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E-TENDER DOCUMENT

FOR

**PURCHASE OF ONLINE WEB BOOKING ENGINE,
CHANNEL MANAGER & REVENUE MANAGEMENT
SYSTEM).**

FOR

CITCO HOTELS

Viz. HOTEL MOUNTVIEW, HOTEL SHIVALIKVIEW & HOTEL PARKVIEW

AT CHANDIGARH

Introduction

Online bids are invited under Two Stage Bidding System through e-tender bidding process for Purchase of Online Room Reservation system i.e. Web Booking Engine, Channel Manager & Revenue Management System at all the 03 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh.

Bidders can download complete set of bidding document from e-tender portal i.e <https://etenders.chd.nic.in>. The e-tender notice and Bid documents are also available on CITCO website: www.citcochandigarh.com Bidders have to submit the bids online by uploading all the required documents as per terms and conditions mentioned in the tender documents.

Bids will be accepted through online mode via NIC E-tender Portal i.e. <https://etenders.chd.nic.in>. Manual bids will not be accepted under any circumstances. The CITCO reserves the right to accept or reject any BID without assigning any reason.

Note: Non submission of the required documents by any bidder will summarily be rejected from the bidding process.

e-Bid are invited for Supply, installation, integration, testing & commissioning of Web Booking Engine with CITCO official website & also integration of Channel Manager & Revenue Management system with IDS Software installed at 3 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh on Compressive rates i.e. Lump Sum Fixed Price.

GENERAL

1. Project Overview:

CITCO owned 3 Hotels having 410 Rooms all over Chandigarh. Considering this, CITCO primary aims of optimize room sales online is to maximize revenue by increasing occupancy rates and attracting the right customers through effective digital strategies. This involves leveraging data driving technologies, such as dynamic pricing and targeting marketing to appeal various customer segments. Additionally, optimizing room sales focuses on enhancing the online booking experience, improving website visibility through SEO, and utilizing third party platform like OTAs to reach a broader audience.

Sr. No.	Name of the Hotel	Number of Rooms
1.	HOTEL MOUNTVIEW	155
2.	HOTEL SHIVALIKVIEW	108
3.	HOTEL PARKVIEW	157

2. Term of Contract

The purpose of this Tender is to invite established agencies to submit their bids. **The contract agreement will be for a period of three year and may be extended for another two more years on the same rate upon satisfactory performance** and subject to its relevance/up-gradation of said solutions in tune with the technology/practices of the day.

3. Earnest Money Deposit(EMD):

- a) Bidder should have to deposit an earnest money (EMD) of Rs. 40,000/- (Rupees Forty Thousand Only) in favour of “CITCO”, Chandigarh through online mode i.e. RTGS/NEFT in ICICI Bank Current Account payable No-001305010001, IFSC CODE : ICIC0000013, SCO 132-34, Sector 9 C Branch, Chandigarh before the closing date and time of uploading the e-tender on NIC Portal. In case the bidder has not submitted the EMD electronic in the specific mentioned date and time given in the tender document they will not be considered at all and shall be summarily rejected.
- b) EMD of unsuccessful bidders shall be returned after Award of Contract to the successful Bidder within 45 days beyond the final bid validity period. CITCO shall not pay any interest on this EMD amount.

4. PERFORMANCE SECURITY DEPOSIT/ BANK GUARANTEE

- a) Performance Security shall be deposited, i.e. 5% of total contract value by the successful bidder within 10 Days from the date of award of Contract. Earnest Money Deposit to the successful Bidder shall be released after the submission of Performance Security.
- b) Successful Bidder should have to deposit the only Account Payee Demand Draft of 5% of total contract value as per contract letter in favour of 'CITCO' payable at Chandigarh. The envelope containing Performance Security with Covering Letter mentioning the details of Bidder Company/Agency on the company's/ Agency Letter head should be sealed and super-scribed as "Performance Security for purchase of Web Booking Engine, Channel Manager & Revenue Management, for 03 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh".
- c) The Demand Draft may be physically submitted to Computer Cell, CITCO, Head Office, SCO 121-122, Sector 17-B, Chandigarh within 10 Days from the date of award of Contract. In case, the bidder shall not submit Performance Security in time, the Contract shall be treated as cancelled and the EMD shall be forfeited. No request shall be entertained in any case.
- d) Performance security shall be valid for 05 years plus 03 months i.e. 63 months.

5. PAYMENT TERMS

- a) 40% Payment shall be made after successful commissioning and integration of Web Booking Engine with CITCO official website & Channel Manager & Revenue Management system with IDS Software installed at 3 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh and training to CITCO staff.
- b) 20% payment shall be paid after completion of 01 year of the contract.
- c) 20% payment shall be paid after completion of 02 years from the date of contract.
- d) 20% payment of total annual contract amount shall be paid after the completion of 03 Years.

6. ELIGIBILITY CRITERIA (ALL THE DOCUMENTS SHALL BE SELF- ATTESTED)

- a. The Bidder must upload valid documentary proof of GST Registration and Income Tax Registration number (PAN), Certificate of incorporation/registration of Firm/Company/Agency etc.
- b. Bidder having its own/licensed online Room Reservation System i.e. Web Booking Engine, Channel Manager & Revenue Management System. Bidder shall submit undertaking mentioning that no third party involves for providing these services. The Bidder should be a single business entity (the "Single Business Entity").
- c. Bidder must upload proof/support document regarding online room reservation integration with international and domestic online travel agents (OTA's) & successfully installation report from any 3/4/5 Star Hotels in India.
- d. **ANNUAL TURNOVER** : - Bidder must achieved an average Annual Turnover of Rs.3.00 Crores during the preceding 03 Financial Years. To calculate the average turnover, the total turnover achieved by the bidder during last 3 years shall be

divided by 3 i.e. (FY 2021-2022, 2022-2023 & 2023-2024). A copy duly certified by Chartered Accountant is to be upload as a proof of Average Turnover.

- e. **EXPERIENCE** :- Bidder must submit an experience certificate showing similar nature of software development for hospitality industry i.e. front office room reservation, channel Manager, revenue management with minimum of 3 years as on 31st March 2024.
- f. Bidder should attach the proof for successfully integrated Online Room Reservation system i.e. Web Booking Engine, Channel Manager & Revenue Management System with Property Management Software in at least one State Tourism Corporation.
- g. Bidder must upload the copy of receipt (NEFT/RTGS) for EMD of Rs.40,000/- deposited in CITCO bank account for participating in the e-bid. CITCO Bank details is as under: Bank Name: Bank of Maharashtra, Sector 17C, Chandigarh Account No: 60123028907 IFSC Code: MAHB0000384.
- h. Bidder must upload a copy of complete Postal Office Address, Mobile No of their Firm/Company/Agency & Branch Offices, OEM Service Centre and Contact Address details.
- i. Bidder must upload signed copy of e-tender document for acceptance the same.
- j. Bidder should submit the notarized affidavit that the firm/company never blacklisted by any Government/Semi-Government/ Institution/Corporation or PSU.
- k. Bidder should have valid registration license from original OEM on the date of publication of this tender in case any of registration/license is under renewal, the same must be completed before the award of contract.

7. Scope of Work:

The selected agency will be responsible for the following key tasks and deliverables:

A. Single all-in-one ERP Software to help to integrate the its property level operations, central office operations and sales office operations through a single cloud based infrastructure and software solution which is easily accessible from any location and can be seamlessly connected to all online revenue sources and CITCO direct web portal as well.

B. Online Booking Engine:

Developing an intuitive and user-friendly online booking engine that allows customers to browse available options, make reservations, and secure online payments (Payment Gateway finalized by CITCO) preference will be given to bidder having In-house payment gateway.

The payment gateway which comes with an integrated voucher management backend along with email and SMS integration. The booking engine should be integrated with the CRS to ensure accurate availability and pricing information. No extra charges for SMS & Email shall be paid. The agency shall bear the cost of SMS etc.

The Brief Feature List of Booking Engine

- a) Configuration & deployment of Booking Engine on official websites of CITCO Properties.
- b) Customized Pictures of Each Property.
- c) Customized Description & Room Price of each property & Room Category.
- d) Customized Terms & Conditions, Inclusions for each property & Room Category as per Rules of Booking of CITCO.

- e) Customized Color Theme for each property to match CITCO website.
- f) Customized Packages with Pictures for each property and room category
- g) Unique OTA price comparison widget to highlight 'Best Rates' available on official website of CITCO Properties.
- h) Additional promotional scheme can be launched after mutual discussion with CITCO.
- i) Instant Email Alerts to Sales & Marketing Team, Property Managers when anyone is trying to book a room through the website
- j) Instant Alert when a successful booking is carried out through Booking Engine.
- k) Automated email alert to guest with confirmation booking voucher on successful payment, auto-syncing of inventory on OTAs post successful booking.
- l) Reservation Tracking through centralized 'Booking Database.'
- m) Payment Tracking through centralized 'Payment Database.'

C. Channel Management:

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

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

D. Revenue Management:

Implementing revenue management strategies and tools to optimize pricing, maximize revenue, and manage inventory effectively. This involves dynamic pricing, demand forecasting, yield management, and monitoring key performance indicators (KPIs) to ensure revenue goals are met. The objective of implementation is as follows:-

- a) To implement dynamic pricing engine, and automate pricing rules, leading to maximization of revenues.
- b) Implementing Market Demand and Forecasting tool to help take better decisions

around pricing hence leading to optimization of revenues.

- c) To implement Online Reputation Management tool, for collating & analyzing all properties feedback across all public feedback channels.
- d) Preference shall be given to Bidder having Revenue Management team stationed near Chandigarh.

Competitive Rate Shopper:

To track price and amenities of competitive properties for every CITCO property to be able to build the right strategy for every CITCO property.

Online Reputation Manager:

To track, analyze and report online reviews of all CITCO properties.

To reply to all reviews from a single interface. To send review links to guests checking out for online review building.

Trip advisor & Google Hotels Integration

To give visibility to direct booking engine on Trip advisor and Google Hotels's meta search platform on a Cost-Per-Acquisition basis.

E. Training and Support:

Providing training and support to the staff of CITCO 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 handling of CITCO properties 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

Every ticket life cycle should be tracked by the bidding entity for the turnaround time. Bidding Entity commits to a Turn around Time of 24 working hours for diagnosing and reverting to a support ticket logged in the system. In case the issue requires Tech intervention, the timeline for the same is communicated within 24-36 working hrs to the user.

Ongoing Maintenance and Support: Providing ongoing maintenance and technical support to ensure the smooth functioning of the centralized reservation management system. This includes troubleshooting, system updates, and addressing any issues or concerns that may arise.

Integration with Other Systems: Integrating the centralized reservation management system with existing PMS ie IDS Software maintained and developed by IDS NEXT Business Solutions Pvt Ltd Bangalore Karnataka. This ensures seamless flow of data and streamlines operational processes.

Data Backup: The system should have feature of Data Backup of Complete System.

Data Security and Compliance: Implementing robust security measures to protect customer data and ensure compliance with relevant data protection regulations. This includes data encryption, secure payment processing, and adherence to privacy policies.

Desirable Timelines for Project Implementation

The project would need to be implemented and fully operationalize within a period of maximum of 45 days. Desired timelines for the completion of different phases of project (assuming that the engagement starts at day T (T will be the day of signing of contract/placing of work order) are indicative as below:

#	Number of Phases	Desired Timelines (Including non-working/holidays)
1.	Phase 1: Setting up Booking Engine (Online), Channel Manager as per the scope of work mentioned in the Tender document and Rules of Booking of Chandigarh Industrial & Tourism Development Corporation Ltd.	T+10 Days
2.	Phase-2: : Training, Implementation of complete solution, Agreement with OTAS and Onboarding of CITCO resorts on OTAS	T+30 Days
3.	Phase 3:- Go Live	T+45 Days

Note : However the process of OTAS agreement and Onboarding will executed simultaneously.

Team Composition and Expertise:

- Qualifications, experience, and certifications of key team members involved in implementing and managing the project.
- Availability and accessibility of skilled resources with relevant expertise

in CRS, revenue management, channel management, and GDS integration.

- Adequate staffing to handle the project workload effectively.

8. WARRANTY

The successful bidder shall provide on-site 03 years warranty after successful installation of Web Booking Engine with CITCO official website & also integration of Channel Manager & Revenue Management system with IDS Software installed at 3 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh

Successful bidder will have to ensure that adequate number of dedicated technical service personnel / engineers are designated/deployed for attending the complaints in a time bound manner to ensure that rectification of defects/errors are resolved within 4 working hours from the registration of complaint during the contract period.

9. PENALTY

- a) Late delivery charges shall be applicable if the integration process beyond the time frame mentioned in the tender document. The Penalty amount of Rs. 50000/- shall be deducted from bidder's payment.
- b) For any failure to execute the work as per time line the successful bidder shall be debarred for 03 years for further participation of tender in CITCO and EMD/Performance Security shall be forfeited

10. JURISDICTION OF COURT

"In the event of any dispute, controversy, or claim arising out of or in connection with this e-tender or under the terms and conditions of the contract placed through e-tendering NIC portal or under its interpretation, performance, or breach, the matter shall be subject to the exclusive jurisdiction of the courts located at UT, Chandigarh only and no other courts shall have jurisdiction in this regard".

11. EVALUATION METHODOLOGY:

TECHNICAL EVALUATION :

The technical evaluation will be done by CITCO purchase committee to evaluate the valid bids received through e-tender Portal on the basis of fulfill of eligibility criteria as per e-tender document. The capability and eligibility of the Bidder shall be determined based on the information provided by the Bidder in the participated bid.

Those bids which do not meet the qualifying criteria will be rejected. Forthwith, or any stage of detection.

The bidder must meet the eligibility criteria mentioned in the Tender Document. Any bidder not fulfilling the eligibility criteria will not be shortlisted for the further evaluation.

FINANCIAL EVALUATION:

The bidders whose bids are technically qualified by the Technical committee are eligible for opening of financial bids. The financial bids will be opened and evaluation will be carried out on the basis of L1.

12. General Terms & Conditions

1. The bidders in their own interest are requested to visit the website of CITCO (www.citcochandigarh.com) to have a complete idea and understanding of various properties of CITCO before submitting bids. Any negligence/ excuses on this part will not be accepted at later stage.
2. The bid document can be downloaded from our website <http://www.citcochandigarh.com> and etenders.chd.nic.in and submit the complete bid as per procedure mentioned in Tender document.
3. After submission of bids, it will be implied that the bidder has fully understood the scope and terms & conditions of the work.
4. Licensing fee on any software or service, if required, shall be no paid by CITCO during the contract period.
5. The Bidder has to be facilitate CITCO to On board OTAs with all online revenue channel and decision of pricing decisions is with CITCO. The content will be uploaded and update inventory on behalf of CITCO when dealing with Online Revenue Channels like OTAs, Meta Search Engines and other digital revenue channels subject to the approval of CITCO. Prices should be quoted for complete solution. No additional fee will be paid for any increase in room inventory during the contract period.
6. **Bid Validity:** The bids shall be valid for a period of 180 (One Hundred Eighty) days from the bid due date.
7. CITCO will be responsible for Chargeback / Refunds that have to be processed if mandated by the Bank Tribunal for any complaints made by guests / agencies who have made a payment through online platforms.
8. CITCO will organize monthly review meetings whether online or in person where all issues will be discussed and on ground spend suggestions.
9. The bidder shall the successfully installed the desired services by CITCO on timely manner at all the 3 hotels of CITCO located at Chandigarh.. No extra amount shall be paid in any case during the contract period.
10. The bidder shall upload the Self Attested copy of e-tender document for acceptance of all particulars, terms & conditions mentioned in the tender document.
11. Scope of supply (Bid price to include all cost components): Supply Installation Testing and Commissioning of Goods. No extra amount shall be paid during the contract period..
12. The bidder shall provide Up-gradation of software with latest version/license/Subscriptions etc. as and when required during the contract period. No extra amount shall be entertained/paid by CITCO.
13. CITCO may add/modify/delete any clause mentioned in tender document through publishing the corrigendum on CITCO website as well as NIC Portal.
14. Bidder shall check for any notice/ corrigendum on regular interval during the bid validity period. CITCO shall not intimate the bidders regarding any addition/updation/modification/deletion in the bid document.

15. Bidder offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document, ATC and Corrigendum if any.
16. Procedure for e-tender as placed at Annexure-III
17. All online payments for Room Reservation shall be routed to CITCO Bank Account on daily basis.
18. CITCO shall pay fixed Payment Gateway Charges @ 2% of every successful billing amount (excluding GST Charges for online payment received through any domestic/international Debit/ Credit Cards. No extra payment shall be made for payment gateway charges during the contract period.
19. The responsibility of depositing GST for room tariff will be with CITCO.
20. The bidder has to submit the reconciled statement with different OTAs on monthly basis.
21. TDS/TCS will be deducted as per govt. guidelines
22. During evaluation of Bids, CITCO may, at its discretion, ask a Bidder for further clarifications and/or information. The request for clarification and the response thereto shall only be in writing or email. The Bidder shall have to reply to the clarification within 7 Business Days from the date of receipt of the request failing which the Bid of such a Bidder shall be rejected and CITCO shall have the right to forfeit the EMD of such Bidder.
23. After generation of invoice through online room booking mode for all the 3 CITCO Hotels viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview the bidder shall deduct their payment gateway charges of @2% of the per invoice transaction amount if any.
24. The bidder shall quote the Compressive rates for all the services (Web Booking Engine with CITCO official website & also integration of Channel Manager & Revenue Management system with IDS Software installed at 3 Hotels of CITCO viz. Hotel Mountview, Hotel Shivalikview & Hotel Parkview at Chandigarh) in BOQ i.e. Lump Sum Fixed Total Price. The GST shall be paid extra.
25. The transaction charges for payment gateways for domestic & international debit/Credit cards and other mode of payment receiving online is fixed i.e. 2% per only of the transaction value per invoice is allowed. No change of commission shall be entertained/allowed during the contract period.
26. The Bidder is required to give lump sum offer based on his own design for the entire scope of work. The bidder shall quote lump sum in INR for the entire project including Design, Construction and commissioning as per scope of work. GST shall be paid extra.
27. The bidder shall quote total Lump Sum Fixed rates (all inclusive pricing structure that cover all cost fee or charges associated with the software and services).
28. CITCO reserves the right to accept or reject any one or all the tenders, without assigning any reason.

TECHNICAL BID

ELIGIBILITY CRITERIA

1. Copy of GST Registration
2. Copy of PAN Card,
3. Copy of Certificate of Incorporation/registration of Firm/Company/Agency.
4. Copy of Single Business Entity & undertaking of own/licensed(Refer Clause 6(b) of Tender Document)
5. online room reservation integration with OTA's and installation report. (Refer Clause 6(c) of Tender Document).
6. Certificate copy of Annual Turnover (Refer Clause No, 6 (d) of Tender Document).
7. Copy of Experience (Refer Clause No.6 (e) of Tender Document).
8. Copy of similar services at least One State Tourism Corporation(Refer Clause No.6 (f) of Tender Document)
9. Copy of NEFT/RTGS (UTR No. & Date) for EMD,Cheque No, date,Branch, IFSC .(Refer Clause No. 6 (g) of Tender Document).
10. Complete Postal Address of the Company/Agency & Mobile No.(Refer Clause No. 6 (h) of Tender Document).
11. Copy of Signed Tender Document for acceptance.(Refer Clause No. 6 (i) of Tender Document).
12. Copy of Affidavit regarding Company/Agency never blacklisted. (Refer Clause No. 6 (j) of Tender Document).
13. Copy of valid registration license from original OEM.(Refer Clause No. 6 (k) of Tender Document).

PROCEDURE FOR E-TENDERING

1. The Bids shall be received electronically only through the website <https://etenders.chd.nic.in>.
2. Bid Document can be downloaded from the website of Chandigarh Administration <https://etenders.chd.nic.in>.
3. The Bidders shall have to submit their Bids (Technical Bid & Financial Bid) online in Electronic Format with Digital Signatures. For participation in the e-tendering process, the Bidders need to register themselves on <http://etenders.chd.nic.in>. On registration, they will be provided with a User ID and a system generated password enabling them to submit their Bids online using Digital System Certificate (DSC).
4. The Bids shall be uploaded in Electronic Format on the website <http://etenders.chd.nic.in>. Scanned copies of Earnest Money Deposit, Document and Eligibility Documents shall also be uploaded along with Technical Bid within prescribed time limit.
5. EMD details (Bank transfer receipt/bank transfer confirmation/Bank Transaction No & detail of the bank, IFSC code from where to transfer the money in CITCO account) as uploaded by the Bidder shall be placed in the manner as described in the Bid Document and shall be submitted in person before last date of submission of e-bid in Computer Cell (2nd floor), Head Office, CITCO, SCO 121-122, Sector 17-B, Chandigarh.
6. The Bidder has to produce the original documents as and when asked for by Computer Cell (2nd floor), CITCO. The failure of the Bidder to furnish the said original documents will entail summarily rejection of its tender.
7. Instructions to Bidders regarding e-tendering process:
 - a. Tenders without digital signatures will not be accepted by the Electronic Tendering system. No Tender will be accepted in physical form and in case it has been submitted in the physical form it shall be rejected summarily. Bids will be opened online as per time schedule mentioned above.
 - b. Before submission of online Bids, Bidders must ensure that scanned copies of all the necessary documents have been uploaded with the Bid.
 - c. It will be mandatory for all the Bidders to upload all the documents mentioned under 'Tender Details' template.
 - d. CITCO will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.
 - e. The details of EMD specified in the Tender documents should be the same as submitted online (scanned copies) otherwise, tender will be rejected summarily.
8. For any technical issue related to Electronic Tendering Portal, Bidders may contract IT Cell, the Department of Information Technology (DIT), Additional Deluxe Building, 5th floor, Sector 9, Chandigarh or email at etender@chd.nic.in, Phone No, 0172-2740641, 0172-2740003.