

**REQUEST FOR PROPOSAL FOR COMPUTERIZATION OF FRONT OFFICE
AND HOUSEKEEPING SECTION OF PANTHANIVAS**

May, 2022



Odisha Tourism Development Corporation Ltd.

**Panthanivas Old Block, Lewis Road, Bhubaneswar 751 014
Phone: (0674) 243 1289, 243 2177 | Fax: (0674) – 243 1053**

1) Project Concepts

Odisha Tourism Development Corporation (OTDC) is having the largest chain of hotel in the state of Odisha, in its endeavor to provide better services to the tourists has proposed computerization of Front Office and Housekeeping of various hotel properties throughout the state of Odisha. In view of the above OTDC invites proposal from IT solution providing agencies for the purpose. The services to be provided includes hotel management modules like front office, housekeeping. Different modules should have Role Base Access Administration etc.

2) Eligibility Criteria

- The applicant (Franchisee or parent) should be a company / registered firm and be in the business of development of software for at least last 3 years.
- The Bidder must be a registered in India should have experience of minimum 3 years in the field of web application/ software development for hotel industry.
- The bidder must have minimum 50 customers base in hotel industry out of which minimum 10 should be in the state of Odisha.
- Must have previously installed minimum 2 hotel chains of State/ Central Govt, in India
- Average Turnover of the bidder should be minimum 2 crores in last three years. A certified copy from chartered accountant should be furnished along with tender document as proof of turnover.
- The bidder must have office in India to provide need based support to OTDC properties.

3) Scope of Work

- The scope of work shall be limited to 16 locations (16 properties) located at various places in the state. A pilot project shall be implemented at Panthanivas Bhubaneswar, upon successful implementation it shall be replicated in the rest of the locations. The size of the hotels ranges from 15 rooms to 60 rooms.
- The applicants shall provide licensed software.

- 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, Channel Manager for multiple OTA Booking. 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 OTDC logo
- The applicant will be required to integrate the hotel management system with F&B Software installed at each of OTDC properties as well as with online hotel booking system of OTDC for room availability and other guest details.
- The system should allow user defined reports.
- System should be able to take care of all statutory tax reports including GST 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 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 OTDC properties and all complaints must be attended with 24 hours.
- The bidder must agree to maintain the software with all up-gradations/ modifications for a period of one year from the date of installation free of cost. Thereafter, annual maintenance contract will be done by the successful bidder for a period of three years. The support will be provided through email, telephone, remote login or visit to OTDC properties if the situation so demands
- The bidder must submit proof of proprietary right / authorization indicating rights of the company authorizing for sale the software

- The work for installation of software, customization and trainings must be installed within a period of one month from the date of issue of work order.
- The bidder must provide minimum 3 days training to all OTDC users for operation of this software. This training must be imparted at each property where software will be installed.
- The successful bidder will provide detailed user manual of the software to OTDC users
- Each page of tender documents and enclosures must be duly signed and stamped as a token of acceptance of tender conditions.
- OTDC will be at liberty to computerize all OTDC 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.
- OTDC 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 OTDC. Any misuse/ siphoning of the data by the applicant through the application will attract penal action as per law and will result in termination of the contract.
- OTDC reserves right to reject any tender submitted with conditions.

4) Bid Schedule

Issue of RFP	-	02.05.2022
Pre-Bid Meet	-	10.05.2022 at 11.00 A.M. (Conference Hall, Pns. Bhubaneswar)
Issue of Corrigendum	-	13.05.2022
Last date for submission of Bid	-	24.05.2022 up to 12.00 Noon
Opening of Part-1 of Bid document		24.05.2022 at 4.00 P.M.
Opening of Part-2 of Bid document		25.05.2022 at 11.00 A.M.
Opening of Financial Bid	-	25.05.2022 at 1.00 P.M.

5) Pre Bid Meeting:

- A pre-bid meeting shall be held on 10.05.2022 at 11 AM. In the Corporate office of OTDC, Lewis Road, Bhubaneswar, Odisha.

6) **Bid Security**

The selected bidder is required to submit bid security in shape of DD/ Bank Guarantee from a nationalized bank drawn in favour of M.D., OTDC payable at Bhubaneswar amounting to Rs.20,000/-.

7) **Bidding Process**

- The project shall be awarded through a competitive single stage bidding process.
- The bid shall contain three parts, (i) Pre-qualification bid (ii) Technical Evaluation during presentation & (iii) financial bid. The pre-qualification bid should contain the proof of document in support of eligibility criteria, brief profile of the agency, bid security of Rs.20,000/- in shape of D.D. favouring Managing Director, OTDC payable at Bhubaneswar.
- Once applicants are short listed based on pre-qualification, they would be asked to demonstrate their products to OTDC. The committee will evaluate the software and short-list for opening of financial bid
- Financial bid of only those bidders shall be opened who qualify the minimum criteria and short-listed after evaluation of software.
- OTDC reserves the right to reject any or all bids including the highest bid without assigning any reason thereof.

8) **Bidding Parameter**

- The bidder shall quote the fixed amount for the services mentioned in the above scope of work. The quote should be inclusive of software with license to be used for the project, installation and training.
- The bidder who qualify the minimum eligibility criteria and found suitable at demonstration stage and whose quote is the lowest of all the financial bid shall be declared as the successful bidder.

9) Sealing and submission of Bid

- Two separate envelopes sealed & included in the 3rd larger envelop clearly marked “**Bid submitted for Computerization of Front Office and Housekeeping**”.
- The documents supporting the eligibility criteria shall be duly sealed in an envelope clearly super scribed as “**Pre-qualification Bid for Computerization of Front Office and Housekeeping**”.
- The financial bid shall be duly sealed in an envelope clearly super scribed as “**Financial bid for Computerization of Front Office and Housekeeping**”. The financial bid shall be prepared according to the format specified in **Annexure-A**.
- The completed bid shall be submitted to the following address latest by 12.00 Noon on the bid due date **24.05.2022** to the Managing Director, Odisha Tourism Development Corporation, Lewis Road, Bhubaneswar-14.

10) Bid Validity

The bids shall be valid for a period of 180 (One Hundred Eighty) days from the bid due date.

11) Bid opening

- The pre-qualification bid shall be opened on **24.05.2022** at 4:00 P.M in presence of the bidders or through authorized representative.
- The financial bid of only those bidders who qualify the minimum eligibility criteria shall be opened later.

12) JURISDICTION:

Any dispute whatsoever shall be subject to the jurisdiction of the courts of Bhubaneswar, Odisha, India, only.

Sd/-

Managing Director OTDC

FORMAT FOR FINANCIAL BID

(Financial Bid should be submitted in separate sealed envelopes for each location)

Date:

To

**The Managing Director,
Odisha Tourism Development Corporation,
Lewis Road, Bhubaneswar - 751 014**

Dear Sir:

Ref: Financial Bid for Computerization of Front Office and Housekeeping

Sr. No.	Item	Unit	Rate in `.	Amount in `.
1.	Cost of Software including license installation, training and one year maintenance	16 Panthanivases		
2.	Maintenance & up-gradation support for 3 years	16 Panthanivases		
	TOTAL			

- I / we offer to provide the services mentioned in the scope of work and as per the stipulated terms and conditions and other particulars mentioned therein.
- This is inclusive of all direct and indirect cost associated with the project. The quote is exclusive of GST.
- Only Accommodation will be provided to the trainer during training at OTDC hotels.
- I/ we agree that my / our Financial Bid shall remain valid for a period of 180 days from the Bid Due Date prescribed for submission of Proposal. I / we confirm that our Financial Bid is unconditional and that we accept all terms and conditions specified in the RFP. I / we agree to be bound by this offer if we are the Selected Bidder for the aforementioned Project.

For and on behalf of:

Signature of the Agency.