



HOTEL CORPORATION OF INDIA LTD

(A Govt. of India Undertaking)

CENTAUR HOTEL, IGI AIRPORT,
New Delhi-110037

Addressed to:

ENQUIRY

No: CHDA/PUR/09

Date: 18.06.2024

Opening Date: 02.07.2024
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

NOTE :-

- 1 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

Head 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-imbursment 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 contract 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 thereof 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	<u>Technical Bid:</u>	
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	<u>Financial Bid:</u> 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 BID for Cloud Based PMS, POS, BOOKING ENGINE & CHANNEL MANAGER FOR CHDA”;
 - Duly filled in and completed “Bidder's Profile”(Annexure – IV) together with the self-attested photocopies of supporting documents & EMD to be submitted on or before due date & time.
 - EMD of Rs.1200/- by way of original Demand Draft/Pay Order or by Cash receipt (Cash deposited to HCIL before submission of tender) shall only be accepted. EMD paid by way of Cheque or in any other form shall not be acceptable.
 - “PRODUCT DEMO DOCKET for PMS, POS, Booking Engine, Channel Manager & Revenue Management FOR 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 **July 02, 2024, by 1430 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.

