

**HIMACHAL PRADESH
TOURISM DEVELOPMENT CORPORATION INDIA
(AN UNDERTAKING OF THE GOVT OF HIMACHAL PRADESH)**

INVITES TENDERS

FROM

SOFTWARE DEVELOPMENT/ SUPPLIER/ VENDORS

FIRMS/ ASSOCIATIONS/ COMPANIES

FOR

PROVIDING HOTEL MANAGEMENT SOFTWARE

TENDER No: HPTDC/ HMS /2017

Telephone No: 0177 - 2652704, 2652705

Fax No: 0177 -2652206

HPTDC Website: www.hptdc.in

Email: hptdc@hptdc.in

DISCLAMIER:

1. Though adequate care has been taken while preparing this tender document, the prospective parties shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately.
2. HPTDC reserves the right to modify, amend or supplement this tender document.
3. While this tender document has been prepared in good faith, neither HPTDC nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

Bid Information

Document Description

HPTDC invites tenders from interested parties i.e. developers / suppliers/ vendors of Hotel Management Software for various properties of HPTDC. At present HPTDC have more than 60 properties consisting hotels, restaurants, cafeterias etc. and computerization of the operations of these properties are to be undertaken in phased manner. The bid is required to be submitted in two parts: Technical Bid with Pre-bid Demo and Financial Bid.

Last Date for Submission of Tender Document : 10-04-2017 05:00 PM

Technical Bid Opening : 11-04-2017 at 11:00 AM

Financial Bid Opening : 11-04-2017 at 03:30 PM

Earnest Money Deposit : Rs. 50,000.00 payable in shape of demand draft in favour of Managing Director, HPTDC, Shimla. The EMD of unsuccessful bidders will be refunded without interest after completion of tendering process. The EMD of successful bidder will be converted/ adjusted into the amount performance security.

Name, Designation, Address and other details (For Submission of Bids) : General Manager , HP Tourism Development Corporation, Ritz Annexe, Shimla

Important Note: Prospective Applicants/Bidders are requested to remain updated for any notices/amendments/clarifications etc. to the Tender Document through the websites www.hptdc.in. No separate notifications will be issued for such notices/amendments/clarifications etc. in the print media

INFORMATION & INSTRUCTIONS TO BIDDERS

1. General Information:

Himachal Pradesh Tourism Development Corporation (here after referred as HPTDC) is an undertaking of the Government of Himachal Pradesh and entrusted with the task of development of tourism infrastructure in the State and promoting Himachal as a tourist destination. The Corporation is running hotels, restaurants, cafeterias, Club houses etc. at various tourist places in the State besides providing transport facilities.

2 General Scope of Work:

HPTDC invites the sealed tenders from interested parties i.e. reputed developers/ suppliers/ vendors of Hotel Management Software for supply and installation of Hotel Management Software for various properties of HPTDC. At present HPTDC has more than 60 hotels and restaurants (50 hotels with restaurants) in the State and computerization of the operations of these properties are to be undertaken in phased manner.

Terms and Conditions :

- The application should provide different levels of access to identified stakeholders on role based access rights. Detailed information should be available only to authorized users
- Application should contain hotel management modules like front office, housekeeping, bar & restaurant, kitchen, store, POS and other modules used generally used for this system. Different modules should have Role Base Access & Administration.
- The software should provide different types of reports as required by the hotel management.
- The software should be able to send Emails/ SMS to the hotel guests with facility to create Templates for Email-Header, Body and Footer for various purposes with HPTDC logo
- The applicant will be required to integrate the hotel management system with Tally Accounting Software installed at each of HPTDC properties for accounting purpose as well as with online hotel booking system of HPTDC for room availability and other guest details. For the purpose of integration with online

hotel booking system applicant will provide the technical manpower well versed with ASP.NET 4.0/VB.NET/WCF web services/ cryptography and SQL Server 2012 for integration to work with NIC, Himachal Pradesh, Shimla.

- The application will be required to be installed on local machine/ LAN of the hotel
- The Corporate Office of HPTDC should be able to access consolidated as well as hotel wise reports on daily basis. These reports should be available in MS Excel Formats and should have Crystal Report Writing tools.
- The system should allow user defined reports.
- System should be able to take care of all statutory tax reports and compliance
- The application should be user friendly and easy to operate with data security and backup feature to avoid loss of information due to hardware or software failure.
- The software should provide customer reports for better customer relationship management
- The software should be certified by any authorized Certification IT agency. The certification proof will be required to be provided before installation of the software.
- The Administrators must have access to logs in the backend where they can monitor changes that have been made to the database.
- The bidder should provide dedicated support to attend software related complaints of HPTDC properties and all complaints must be attended with 24 hours.
- The bidder must agree to maintain the software with all upgradations/ modifications for a period of two years from the date of installation free of cost. Thereafter, annual maintenance contract will be signed with the vendor. The support will be provided through email, telephone, remote login or visit to HPTDC properties if the situation so demands

- The vendor must submit proof of ownership/ authorization indicating rights of the vendor authorizing for sale of software
- The work for installation of software, customization and trainings must be installed within a period of four months from the date of issue of work order.
- The vendor must provide minimum 3 days training to all HPTDC users for operation of this software. This training must be imparted at each property where software will be installed.
- The successful bidder will be required to furnish security deposit in shape of demand draft or bank guarantee equal to the 20% of the software price. HPTDC will be at liberty to make good any losses caused due lack of support extended by the software vendor. This security deposit will be refunded without interest on signing of AMC agreement after expiry of two years from the date of installation of software.
- The successful bidder will provide detailed user manual of the software to HPTDC users
- Each page of tender documents and enclosures must be duly signed and stamped as a token of acceptance of tender conditions.
- HPTDC will be at liberty to computerize all HPTDC properties at one go or to undertake this process in phased manner. The prices quoted by the bidder must remain valid for a period of one year.
- HPTDC will have sole ownership of the entire data being generated or being captured/transmitted by the application through Integration with Tally and online Hotels Reservation System of HPTDC. Any misuse/ siphoning of the data by the applicant through the vendor application will attract penal action as per law and will result in termination of the vendor contract.
- After successful bid, during first year after the date installation of application, the applicant will have to customize the application/reports free of cost as per requirements of HPTDC

- HPTDC reserves right to reject any tender submitted with conditions.

3 Eligibility Criteria

1. The Bidder can be a Private Limited Or Limited Company In India.
2. The Bidder must be a registered in India should have experience of minimum 10 years in the field of web application/ software development for hotel industry.
3. The bidder must have minimum 1000 customers base of hotel industry out of which minimum 100 should be small/budget hotel clients.
4. Must have previously installed in minimum 2 hotel chains of State/ Central Govt in India
5. Financial turnover of the bidder should be minimum 5 crores in each of last three years. A certified copy from chartered accountant should be furnished alongwith tender document as proof of turnover.
6. The bidder will be required to have office in Himachal Pradesh or North India to provide need based support to HPTDC properties.

4 Cost of Tender Submission: The Bidder shall bear all costs associated with the preparation and submission of the bid, and HPTDC will in no case be responsible or liable for these costs

5 Clarifications : A prospective Bidder requiring any clarification on the tender document may notify HPTDC in writing/Email at the HPTDC mailing address indicated in the cover page on or before 5th April, 2017. HPTDC however reserve the right not to respond against the same. No separate pre-bid meeting shall be held. The Bidder should remain updated on the website for any amendments/ corrigendum/ clarifications. HPTDC is not under any obligation to entertain/ respond to suggestions made or to incorporate modifications sought for.

6. Amendment of Tender Documents : At any time prior to the deadline for submission of bids, the HPTDC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the tender document by issuing clarification(s) and/or amendment(s) that will be published on official website of HPTDC.

HPTDC will not bear any responsibility or liability arising out of non-receipt of the information regarding Amendments in time or otherwise. Bidders must remain updated with the websites for any such amendment before submitting their bids. All the notices

related to this bid which are required to be publicized shall be uploaded on www.hptdc.in and bidders are required to keep themselves updated on the same.

7. Contents of the Tender Document: The tender document includes: Information & Instruction to Bidders (ITB) and formats for submission of bid. The Bidder is expected to examine all instructions, forms, terms and conditions of the tender document. Failure to furnish any information as required in the tender document or submission of a bid not substantially responsive to the tender documents in every respect will be at the participant's risk and may result in rejection of its bid application.

8. Documents constituting the tender

Technical Bid :

The Technical Bid shall comprise the following components :

1. Format -3 of Technical Bid
2. Authorization certificate on behalf of the signatory of Tender on company letter head.
3. Copy of Certificate of Incorporation.
4. Copy of PAN of the bidder Company
5. Certified copy of Chartered Accountant in respect of turnover for last three years in support of financial capability
6. Detail of Software and Hardware requirements at the user end for the mentioned work.
7. List of clients alongwith Govt. clients with support of proof like copies of work orders/ agreements.
8. Proof of Product Certifications like IT Security, ISO, CMM, PCI etc, if already certified, else a declaration that the proof of certification will be submitted before installation of software.
9. Demand Draft for EMD amounting to Rs. 50,000/- in favour of Managing Director, HPTDC, Ritz Annexe, Shimla and payable at Shimla.

The above documents should be enclosed with the technical bid in a separate Envelope. Bids will be considered as non-responsive if submissions required under this clause are not submitted.

Financial Bid

1. Format-4 of Financial Bid duly filled in and signed

9. Sealing and Marking of tender documents Tender shall be prepared and sealed in two separate envelopes. The bid containing technical bid should super scribed as “Tenders for providing Hotel Management Software to HPTDC – Technical Bid” and other envelope containing Financial Bid should super scribed as “ Tenders for providing Hotel Management Software to HPTDC – Financial Bid ”. Both of these bids must be submitted in the office of General Manager, HPTDC Ritz Annexe, Shimla not later than the last date of tender submission. In the event of the specified date for the submission of tender being declared a holiday, the bids will be received up-to the appointed time on the next working day.

The HPTDC may, at its discretion, extend this deadline for submission of tender by amending the tender documents. Such information, if any, will be published in the HPTDC website. The financial bids of only those bidders will be opened who qualifies in technical bids.

10. Late Bids

Any Application received by the HPTDC after the deadline for submission of the bids will be rejected and/or returned unopened to the Bidder.

11. HPTDC's Right to Accept any application and to Reject any or All applications submitted against the response to this Tender

The HPTDC reserves the right to accept or reject any bid application, and to annul the tender invitation process at any time at its sole discretion for whatsoever reasons and without incurring any liability whatsoever to any of the bidder for any cost expense loss etc.

13. Payment

Payment will be released within 30 days after successful installation and working of the software upto the satisfaction of HPTDC.

14. Correspondence for seeking clarifications

Bidder requiring any clarification of the Tender documents may contact in writing or by FAX /E-Mail to the following Persons:

Name	Contact Number	Office Address	Email id
Mr. Vijay Sharma, General Manager	0177 2652704	HPTDC Ritz Annexe, Shimla	gm@hptdc.in
Mr. Gopal Sood, Sr. Manager	0177 2652704	HPTDC Ritz Annexe, Shimla	hptdc@hptdc.in

Format -1

Covering Letter

(To be submitted by the party on the Company's Letter Head)

Himachal Pradesh Tourism Development Corporation

Ritz Annexe, Shimla

Dear Sir,

SUB: : Submission of tender for Hotel Management Software for HPTDC Properties.

We, the undersigned and submit for the subject tender and declare the following:

- (a) We are duly authorized to represent and act on behalf of _____
_____ (name of the bidder) and an authorization certificate to this effect is enclosed).
- (b) We have examined and have no reservations to the tender document including Amendments and Clarification (if any).
- (c) With reference to your tender we are furnishing herewith all the required details as per the prescribed formats.
- (d) HPTDC and /or its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarifications from our bankers and clients. This letter of Application will also serve as authorization for any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and as requested by HPTDC.

(e) HPTDC and /or its authorized representatives may contact the following nodal persons of the company for further information on any aspects of the application:

Contact Person Name :

Designation :

Address for communication :

Telephone/ Mobile No :

Email ID :

This application is made in the full understanding that:

1. Through this tender, HPTDC intends to invite bids from Software Developer/ supplier/ Companies to participate in the bidding process for Hotel Management Software.
2. Tender process will be subject to verification of all information submitted, at the discretion of HPTDC.
3. HPTDC reserves the right to reject or accept any or all bid applications, cancel the tender process without any obligation to inform the Bidder about the grounds of same.
4. The undersigned declare that the statements made and the information provided in the duly completed application are complete, true and correct to the best of my knowledge & belief.

Name :

Designation :

**Signature
(Duly authorized to sign the application)**

Date:

Format-2

Profile of the Firm/ Company and Organization Structure

Name of the Firm/ Company:

Registered Address :

Address of the Firm in Himachal Pradesh / North India:

Contact Person & Designation :

Postal address for communication :

Telephone No.:

Fax No.:

Mobile No.:

E-mail address:

Documents regarding proof of Incorporation of firm/ company are enclosed

Signature: _____ **Name:** _____

Designation: _____ **Company Seal:** _____

Format-3

Technical Bid

S.No	Particulars	Remarks	Remarks
1.	Covering Letter as per prescribed Format-1	Attached Yes/ No	Mandatory
2	Brief profile of the Company as per Format -2 and Company brochure, if any.	Attached Yes/ No	Mandatory
3	Authorization certificate on behalf of the signatory of Tender on company letter head	Attached Yes/ No	Mandatory
4	Copy of Certificate of Incorporation	Attached Yes/ No	Mandatory
5	Copy of PAN of the bidder firm/ company/ Association/ Society	Attached Yes/ No	Mandatory
6	Certified copy of Chartered Accountant in respect of turnover for last three years in support of financial capability	Attached Yes/ No	Minimum turnover of Rs. 5 crore in each of last three years
7	Detail of Software and Hardware requirements at the user end for the mentioned work.	Attached Yes/ No	Mandatory
8	List of clients alongwith Govt. clients with support of proof like copies of work orders/ agreements.	Attached Yes/ No	Mandatory
9	List of clients alongwith Govt. clients with support of proof like copies of work orders/ agreements.	Attached Yes/ No	Mandatory
10	Proof of Product Certifications like IT Security, ISO, CMM, PCI etc, if already certified, else a declaration that the proof of certification will be submitted before installation of software	Attached Yes/ No	Mandatory

11	List of technical Manpower with name, designation, qualification and experience.	Attached Yes/ No	Mandatory
12	Demand Draft for EMD amounting to Rs. 50,000/- in favour of Managing Director, HPTDC, Ritz Annexe, Shimla and payable at Shimla.	DD. No.: Date: Name of Bank:	Mandatory

Name and Designation of Authorised Signatory :

Signatures :

Date :

Place :

Format -4

Price Bid

(A) - SOFTWARE

S.No.	Particulars	Software Modules Covered	Amount in Figures	Amount in words
1				
2				
3				
4				

(A) – ANNUAL MAINTENANCE CONTRACT

Particulars	Amount/ Percentage in Figures	Amount in Words
Annual Maintenance Contract charges applicable after two years from the date of installation of software.		

Remarks :

1. The price bid should be inclusive of supplying, installation, training and commissioning of Hotel Management Software per unit.

2. The prices can either be quoted separately for each software module or for software package consisting different modules. In case price is quoted for package, the details of modules covered in the package must be mentioned.
3. The quoted price will be inclusive of all expenses, installation charges, taxes or any license fee.
4. The quoted price is inclusive of all costs and charges for upgradation/ modifications/ maintenance of the software for a period of two years from the date of installation.

Name and Designation of Authorised Signatory :

Signatures :

Date :

Place :