Approval of names of hotels suitable for empanelment by competent authority. The Institute may empanel one or more hotels as per requirement and budget.
- (vi) The decision of the Institute in the matter will be final and binding to all the bidders/empaneled hotels.

**15. Penalty**

- (a) The tenderer should ensure regular and uninterrupted quality services at all times.
- (b) Failure of service and negligence shall be measured in terms of the following:
  - (i) Not providing accommodation and services as per the booking;
  - (ii) Any other matter which is an act of negligence or breach of ethics by the hotel.

**16. Arbitration and Dispute Resolution**

- (a) Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director of the Institute.
- (b) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment

- (c) to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Shillong only.

#### **17. Jurisdiction of Court**

The courts at Shillong, shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

Sd/-  
Chief Administrative Officer  
IIM Shillong

**Annexure -I**  
**Bidder's Profile with Financial Effect**

Expression of Interest submitted in response to enquiry notification issued by the Indian Institute of Management Shillong for Empanelment of Hotel for accommodation & Conferences/ Seminars at Shillong and Guwahati

Sr. No.	Particulars	Description in details
1.	Name of the Hotel	
2.	Complete Contact details of Authorized Person of Hotel, including name, address, telephone, mobile number, Email id, website (if any)	
3.	Eol for Hotel Situated at	
4.	Complete Postal Address with Tel. No., Fax/Email	
5.	Year of Registration / Establishment of Hotel	Please enclose self-attested copy of required documents- in case of Proprietor – Registration with Shop & Establishment Authorities or equivalent authorities, in case of Partnership – Partnership Deed, In case of company – Certificate of Registration and Memorandum of Association or any other document required for registration of hotel.
6.	PAN No	(enclose copy)
8.	Please enclose copy of annual turnover for last three Financial Years (certified from Chartered Accountant)	2021-22 2022-23 2023-24
9.	Service Tax Registration No./GST/CST No-----	_____(enclose copy)
10.	Details of Health/Food License No.	_____(enclose copy)
11.	Details of any other license required to run the hotel (please specify)	Name of License Name of License Name of License _____(enclose copy)

12.	<p>Preferably, the bidders should have following in room amenities and services. Please specify availability of these amenities and facilities by writing Yes/No against it.</p>	<p>a) News Paper <b>Yes / No</b></p> <p>b) Tea/Coffee Maker with Accompaniments <b>Yes / No</b></p> <p>c) Mineral Water facility (daily two bottles of at least 500 ml) <b>Yes / No</b></p> <p>d) Standard Toiletries</p> <table border="0"> <tr><td>(i)</td><td>Soap</td><td><b>Yes / No</b></td></tr> <tr><td>(ii)</td><td>Tooth Paste</td><td><b>Yes / No</b></td></tr> <tr><td>(iii)</td><td>Tooth Brush</td><td><b>Yes / No</b></td></tr> <tr><td>(iv)</td><td>Comb</td><td><b>Yes / No</b></td></tr> <tr><td>(v)</td><td>Bath Towel</td><td><b>Yes / No</b></td></tr> <tr><td>(vi)</td><td>Hand Towel</td><td><b>Yes / No</b></td></tr> <tr><td>(vii)</td><td>Toilet Roll</td><td><b>Yes / No</b></td></tr> <tr><td>(viii)</td><td>Shampoo</td><td><b>Yes / No</b></td></tr> <tr><td>(ix)</td><td>Sewing Kit</td><td><b>Yes / No</b></td></tr> <tr><td>(x)</td><td>Shower Cap</td><td><b>Yes / No</b></td></tr> <tr><td>(xi)</td><td>Shower Gel</td><td><b>Yes / No</b></td></tr> <tr><td>(xii)</td><td>Shaving Kit</td><td><b>Yes / No</b></td></tr> <tr><td>(xiii)</td><td>Moisturiser</td><td><b>Yes / No</b></td></tr> <tr><td>(xiv)</td><td>Shoe Shiner</td><td><b>Yes / No</b></td></tr> <tr><td>(xv)</td><td>Room Slippers</td><td><b>Yes / No</b></td></tr> <tr><td>(xvi)</td><td>Any other please specify _____</td><td></td></tr> </table> <p>e) Press Iron &amp; Stand <b>Yes / No</b></p> <p>f) Daily Housekeeping of room <b>Yes / No</b></p> <p>g) 24 Hrs Room Service <b>Yes / No</b></p> <p>h) 24 Hrs Hot and Cold Service <b>Yes / No</b></p> <p>i) 24 Hrs power backup for all amenities <b>Yes / No</b></p> <p>j) Restaurant/Dining facility <b>Yes / No</b></p> <p>k) In Home Laundry facility <b>Yes / No</b></p> <p>l) Digital Locker <b>Yes / No</b></p> <p>m) Unlimited Wi-fi/Internet Service <b>Yes / No</b></p> <p>n) Conference hall with the seating capacity of 40 in cluster style seating (Round Table) <b>Yes / No</b></p> <p>o) Conference Hall equipped with Audio &amp; Visual facility <b>Yes / No</b></p> <p>p) Doctor on emergency <b>Yes / No</b></p> <p>q) Parking facility for Guest <b>Yes / No</b></p> <p>r) TV with cable connection in room <b>Yes / No</b></p> <p>s) Refrigerator <b>Yes / No</b></p>	(i)	Soap	<b>Yes / No</b>	(ii)	Tooth Paste	<b>Yes / No</b>	(iii)	Tooth Brush	<b>Yes / No</b>	(iv)	Comb	<b>Yes / No</b>	(v)	Bath Towel	<b>Yes / No</b>	(vi)	Hand Towel	<b>Yes / No</b>	(vii)	Toilet Roll	<b>Yes / No</b>	(viii)	Shampoo	<b>Yes / No</b>	(ix)	Sewing Kit	<b>Yes / No</b>	(x)	Shower Cap	<b>Yes / No</b>	(xi)	Shower Gel	<b>Yes / No</b>	(xii)	Shaving Kit	<b>Yes / No</b>	(xiii)	Moisturiser	<b>Yes / No</b>	(xiv)	Shoe Shiner	<b>Yes / No</b>	(xv)	Room Slippers	<b>Yes / No</b>	(xvi)	Any other please specify _____	
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13.	<b>Category of Rooms with Complimentary Breakfast:</b>			
	Sl. No.	Room Category	Offered Rate for Single Occupancy (Inclusive of all taxes)	Offered Rate for Double Occupancy (Inclusive of all taxes)

14	<b>Capacity of the conference halls:</b> <p>a) Maximum in Cluster Style Seating:</p> <p>b) Maximum in Theater Style Seating :</p> <p>c) Minimum in Cluster Style Seating :</p> <p>d) Minimum in Theater Style Seating :</p>			
16.	<b>Conference/Seminars Package</b>		<b>Package Rate (Per Day) for following :</b>	
	1. <b>Residential</b>			
	a. Accommodation	No. of Pax	Per Pax Rates with Accommodation (Incl. of all taxes)	
	b. All three meals including conference lunch & Dinner		Single Occupancy	Double Occupancy
	c. Two Time Tea/Coffee with cookies	10-19		

	e.	Audio/Visual Facility with Mics Drinking water facility at the conference venue Seating Style – Cluster Type (Round Table)	20-29		
	f.		30-39		
			40 & above		
17.	<b>Additional Hall for Conference /Seminars</b> a) Hall with Audio-Visual facility with Mics.		<b>Package Rate (Per day) for additional hall with Audio &amp; Visual Facility and Mics:</b>		
			Hall Size (as per Seating Capacity)	Offer Rate Per Day (All taxes are inclusive)	
18.	❖ Please enclose the Lunch & Dinner Menu				
19.	Enclose brochure of hotel (if any).				
20.	Any Other Services (if any)				

Date:

Signature & Seal of the Applicant



**Annexure-II  
UNDERTAKING  
(ON LETTER-HEAD OF THE HOTEL)**

To  
Indian Institute of Management Shillong  
Umsawli,  
Shillong 793018  
Meghalaya

Name of the Hotel\_\_\_\_\_

Name of the Bidder\_\_\_\_\_Due date: \_\_\_\_\_

Sir,

1. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions of the EoI.
2. I/We shall provide quality hotel accommodation to the Institute with amenities as mentioned in our technical bid.

(Signature of the Bidder)

Name and Address of the Bidder

Telephone Number

## **ANNEXURE – III**

### **CERTIFICATE**

**(to be provided on letter head of the Hotel)**

I hereby certify that the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date: Authorized Signatory



Name:

Designation:

Place: Contact No.: