HOTEL CORPORATION OF INDIA LTD
(A Govt. of India Undertaking)
CENTAUR HOTEL, IGI AIRPORT,
New Delhi-110037

Addressed to:

ENQUIRY

No:CHDA/PUR/29

Date: 13.12.2023

Opening Date: 22.12.2023
at 14:30 hrs.

Dear Sir,

Please let us have your quotation for the following materials giving full particulars of the materials offered at the lowest rates, as applicable to Government Departments or other bulk buyers. The quotation should be inclusive of free delivery to the designzated location (s) and the delivery offered should be as required by us. The supplies will be subject to the terms & conditions printed overleaf. Please submit samples with your quotation where required, giving full particulars of material offered,manufacturer's Name, size, etc. failing which the offer will not be considered. If you have any special conditions, they may be mentioned in your quotation, otherwise, the quotation will be bound by the terms and conditions of this enquiry.

Item No.	Description of Material	Quantity	Unit
1	**Quotations for providing services of cloud based property management system (PMS),Booking Engine (Offline/Online),Channel Manager and POS (Point of sale)** **Scope of work:- File enclosed**	1	Job
1	**NOTE :-** Quotation should be sent in sealed envelops bearing our **Enquiry No.**& **due date** .		
2	Others terms and conditions-file enclosed		
3	You can also download the tender from our website : www.centaurhotels.com		

Delivery: The Bids should be deposited in the tender box at the given address: Security Department.
Centaur Hotel, IGI Airport, New Delhi-110037.

For Centaur Hotel Delhi

AM Purchase

मानक नियम एवं शर्तें
STANDARD TERMS AND CONDITIONS

1. निवेदित दर / QUOTATION :

Shall be submitted in SEALED ENVELOPE with the following information subscribed thereon : (a) Enquiry Number (b) Due date and

Shall be OPEN for acceptance for a minimum period of eight (8) weeks from the date of opening and One on the basis of subject to prior sale will not be accepted.

2. सरकारी कर / GOVERNMENT LEVIES :

Suppliers should specifically state Sales Tax & General Tax and any other levies. If any, applicable as extra and the rate at which the same are chargeable failing which the prices quoted will be deemed to be inclusive of such levies. If the supplier is not registered under the sales Tax Act the prices quoted by him will be treated as NETT and inclusive of all taxes and statutory levies, and that any future claims made by him for re-imbursement of these levies on account of irrespective registration under the Sales tax Act will in no circumstances be entertained by the Company and that the liability for payment of these levies, will be wholly and exclusively that of the suppliers registered under the Sales Tax Act must indicate their Registration Number and date in their quotation.

3. सुपुर्दगी अवधि / DELIVERY PERIOD :

The delivery date of the available monthly production capacity shall be clearly indicated in the quotation. In case the offer is accepted the same shall be strictly adhered to Any failure to do so will render him liable to the imposition of penalty as may be decided by the Controller of Purchases at his sole discretion. Such penalties shall be paid on demand or will be recovered from the Security Deposit if furnished.

4. नमूना / SAMPLE :

Supplier will submit samples for approval with the enquiry if called for IT IS OF UTMOST IMPORTANCE THAT SUPPLIES STRICTLY CONFORM TO THE FINAL APPROVED SAMPLE TO ensure that the highest standard of quality control are maintained by the supplier, he will be responsible for hundred percent inspection of his product [s] prior to packing and delivery as once the item is packed is not practicable for the receiver to carry out hundred percent inspection of receipt.

The suppliers when quoting is specifically instructed to ensure that important is not overlooked and in the event of transpiring that the material delivered is not in accordance with the approved samples, the entire quantity will be rejected and he will be responsible for replacing the rejected material with supplies conforming to proper specifications and/or reimbursing the company for loss sustained on this account.

The Hotel Corporation of India Ltd. (HCI) reserves the right to reject any supplies for not confirming to the final approved sample required Standard as its discretion and such a decision of the HCI shall be final and binding on the supplier. The entire will be rejected if ten per cent of the supply is not found up to the standard. The successful supplier shall have to remove reject goods from our premises within fifteen (15) days of notification, failing which, the Company will be free to dispose of such material as it deems fit without any obligation whatsoever to the supplier.

5. जांच का निरस्तीकरण / REJECTION OF ENQUIRY :

The HCI reserves the right to accept in part of whole, any or all the quotations received without assigning any reason whatsoever not is it bound to accept the lowest quotation.

6. सबलेटिंग संविदा / SUBLETING CONTRACT :

When the Supplier himself is not manufacture/lack facilities/for processing the requirements, the full name and address of his collaborators' must be given and adequate documentary proof must be furnished so that the HCI may have a clear picture of the supplier and his collaborators furnishing this information, however would not be deemed to have divided the responsibility of the successful suppliers Vis-à-vis HCI. The Supplier will be held solely responsible for the performance of the contact unless otherwise specifically agreed to and any other party is allowed to join the contract.

7. विलंबित आपूर्ति / DELAYED SUPPLIES :

In case of failure to effect supplies within the specified period, the right purchase the goods from other sourcess at its sole discretion. The defaulting supplier will on demand, unconditionally arrange to reimburse HCI a sum of money equal to the difference between the rate quoted by him and that at which the same item is procured from any other source owing to the approved supplier's liability to deliver the goods within the dated specified on the order.

8. हमारी शर्तों को पूरा न करना / NON-FULFILMENT OF OUR CONDITIONS :

If suppliers are unable to comply with the above conditions, they need not quote, as in the absence of their subscribing to the above conditions, their quotations will be rejected.

9. दोषपूर्ण आपूर्ति / DEFECTIVE SUPPLIES :

The supplier will be liable to and responsible for any defect in the material supplied and shall make good by free replacement any rejected part theirof or the whole supplies as the case may be.

10. भुगतान / PAYMENT :

Payment will be made within 30 days from the date of receipt of the materials.

HOTEL CORPORATION OF INDIA LIMITED

TENDER INVITING QUOTATIONS FOR PROVIDING SERVICES OF CLOUD BASED PROPERTY MANAGEMENT SYSTEM (PMS), BOOKING ENGINE (OFFLINE/ONLINE), CHANNEL MANAGER AND POINT OF SALES (POS)

Hotel Corporation of India Limited (HCI) invites applications from established & reputed organizations to provide a Property Management System (PMS) integrated with Point of Sales (POS), Booking Engine and Channel Manager for The Centaur Hotel, New Delhi (CHDA).

The Centaur Hotel has 378 guest rooms of which only 200 rooms are currently functional. (There are no plans to operate the non-functional Guest rooms in the coming year). At present, the hotel operates a 100-covers 24-hour Coffee Shop, IRD, a 350 pax Banquet Hall, 3 outdoor venues for events, 10 Meeting rooms to accommodate 10-20 pax as well as a health club/fitness centre. The Main Kitchen currently serves the needs of the Coffee Shop, IRD and Banquets/ ODCs.

The hotel desires to install a cloud-based Property Management System (PMS- both Desktop & Mobile versions) integrated with Point of Sales (POS), Booking Engine, Channel Manager and mandatorily cover the various hotel operational areas, viz. Reservations, Reception/ Cashier (Check-in/out), Lobby/Guest Relations (customer feedback management), Housekeeping, PoS for F&B outlets, IRD & Banquets including kitchen order ticketing. The PMS must also have a seamless two-way connect with a Booking Engine and Payment Gateway options. The PMS should also be able to seamlessly connect to all the modules of Tally accounting system. Additionally, we are seeking an Inventory and Stock Management module which can be integrated to the POS/ PMS.

We are also seeking that the PMS solution offered will be enable us to seamlessly distribute our inventory and brand.com rates across various Metasearch, OTAs, GDSs, Retail Travel Agents, etc. as well as have a solution for Guest Feedback System and manage our online reputation and CRM activities.

STRUCTURE OF SUBMISSION OF THE BID DOCUMENT

1	Annexure I	General Terms and Conditions
2	**Technical Bid:**	
i)	**Annexures II**	Scope of Work
ii)	**Annexure III**	Technical Evaluation/ Eligibility Criteria
iii)	**Annexure IV**	Bidders Profile
iv)	**Annexure V**	Bidders Undertaking for compliance
v)	**Annexure VI**	Bidders' authority letter for attending Technical / financial bid opening
vi)	**Annexure VII**	Check List of Items/Documents to be attached
3	**Financial Bid:**	
	Annexure VIII	Financial Bid Format

Please complete the Annexures with the required information and submit as a part of the bid.

For Hotel Corporation of India Limited
(Head - Corp. Purchase)

GENERAL TERMS AND CONDITIONS

GENERAL TERMS:

SUBMISSION PROCEDURE AND INFORMATION FOR BIDDERS

- Bids should be submitted on the Firm's letter head, duly signed and stamped on every page by authorized signatory of Bidder.

- Bidders are required to submit their bids in HARD COPIES in one envelope containing three separate sealed envelopes consisting of the Technical Bid, Presentation & Product Demo Docket (of the Product Features & any other Company related information) and Financial Bid duly superscribing:

  - "TECHNICAL BIDforCloud Based PMS, POS, BOOKING ENGINE&CHANNEL MANAGER FOR CHDA";

  - "PRODUCT DEMO DOCKET for PMS, POS, Booking Engine, Channel Manager & Revenue ManagementFOR CHDA" and

  - "Financial Bid FOR PMS, POS, BOOKING ENGINE&CHANNEL MANAGER FOR CHDA" respectively.

The envelope containing the Technical Bid and Product Demo Docket must contain all the documents required as per details in the TENDER document. There should be no indication whatsoever, of any pricing information in the Technical Bid or the Presentation Docket.

The three separate sealed envelopes containing 1. Technical Bid 2. Product Demo Docket and 3. Financial Bid shall be further sealed in another master envelope, duly super-scribed stating: "TENDERFOR PROVIDING PMS, POS, BOOKING ENGINE & CHANNEL MANAGER FOR CHDA".

The last date for receipt of all the three Technical, PowerPoint Presentation Docket and Financial bids is **Dec 22, 2023by 1500 hrs**. The Sealed Tender Addressed to:

Head Corporate Purchase

Hotel Corporation Of India,

Centaur Hotel, IGI Airport, New Delhi-37.

And Submitted at the Address:-

The Centaur Hotel, IGI Airport,New Delhi-37.

on or before 22.12.2023, 1500 Hrs.

in the tender box Kept at

Staff Security Gate.

The Name & Address of the Applicant Firm must also be mentioned on the envelope. Offers submitted in any other form and after above-mentioned date shall not be considered.

- Hotel Corporation of India Limited is not responsible for quotations lost in transit or not received in time including postal delay.

SELECTION PROCESS

BIDDING PROCESS (THREE STAGES)

The bidders will have to submit the Technical Bid, Presentation Docket of Product Features and Financial Bids along with supporting documents in physical form as indicated above. Upon submission of the Technical bids, bidders meeting all the mandatory criteria will be shortlisted and intimated by mail to make an in-person presentation of their current Product offering. Bidders who qualify post the presentation will be intimated by mail and asked to be present at a pre-appointed time for opening of the financial bids.

- The qualification for selecting a bidder will primarily depend upon the level of expertise and experience, capacity and capability of the bidder to successfully execute the assignment for Hotel Corporation of India Limited.

- Non-fulfilment of the prescribed Technical Evaluation Criteria and not providing any of the requisite documents or furnishing incomplete/incorrect submissions as per the above list would lead to disqualification of bid / proposal and no correspondence whatsoever would be entertained by Hotel Corporation of India Limited in this regard. Hotel Corporation of India Limited reserves the right to call for clarification / submission of additional documents, if deemed fit from the bidder.

- The bidders must comply with all criteria mentioned in the TENDER and shall furnish all relevant documents in support of the information submitted in the bid / proposal. Hotel Corporation of India Limited reserves the right to verify/evaluate the information submitted by the bidders independently and the decision of Hotel Corporation of India Limited taken in that regard shall be final, conclusive and binding upon the bidder.

TECHNICAL BID (Part I):

- In the first stage, only Technical Bids will be opened and evaluated. The Technical Bids will be evaluated for their compliance to the technical requirements of the TENDER as indicated in **Annexures I to VII**. HCI reserves the right at its sole discretion to seek whatever information, documents, etc. from the bidder, as it may consider necessary for the purpose of evaluation of the bids.

- Bidder cannot collaborate with 3rd party Software, in order to provide end to end service & fulfilling Hotel requirement and will be solely responding for all operation / financial end to end requirement.

PRODUCT DEMONSTRATION (Part II):

- Since the quality of the solution being provided is key to the overall selection process, Bidders who meet the Technical criteria would be asked to make a presentation to the Tender Evaluation Committee. Presentation will be pre-scheduled and will be for a duration of approx 2 hours, including Q&A. Evaluation of the Product Demonstration would be made on the following parameters which will be scored as per the Marks mentioned alongside each:

Sr. No.	Evaluation Parameters of the Overall Solution	Marks
1	Functionality/ Features/ Ease of Use in operating the PMS solution (Cloud based Desktop & Mobile versions)	25
2.	Functionality/ Features/ Ease of Use in operating the POS solution (Cloud based Desktop & Mobile versions)	25
3.	Functionality/ Features/ Ease of Use in operating the Channel Manager (including no. of existing distribution partnerships with Metasearch, OTAs, GDSs and Retails Agents).	10
4.	Design/ Customer Experience/ Functionality/	10

		Features/ Interface with PMS/ Ease of Use in operating the AI-backed & Payment Gateway integrated Booking Engine (including any built-in Loyalty/ recognition program for repeat visitors).	
5.		Functionality/ Features/ Ease of Use in capturing the Guest Feedback as well Reporting, Analytics & Interface with Social Media Channels & Online Reputation Management platforms	10
6.		Existing API integration tie-up with Tally Accounting software as well as Payment Gateway platforms	10
7.		Time Required to Onboard all the solutions (within 1 month) after Training is provided	10
TOTAL MARKS			**100**

- All the features mentioned in the scope of work should be available in the PMS at the time of submission of bids.

- Customization – The bidder must be open for its various solutions on offer, i.e. PMS (including the Guest Feedback System), POS, Channel Manager and the Booking Engine, to be customized to meet HCI's requirements. The degree of this customization will depend on the product offering which will be shared during the presentation. There will not be any additional charges for incurring this customization.

- All bidders post making the presentation will be required to submit a Declaration Form as per **Annexure IX** declaring that the Tender Evaluation Committee limited the discussions to only understanding the product offering and that they did not explicitly or otherwise probe/seek information regarding the pricing as submitted in the Financial Bid.

- In order to technically qualify for the opening of the Financial Bid, the Bidder would have to score a minimum of 75% marks in the Product Demonstration stage. Bidders not obtaining the minimum marks in the Presentation and Product Demonstration will be summarily rejected and not qualify for the opening of their financial bid.

- Bidder cannot apply along with third party software where the sale responsibility will be of bidder to provide end to end services.

FINANCIAL BID (Part III)

- Financial Bids of only those bidders who obtain the minimum qualifying marks in the Product Demonstration Presentation will be opened.

- The date and time of opening of the Financial Bids would be intimated in advance to the bidders who have qualified, and their authorized representatives would be permitted to participate in the opening of the Financial Bids, if they so desire.

- The Financial Bid must conform to the following:
  - i.   Fees/ charges to be quoted as per **Annexure-VIII** in the given Financial Bid format only.
  - ii.   Unconditional discount, if any, should be clearly indicated and would be applied to the quoted Charges/Fees during evaluation.
  - iii. Conditional discount, if offered, will not be considered for the evaluation.

- Hotel Corporation of India Limited reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability and obligation to inform the reason for it.

- This TENDER is not an offer by HCI, but an invitation for Bids. No contractual obligation on behalf of the Company whatsoever, shall arise from the TENDER process unless and until a formal contract is signed and executed by duly authorized officers of HCI.

- At any time prior to one week of the closing date for receipt of the bid, HCI. may, for any reason, whether at its own initiative or in response to a clarification requested by any of the

prospective bidder, modify the TENDER document by an amendment. The amendment will be notified by posting the same on website **www.centaurhotels.com**.

- The bidder is expected to go through all the instructions, terms, forms and specifications of the TENDER document. Failure to furnish all information required by the TENDER document or submission of bid not substantially responsive to the TENDER document in every aspect will be at bidder's risk and may result in the rejection of the bid.

- The bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and HCI, must be written in English.

- Bidder should quote all-inclusive charges/fees which will be valid for the entire period of contract. Applicable Taxes, if any, to be quoted separately.

- Bids shall remain valid for 40 days from date of submission mentioned in this document.

- The rates and/or Charges/Fees in any form or for any reasons should not be disclosed in the technical, Presentation or other parts of the bid except in the Financial Bid, otherwise, it will lead to the bid being rejected.

- The complete bid documents to be serially numbered and each page shall be stamped and signed. Non-compliance may lead to such bid being rejected.

- Bids must be received by HCI, at the address specified, not later than the time and date specified therein. HCI may at its discretion extend the bid submission date. The modified target date & time, if any, will be notified on the web site of HCI.

- The bid shall contain no alterations or over-writing except as necessary to correct errors made by the Bidder, in which case of such corrections, shall be duly confirmed under signature/initials of the person(s) signing the bid, failing which the Tender Bid is liable to be rejected. Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bidder (including successful bidder) shall be allowed to withdraw the bid.

- Any effort on the part of the bidder to influence bid evaluation process or award of contract decision may result in the rejection of the bid.

- If deemed necessary, Hotel Corporation of India Limited may seek clarifications on any aspect from the bidder.

- All bidders who have qualified for the opening of the Financial Bid will be called to be present during the opening. The date and time of the opening of the Financial Bid will be intimated at least 2 days in advance.

- The party that quotes the lowest (L1) will be declared the successful bidder. However, it may be noted that HCI reserves the right to not allot the tender or even cancel the tender in the event it is found out that the solution as demonstrated during the presentation is not what is being deployed at the Unit or the Bidder refuses to modify the standard/ common offering as per our operational requirements.

- If required, HCI may consider splitting the contract based on the module-wise pricing and the decision of the HCI Management will be final and binding on all the successful bidder/s. Should for any technical or any other reason the successful bidder backs out from agreeing to splitting the contract, the party will be black-listed from participating in any future tender/s and HCI will award the contract to the next lowest vendor.

- Interested bidders can seek clarification on TENDER from Hotel Corporation of India Limited by submitting their queries through e-mails to **revmgr.hci@centaurhotels.com** to be submitted on or before the last date for submission of bids.

Terms of Payment:

- Payment shall be released after 45 days of submission of monthly invoices by the Bidder.

- Performance Bid Security: The successful bidder has to deposit an interest free Performance Bid security of Rs. 25000 after issue of LOI and shall be in the form of a DD/Cheque from a Nationalized/scheduled Bank.

Contract Period:

The contract should be valid for a period of 3 years from the date of commissioning of the packaged and shall be extendable for the period of 2 years on same rates, terms and conditions.

Termination / Exit clause of contract:

- The contract may be terminated under the following circumstances:
  I. In the event of unsatisfactory performance of the contract / deficiency of service by the successful Bidder, Hotel Corporation of India Limited will have the right to terminate the contract by giving 15 days prior written notice without any liability to Hotel Corporation of India Limited.

  II. If there is a change in the requirement by Hotel Corporation of India Limited, Hotel Corporation of India Limited will be entitled to terminate the contract by giving 30 days advance notice in writing. In case of such termination, the financial obligation will be proportionate to the work completed by the selected bidder.

  III. In case of breach of contractual terms and conditions of the contract, Hotel Corporation of India Limited shall be entitled to rescind the contract at any time without assigning any reason whatsoever and without any liability to Hotel Corporation of India Limited.

Miscellaneous Clauses:

- The selected bidder will not be paid for local travelling, transport, office and stationary expenses for presentations, or visits for meetings for any purposes related to the assignment. With specific approval of Hotel Corporation of India Limited, in case the firm is required to travel to a location other than the awarded location, Hotel Corporation of India Limited will provide the required air tickets and hotel accommodation on bed and breakfast basis at the place of visit. Reimbursement of other travel related expenses will be admissible as "Out of pocket expenses" over the contract duration, subject to a maximum of 10% of contract value excluding GST. Such out of pocket expenses will be reimbursed along-with final invoice.

- All the Reports, working papers, supporting's and collected records / data / information in hard copy and / or soft format will be the property of Hotel Corporation of India Limited and will be required to be handed over to HCI in hard copy / soft copy in open format (MS-Word and MS-Excel) for use by Hotel Corporation of India Limited at the end of assignments.

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Tender for PMS, POS, Channel Manager & Booking engine for CHDA

SCOPE OF WORK

FOR PROVIDING SERVICES OF CLOUD BASED PROPERTY MANAGEMENT SYSTEM (PMS), BOOKING ENGINE (OFFLINE/ONLINE), CHANNEL MANAGER AND POS (point of sales).

Modules (Mandatory ones are marked in asterisk)	Explanatory Notes
Front Office Optimization*	Front office activities management e.g., check-in; check-out; cashiering; folio management etc. Automated room allocation by system, at the time of booking, for faster Check-Ins. Capability to 'Drag & Drop' allocated room to switch room allocation at the time of check-in.
Control and Management of Overselling, Multiple Booking, Duplicate Bookings *	reservation system to give alerts about inventory handling, Centralized rates Management, Guest detail Management, Agent detail management, Payments Management.
Automated and Real Time Inventory Management*	Pooled inventory connected with all major Indian and global OTA partners, Centralized inventory Management,
Payment, Expenses, Billing & Invoice Management*	Self-explanatory, Payment & Cancellation Policies Setup as per Centaur Hotel New Delhi Rules and Bookings Policy
Guest Data Management*	Profile management and data management in the system in a secure environment
Auto-sync Room Level Folio Integration *	Bills to travel to room folio automatically. Room folio to be connected with restaurant and other POS
User Registration & Login and User Management System with admin panel (User Management System) *	User ID access to be provided and enabled through passwords. Logs of user access to be automatically created and stored.
Restaurant, IRD, Bar, Banquet, Purchase, Kitchens, Shops, Salons, Health Club/ Fitness Center, Laundry Automation*	POSs to be created and maintained along with Kitchen Order ticket creation and linked with restaurants, Bar & Banquets
Desktop Mandatory/ Tablet/ Mobile Access	PMS & POS to be operable from Desk-top, Mobile and tablet (Demo all the Modules has to be present).
E-Collection *	Option of collecting payments at POS
Secured Online Payment*	Option of integrated payments at POS
Integration with Booking Engine & Payment Gateway*	Connect to a secured community version IBE with white-labeling for centaurhotels.com and various PGs
Interactive Dashboard for Reports generation and Business Intelligence*	Summary page which has click and expand options to see various details and generate standardized and customised reports for Business Intelligence.
Inventory and Stock Management of F&B, Store, consumable and other items of Stock	Purchase Order entry, Receiving, GRN (Good receipt Note), Store Issue voucher, Inventory and Stock Management including tallying of Balances.
Interface with Tally Cloud*	To connect to the Finance, Inventory modules in Tally on Cloud.
OTA & Metasearch Distribution*	Two-way end-to-end connection, preferably including solution to manage rate parity
GDS Distribution	Two-way end-to-end connection
ORM & Social Channels Integration	API connects with established/ leading Online Reputation Management tools and SM channels
CRM Platform Integration	API connects with established/ leading CRM platforms
Interactive Platform for Guest	To check Folio/make payment etc
Room Category Setup with their respective configuration	a. Occupancy setup (max adults, children, base occupancy. b. Meal plan setup (AP, CP, EP, MAP etc.) c. Room names setup for each category. d. Category Inclusions.

Channel Management:

Managing distribution channels effectively by integrating with online travel agencies (OTAs)-Domestic and International, Global Distribution Systems (GDS), tour operators, travel agents, other relevant platforms. This integration ensures consistent and upto-date information across all channels and enables efficient inventory management. The Brief Feature List of Channel Manager

- Seamless integration with Property Management System, Booking Engine and Revenue Management System.
- User role-based rights to manage inventory across different channels
- Email notifications to all specified users & stake holders on change of inventory allocation to a channel (e.g. Blocking/Unblocking inventory on specific channel)
- Real time inventory & rates distribution status across all OTAs
- Price parity (same price across all Online Sales Channels)
- Prevention of overbooking on any Channel with autosyncing mechanism even if bookings are made for walkin guests
- Maximize occupancy levels, but selling last minute inventory (due to cancellations etc.)
- Dynamic Pricing.
- Advance Rate Planning on all channels through Agency 'Rate Calendar'
- Real time access to Logs to track synchronization of Rates &
- 'Oversell Protect' feature to avoid overselling during 'Peak Season' periods
- Rate Parity + Minimum overbooking
- Foreign Currency Rate update
- Yield Management

PROPERTY MANGEMENT SYSTEM (PMS):

All operations inside the property from check-in, check-out, invoicing, booking chart management, invoice database, cashier report, manager report, payment database to be managed through a single interface. PMS should be seamlessly connected to the Centralized Reservation System and all other components of the software as described in the SCOPE. The PMS is linked with Cloud based Tally Accounting Software implemented in Centaur Hotel New Delhi. The Broad features are mentioned below: -

- Manage all bookings and reservations at Front Office
- Manage Multiple Profiles like corporate guests, room owners, travel agents, and business sources.
- Manage Group Bookings
- Manage entire front office & housekeeping operations.
- Manage User Privilege & Security Control
- Manage Charges, Deposits and e-Invoicing and accept payments in multiple currencies effortlessly.
- Email Marketing & Scheduling: Solution which is compliant to GDPR & other Data Protection Laws of various countriesto send pre-arrival, post-departure, promotional, and in-house emails to engage guests throughout their journey as per the given schedules.
- Guest Satisfaction module to enable capturing of guests' satisfaction and rules-based linkage to Social Media sites and other Online Reputation Management platforms.

Booking Engine:

- Hotel Branding on Booking Engine
- Room, Package, and Add-Ons Management
- Public and Agent Promo Codes
- Integrated Payment Gateway with Currency Conversion
- International Payment Gateway Integration
- American Express Payment Gateway Integration
- UPI Integration
- Secure Payment with Multiple Payment Options.
- Linkage with Loyalty/ Recognition-based program.

POS:

- Order Management
- Table Management and Menu management
- Payment and Billing Management

- Inventory and Stock Management
- Day Close and User Roles Management
- Detailed Insights and Reports
- Shift Management
- Guest Management
- Secured and Stable
- Live Support
- Seamlessly Integrated with PMS

Reporting and Analytics:

Implementing reporting and analytics capabilities to provide insights into reservation trends, customer behavior, channel performance, and revenue generation. This enables data-driven decision-making, performance monitoring, and strategic planning. An individual property manager daily and weekly reports by email about Sales Performance, Reputation Management, Cashier Report, Manager Report, Competitor Performance etc. is required.

Training and Support:

The Bidder should deploy the software within 15 days of purchase order date.

Providing training and support to the staff of Centaur Hotel New Delhi to ensure they are proficient in utilizing the complete system as per scope of work. Bidder should allocate dedicated Account Manager(s) responsible for training and support and ensures all users on-boarded are trained on each and every aspect of the software. A vast library of software video tutorials should be created by the Bidder hosted on a public URL and in English as well as Hindi. also ensures the users do not face any challenge while trying to use the software. Availability of ongoing technical support and maintenance services after the implementation phase. A sophisticated and state of the art Support mechanic, ensures seamless tracking of issues reported by the users during or off support hours. An automatic ticket is generated, when the user tries to contact Agency through any of the following support channels:
- Support Helpline
- Chat available as widget in the system
- Email

Ongoing Maintenance and Support:

Providing ongoing maintenance and technical support to ensure the smooth functioning of the Property Management System (PMS) integrated with Point of Sales (POS), Booking Engine, Channel Manager. This includes troubleshooting, system updates, and addressing any issues or concerns that may arise.

Updation of the Packages:

The successful bidder agrees to proactively undertake all Software updations including security patches as may be required to keep the Systems running without any glitches and / or downtime. All support, including providing backup solutions during any such eventuality will be provided immediately and without any extra cost to HCI.

Indemnity:

The successful bidder shall indemnify and keep indemnified HCI against any breach of customer, financial or any other data arising out or in connection with this contract.

Tender for PMS, POS, Channel Manager & Booking engine for CHDA
TECHNICAL EVALUATION / ELIGIBILITY CRITERIA

Eligibility criteria for submission of bid:

- Firms who have an Office based in India and preferably in Delhi, NCR and offering the latest Modules as per the Scope of work in **Annexure II.**
- The Bidder must have achieved an average Annual Turnover of Rs. 0.20 crores during the preceding 3 (three) Years. To calculate the average turnover, the total turnover achieved by the Bidder during last 3 years shall be divided by 3 i.e. (2020-21, 2021-22 and 2022-23). A Copy duly certified by Chartered Accountant is to be submitted as a proof of Average Annual Turnover.
- A Bidder having its own/licensed Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System.
- A Bidder must support the integration with International and Domestic Online Travel Agents (OTAs)
- The Bidder should have an experience in Software development for hospitality industry for front office reservation, Channel Manager and client management Solution business for a minimum of 3 years as of 31st March 2023.
- The Bidders should have implemented Centralized Reservation System (CRS)/ Property Management System (PMS)/Booking Engine (Offline/Online)/Channel Manager/ Revenue Management System in at-least 2 hotels (3/4/5 stars) properties in State Tourism or Private Hotels.
- The Bidder must be registered in India. (Supporting document must be furnished) The Bidder should have valid GST and PAN registration.
- The Bidder shall be single entity. Consortium/Joint Venture are not allowed to participate in the bidding process.
- Details as per **Annexure IV – Bidders' profile** will be considered for Technical Evaluation.
- The Bidders would be asked to give a presentation on the modules available with them, on a date which would be declared in advance.
- The Bidder should not have been blacklisted by any Government/ Semi-Government Department or PSU/ Institution / corporation / federation and not connected to any firm who has been so blacklisted in the past five years. An affidavit in this regard duly certified by the Bidder should be submitted.

Note: - All the above-mentioned required registrations / licenses must be valid on the date of publication of this tender and in case any of registrations/license is under renewal, the same must be completed before the award of the contract. Requisite self-attested copies of documents as proof with reference to above eligibility criteria.

BIDDER'S PROFILE

Sr. No	Particulars	Description (Fill the required information in the format)		
1	**Registration details**: - Name of the Bidder			
2	a. Date of Registration. b. Indicate type i.e. Firm or Limited Liability Partnership (LLP) etc.			
3	**Locational details**- Complete Postal Address and date since when functioning for: i. Head Office ii. Branch Offices			
4	**Contact Details -** a) Contact Person(s) b) Telephone/mobile Numbers c) Fax Number d) E-mail Address (for each office at Sr. No.3)			
5	Name/s of partners / Directors / Proprietor			
6	a) PAN No. of Bidder b) GST No. of Bidder c) Whether MSME- if so, attach certificate of MSME Registration			
7	**Financial Details** (please attach copies of the last 3 years' Balance Sheet and Statement of profit and Loss Account)	2019-20	2020-21	2021-22
	Total Turnover - Rs. In lakhs			
	Turnover from sale of PMS & POS - Rs. in lakhs (Attach a Self-Certified Certificate to support the above disclosures)			
8	**Skilled Qualified Resources**: - a. Number of Qualified developers b. Number of Semi-Qualified Assistants c. Number of Experts, if any	2019-20	2020-21	2021-22

9	**Experience Details** a. Provide list of clients for whom PMS & POS has been successfully installed b. Provide details of other assignments, including CRS, undertaken for last 3 years (Indicate details for at least 5 companies in the last 3 years)	
10	Please attach last 3 years' Income tax Returns	

Name of the Bidder   **Bidder's Stamp & Signature**

Documentary evidence(s) in support of above is required to be submitted. Proposals without the required documentary evidence(s) shall be ignored for evaluation.

CERTIFICATE OF UNDERTAKING AND COMPLIANCE CERTIFICATE
(ON BIDDER'S LETTER HEAD)

To
Head - Corp Purchase,
HOTEL CORPORATION OF INDIA LIMITED,
The Centaur Hotel,
IGI Airport,
New Delhi 110037

Sir,
It is certified that we have studied and understood the terms and conditions of the TENDER for PMS for cloud based The Centaur Hotel, New Delhi and agree to abide and comply unconditionally with all the terms and conditions contained in this TENDER.

1) Having examined the Conditions of Assignment for the above Contract, we qualify under the minimum eligibility criteria and offer to undertake the work in conformity with the Conditions of Assignment.

2) We specifically undertake to complete and deliver the work-scope comprised in the TENDER and agree to abide by the General Terms and Conditions also.

3) We confirm that the bid is valid for 40 days from the notified last date of submission of TENDER.

4) List of documents attached with the TENDER.
        1
        2
        3
        4
        5

Dated .... day of ....
Signature ....in the capacity of ....
Name
I am duly authorised to sign TENDER for and on behalf of
....

AUTHORISED SIGNATORY

Name of the Bidder   **Bidder's Stamp & Signature**

AUTHORIZATION LETTER FOR ATTENDING BID OPENING
(On Bidder's letterhead)

Dated: ……………………..

To
Head – Corp Purchase,
HOTEL CORPORATION OF INDIA LIMITED,
The Centaur Hotel,
IGI Airport,
New Delhi 110037

Sub: Authorization for attending opening of TECHNICAL / FINANCIAL BID

Opening Date: Time:

The following person(s) is/are hereby authorized to attend Technical/ Financial Bid opening of subject TENDER.

Sr. No.	Name	Email	Contact No	Signature

Signature: ……………………………….

Name of Authorized Signatory: ………………………….
Name of Bidder   : ……………………….

NOTES:

1. Permission for entry to the Hall where bids are opened may be refused in case authorization as prescribed above is not received.
2. The authorized representatives, in their own interest, must reach venue of bid opening well in time.
3. The authorized representatives must carry a valid photo identity.
4. Separate authorization letters would be required for Technical and Financial Bid opening.

Tender for PMS, POS, Channel Manager & Booking engine for CHDA

Check List of Items/Documents to be attached

1. Technical Evaluation Criteria (Mandatory Minimum Eligibility) compliance as per **ANNEXURE-III**
2. Bidder's Profile at **ANNEXURE-IV** duly filled in with required supporting documents
3. Certificate of Undertaking and Compliance as per **ANNEXURE-V.**
4. Authorisation letter as per **Annexure- VI**
5. Presentation & Product Demo Docket as per **Annexure - VII**
6. Financial Bid Format duly filled in as per **ANNEXURE-VIII**

Note: The list above is indicative. Bidders should go through the tender document carefully and provide documents/details in support of their bid.

FINANCIAL BID FOR TENDER FOR PMS -THE CENTAUR HOTEL DELHI

Sr. No.	Description	Basic Rate / per month (Rs.)	GST (indicate %)	Total (Rs)
1.	Charges for Cloud based PMS (Desktop & Mobile) as per the scope of work provided in the Tender.			
2.	Charges for POS as per the scope of work provided in the Tender.			
3.	Charges for Channel Manager as per the scope of work provided in the Tender.			
4.	Charges for Booking Engine (offline / Online) as per the scope of work provided in the Tender.			
	TOTAL			

Notes:

1. GST shall be paid as per applicable rates.
2. Indicate Charges both in figures and words. In case there is any discrepancy between figures and words, the Charges in words shall prevail.
3. There should not be any cutting / overwriting. In case of cutting / overwriting, the bidder has to initial the same, otherwise such bid shall be rejected.

Signature: _____
Name of Authorized Signatory: _____
Name of Bidder: _____
Date: _____

DECLARATION:
(On Bidder's Company Letter head)

(To be filled only after the Presentation/ Product Demo has concluded)

This is to certify that the Technical Evaluation Committee appointed by HCI to review our demo of the Product offering which was made on _____ has been provided a detailed presentation to help them understand the salient features & functionality of the solutions being provided by our Company _____ .

It is also stated that prior to the presentation, the Technical Evaluation Committee explained the Evaluation Parameters and the maximum Marks allotted against each of the parameters as specified in the tender document; and we confirm that we have understood the same.

We are satisfied that the Technical Evaluation Committee gave us adequate time to present our solution and we also answered various questions to help the Committee gain a better understanding of our solution.

At no point have we disclosed the details of our Financial Bid nor have any of the Technical Evaluation Committee members or anyone else in HCI asked us to share/ indicate the pricing as submitted in the Financial Bid.

Signature of Company Representative: _____

Name pf Company Representative: _____

Designation of Company Representative: _____

Seal of the Company:

Tender for PMS, POS, Channel Manager & Booking engine for CHDA