

2. **Scope of Work Service 2: Hotel Accommodation Services**

1. Objective

The purpose of this Scope of Work is to engage reputable hotels for providing safe, comfortable, hygienic, and quality accommodation facilities to PRAL employees, officials, guests, and other authorized persons during official visits and business assignments.

2. Scope of Services

The selected hotel/service provider shall provide accommodation services as and when required by PRAL, including:

- Standard Single Rooms
- Standard Double/Twin Rooms
- Executive Rooms, where required
- Suites, where specifically approved
- Additional rooms/categories as requested by PRAL
- Early check-in and late check-out, subject to availability and prior approval
- Breakfast, where included in the agreed rate
- Other hotel facilities/services as specifically requested by PRAL

3. Room Requirements

The hotel shall ensure that all rooms provided to PRAL are:

- Clean, hygienic, well-maintained, and properly furnished.
- Equipped with comfortable beds, clean linen, towels, and toiletries.
- Provided with functioning air-conditioning/heating facilities.
- Equipped with hot and cold water.
- Provided with reliable electricity and backup power.
- Equipped with adequate lighting and ventilation.
- Provided with complimentary Wi-Fi/internet access.
- Equipped with television and basic room amenities.

- Maintained in accordance with the hotel's standard safety and hygiene requirements.

4. Reservation and Booking

1. PRAL Administration shall communicate room requirements to the hotel through an authorized representative.
2. The hotel shall confirm room availability and reservation details promptly.
3. Reservations shall be made against an authorized booking/request from PRAL.
4. The hotel shall provide a confirmation containing:
 - Guest name
 - Check-in date and time
 - Check-out date and time
 - Room category
 - Applicable room rate
 - Meal plan, if applicable
 - Payment/credit arrangement
 - Applicable taxes and charges
5. The hotel shall not change the agreed room category or rate without prior approval from PRAL.

5. Room Rates and Charges

The hotel shall provide **preferential/corporate rates** to PRAL, including applicable taxes and other mandatory charges.

The quoted rates should clearly specify:

- Room rate per night
- Applicable government taxes
- Breakfast charges, if separate
- Extra-bed charges, if applicable
- Extra-person/guest charges
- Any other applicable service charges

No additional charges shall be levied without prior approval where such charges are outside the agreed rates.

6. Credit Facility

Where approved by PRAL, accommodation services may be provided on a **credit basis**.

The hotel shall submit invoices/bills to PRAL after completion of the guest's stay, supported by relevant documents such as:

- Guest name
- Check-in/check-out dates
- Room number
- Number of nights
- Agreed room rate
- Taxes and applicable charges
- Approved additional services, if any.

7. Cancellation and No-Show Policy

The hotel shall provide a reasonable cancellation/no-show policy as agreed with PRAL. Reservations cancelled within the agreed cancellation period shall **not be subject to cancellation charges**.

Any cancellation charges must be clearly communicated to and approved by PRAL before being billed.

8. Meals and Other Services

Where required, the hotel may provide:

- Breakfast
- Lunch/Dinner
- Room service
- Laundry services
- Meeting/conference facilities
- Parking facilities
- Airport/office transportation / Rent a car
- Other services requested by PRAL.

Charges for additional services shall be based on agreed rates or prior approval from PRAL.

9. Safety and Security

The hotel shall ensure adequate:

- Security arrangements
- CCTV surveillance in common areas
- Fire detection and firefighting systems
- Emergency exits
- Emergency lighting
- First-aid facilities
- Security personnel
- Safe access to rooms and common areas.

The hotel shall comply with all applicable safety, fire, health, and local regulatory requirements.

10. Hygiene and Housekeeping

The hotel shall maintain high standards of cleanliness and hygiene, including:

- Daily housekeeping
- Regular replacement of bed linen and towels
- Clean and sanitized washrooms
- Pest-control measures
- Clean drinking water
- Proper waste disposal
- Maintenance of rooms and common areas.

11. Internet and Business Facilities

The hotel shall provide reliable internet/Wi-Fi connectivity to accommodate official business requirements.

Where required, the hotel should also provide access to:

- Business center
- Printing/scanning facilities
- Meeting rooms

- Conference facilities.

12. Guest Support

The hotel shall provide **24/7 front-desk and guest support** for PRAL's authorized guests. The hotel management shall promptly address complaints regarding accommodation, cleanliness, security, internet connectivity, or other facilities.

13. Transportation and Parking

Where required and agreed, the hotel shall provide:

- Secure parking for PRAL vehicles.
- Airport pick-and-drop.
- Transportation to/from PRAL offices or meeting locations.

Transportation charges shall be based on agreed rates and shall require authorization where applicable.

14. Confidentiality and Guest Information

The hotel shall maintain confidentiality regarding PRAL's employees, officials, guests, travel schedules, room details, and other information obtained during the provision of services. Guest information shall not be disclosed to any unauthorized person.

15. Invoice and Documentation

The hotel shall submit complete and accurate invoices to PRAL for payment.

Each invoice should clearly mention:

- Guest name
- Booking/reference number
- Check-in and check-out dates
- Number of nights
- Room category
- Room rate
- Taxes
- Additional approved services
- Total payable amount.

PRAL reserves the right to return incomplete or incorrect invoices for correction.

16. Service Quality and Performance

The hotel shall provide services in accordance with the agreed standards and rates.

PRAL reserves the right to evaluate the quality of accommodation and services. In case of repeated complaints or unsatisfactory service, PRAL may reconsider the hotel's empanelment/contract in accordance with applicable procurement rules.

17. Contract Period

18. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.

The accommodation services shall be provided for a period of **[12 months]** from the date of commencement of the contract, or as specified in the agreement/empanelment letter.

19. Hotel Eligibility

The hotel/service provider should:

- Be a legally registered and reputable hotel.
- Have adequate accommodation capacity.
- Have valid applicable licenses/registrations.
- Have experience in providing accommodation to corporate/government organizations.
- Maintain appropriate safety, hygiene, and security standards.
- Provide corporate/preferential rates to PRAL.
- Have adequate facilities and trained staff to provide quality services.

20. PRAL's Right

PRAL reserves the right to:

- Book rooms from any approved hotel based on requirement and availability.
- Compare rates and services before making reservations.
- Cancel or modify bookings in accordance with the agreed terms.
- Reject services that do not meet the agreed standards.
- Request replacement/accommodation arrangements where the provided room or facility is unsuitable.