

E-TENDER NOTICE

Tenders are invited for designing of new website, development and maintenance of online real time tourist rest houses and package booking application manager & window/web based Hotel billing and inventory management software for each Tourist Rest house of KMVN and integrate it with KMVN website. Detailed terms and conditions in regard to the tender are mentioned in Tender document, which can be downloaded from Uttarakhand e-tendering portal/website www.uktenders.gov.in or through KMVN official website www.kmvn.gov.in. The tender procedure will be through e-tendering system on the website www.uktenders.gov.in. The applicant must have Digital signatures to participate in e-tendering system. Cost of Tender Document is Rs. 2,500/- (inclusive of taxes). Last date of submitting the tender is 15 February 2019, Time - 03:00 PM

Managing Director

Kumaon Mandal Vikas Nigam Limited

Uttarakhand Govt. Undertaking

Tender document for designing of new website, development and maintenance of online real time tourist rest houses and package booking application manager & window/web based Hotel billing and inventory management software

Tender Document Cost – Rs. 2,500 (GST inclusive)

1) PROCEDURE FOR TENDER

E-Tendering procedure will be followed as per the guidelines of Uttarakhand Government for e-tendering. Two bid system of e-tendering will be followed i.e. Technical Bid and Financial Bid.

- i) The parties willing to participate in the Bid will have to apply through the Electronic Tendering Procedure (E-Tendering) as per the guidelines issued by Uttarakhand State Government through website www.uktenders.gov.in
- ii) No Tender will be accepted other than E-Tendering Procedure.

(a) Technical Bid

The first part of the bid i.e. Technical bid shall comprise of Annexure A and all the related documents as mentioned in the Annexure B along with the Earnest Money Deposit (EMD) and Tender fees submission/deposition details. Scanned copy of all these documents must be uploaded in technical bid part.

(b) Financial Bid

The second part shall be the Financial bid specifying the price offer in the prescribed format.(BOQ) Excel spread sheet

Please note that this is an E-tendering System and the comparative chart is automated by the system. So please do not leave any necessary column blank (0.00), else the system may reject the Financial Bid. Do not forget to write the name of the applying firm at the specified place required for the same, otherwise there are chances that the system may reject the bid. In such case the bids rejected by the system will not be acceptable and shall be rejected.

KMVN will open the technical proposals and evaluate them as per criteria mentioned in this document. The 'Financial Bid (BOQ)' shall not be opened until the complete evaluation of the pre-qualification/technical evaluation is complete. After evaluation of pre-qualification and technical proposals, the commercial/financial proposals of only those bidders, who qualify in pre-qualification and technical evaluation, will be opened.

2) Critical dates

1-	Tender Publishing Date - 04 Feb 2019	16:00 hrs
2-	Start date of downloading the tender form - 04 Feb 2019	16:30 hrs
3-	Seeking clarification i) Start date - 05 Feb 2019	10:00 hrs
	ii) End date - 06 Feb 2019	17:00 hrs
4-	Pre Bid meeting date - 06 Feb 2019	13:00 hrs
5-	Start date of bid uploading - 07 Feb 2019	10:00 hrs
6-	Last date to submit online bid - 15 Feb 2019	15:00 hrs
7-	Date of opening the Financial bid- 15 Feb 2019	16:00 hrs

3- Work Completion - The successful bidder has to make live fully tested website and online real-time hotel and package booking application manager within 30 days of the issue of letter in regard to award of work. And window/web based Hotel billing and inventory management software 60 days of the issue of letter in regard to award of work or as dictated.

4- E- TENDER FEE & EMD (EARNEST MONEY)

A- Tender Fee

- a) Rs. 2,500/- (Tax Inclusive) (Non refundable)

(Rupees two thousand three hundred sixty only) inclusive of taxes.

- b) Tender fee will only be accepted in the form of
 - i. Demand Draft, in favor of Managing Director, Kumaon Mandal Vikas Nigam Ltd., payable at Nainital.
 - ii. Cash payment at Tourism Section, Kumaon Mandal Vikas Nigam Ltd., KMVN Car Parking, Sukhatal. Nainital.
 - iii. NEFT transfer through Bank in the account mentioned below
- c) Proof of Tender fee payment is to be attached with the technical bid. Any bid not accompanied by the Tender Document fees will be rejected.
- d) Bidders who have participated in the same tender process held in the month of August 2018 and has deposited tender document fees do not need to submit tender document fees again. In the Technical bid part scanned copy of previously submitted Tender document fees will be uploaded by the bidder.
- e) In case the tender document fees is submitted in the form of Demand Draft the original copy of the draft has to be submitted to this office before the date and time of submission of the bid i.e. 15 Feb 2019 Time – 03:00 pm.

B- Earnest money – Rs. 1,00,000 (One Lakh only)

Earnest Money is Refundable/Adjustable and has to be submitted physically before the submission of tenders i.e. 15 Feb 2019 Time – 03:00 pm as mentioned in this document. Proof/ scanned copy of EMD submission/deposition to KMVN has to be uploaded along with the technical bid.

- a. The EMD can be submitted in the form of
 - i. Demand Draft, in favor of Managing Director, Kumaon Mandal Vikas Nigam Ltd., payable at Nainital.
 - ii. FDR in the name of Managing Director KMVN Ltd, A/C of (bidder's name)

- iii. NEFT transfer through Bank in the account mentioned below
- b. EMD will only be accepted in the form mentioned above.
- c. EMD fee is to be submitted to the concerned officer as mentioned in this document. Scanned copy of the EMD fee should be uploaded along with the Technical bid.
- d. No interest shall be allowed on this deposit. Earnest money will be forfeited if:
 - i. The successful bidder refuses to sign the agreement.
 - ii. Tender is withdrawn by the bidder within the period of its validity as mentioned in this document.
- e. Earnest money deposited by the unsuccessful Bidder will be refunded without interest thereon after 1 month of signing of the agreement between successful bidder and KMVN Ltd. or if the bidding process is cancelled by KMVN Ltd. Refund of bid Security shall be made through cheque.
- f. In case EMD is given in the form of FDR the original documents will be released to bidder either personally or will be send to the registered office as mentioned in the Bid document or will be given to the Authorised person duly Authorised by the bidder.
- g. Any Bid not accompanied by the Bid EMD shall be rejected by KMVN Ltd. as non responsive.
- h. Bidders who have participated in the same tender process held in the month of August 2018 and deposited EMD to this office do not need to submit EMD again. In the Technical bid part scanned copy of previously submitted EMD will be uploaded by the bidder.

Bank detail for NEFT transfer of Tender fee/EMD:

- i) Name of the Bank : Syndicate Bank
- ii) Account Type : Current Account A/c No.- 87423070000122
- iii) IFS code. : SYNB0008742
- iv) Beneficiary Name: Kumaon Mandal Vikas Nigam Ltd.
- v) Branch : Mallital, Nainital

QUALIFICATION OF BIDDERS

- a. Turn over of the firm for last two Financial years shall not be less than 50 lakh (Document in this regard – ITR/Balance sheet shall be submitted along with technical bid part)

- b. Bidder must enclose certified document of GST Registration
- c. Bidder must enclose copy of PAN Card

6-EVALUATION OF BIDS

- a. Opening and Evaluation of Bids
 - i. The committee constituted by Managing Director KMVN shall open the technical bid at scheduled time and date as mentioned in this document at the head office of KMVN Ltd(i.e. KMVN Car Parking, Sukhatal, Mallital, Nainital, Uttarakhand) in the presence of the Bidders who choose to attend on prior notice.
 - ii. Committee constituted by Managing Director KMVN will subsequently examine and evaluate the Bids in accordance with the provisions set out in this document. It is not certain that the bidder with the lowest bidding value will be allotted the work.
 - iii. To facilitate evaluation of Bids, KMVN may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Bid.
- b. Negotiation

Ordinarily no negotiation shall be done, however in exceptional case where price negotiation is necessary due to some circumstances, the same shall be resorted to with the lowest evaluated responsive bidder.
- c. Price Reasonability

KMVN reserves right to ask bidders for justification of offered prices to judge price reasonability.

7-REJECTION OF BIDS

KMVN reserves the right to accept or reject all or any of the Bids without assigning any reason whatsoever. It is not obligatory for KMVN to accept any Bid or to give any reasons for their decision.

KMVN reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any Bid without assigning any reasons.

8-RESOLUTION OF DISPUTES/ ARBITRATION

If any dispute arises in reference to any word, meaning, terms and conditions, or to the right and liabilities of the parties to the agreement or for any type of payment, or any dispute what so ever arising out of this agreement will be referred to the Sole Arbitrator, appointed by the Managing Director and whose Order/Award will be full and final and shall be binding upon both the parties.

9-AGREEMENT FOR CONTRACT

The successful bidders shall have to enter into an agreement with the KMVN Ltd. on judicial Stamp Paper of appropriate amount, for the services supplied by them for at least two year with in 07 days of award of work contract to them. The terms and conditions of the contract shall be in accordance with those mentioned in the tender document. **In case the successful bidder refused to sign the agreement, the EMD will be forfeited.** General Manager (Tourism) or any other person authorized by the Managing Director will be the authorised representative for signing the agreement on behalf of KMVN Ltd. The cost of the agreement and revenue there on shall be borne by the successful bidder.

10-Pre Bid Meeting – For any issues/queries in regard to the tender bidder can participate in the Pre bid meeting organized on 06 Feb 2019 at KMVN Car Parking, Sukhatal, Mallital, Nainital, Uttarakhand.

11. Detailed requirement for website, online real time booking application manager and window/web based Hotel billing and inventory management software has been provided under **Annexure-C** of tender document.

ANNEXURE - A
ORGANIZATION SETUP

1. Name of applicant :
Applicant Father's name :
Residence Address :
Telephone No./Fax no. : Mobile:
Email - :
2. Office Address :
Office Telephone No. : Fax No. :
Email :
Web site : www.
3. Regional Office Address :
(If any). :
4. Bank Details:
 1. A/C Holder/Firm Name :
 2. Name of Bank :
 3. Bank Code (IFSC) :
 4. Account No. :
 5. Saving Bank/Current A/c :
5. PAN Card No. :
6. GST Registration No. :
7. Any other statutory reference No. :

Date _____

SIGNATURE OF THE APPLICANT
INCLUDING TITLE AND CAPACITY IN WHICH APPLICATION IS MADE

Official Seal

“Annexure B”

List of Documents/Annexure to be scanned and uploaded, comprising the bidders proposal (Technical bid documents)

- 1) Annexure A (Organization Setup)
- 2) Proof of tender fees payment
- 3) Proof of EMD Submission
- 4) Proof of having Rs. 50 lack or more turn over in last two Financial Years.
- 5) PAN Card
- 6) GST Registration

“Annexure C”

An Introduction to KMVN & Requirement Analysis

Kumaon Mandal Vikas Nigam Limited (KMVN), an undertaking of the Government of Uttarakhand was incorporated in year 1971. Apart from the other activities, by virtue of its unmatched infrastructure and reach into Himalayas, KMVN is ideally positioned to sell trekking and holiday packages in conjunction to TRH bookings to its customers. Other than to attain better service delivery, KMVN is very keen to have a professional positioning & strong branding on internet - which today is the best publicly owned global platform for business promotions.

For which KMVN invites applications through outsourcing process, interested firm can participate in the process, requirements are detailed below

- **WEBSITE**, this would be the archive and source of up-to-date information to the end consumer and others those who want to seek details about destinations in Kumaon region. Website should have good host capacity & display multimedia along with integration to contemporary social mediums like Face Book, Twitter, Instagram and others. In addition to it a customer feedback manager has to be integrated with the website to attain customer feedbacks. Firm shall bundle the offline content available on the current website of KMVN and time to time provided by KMVN in a website with global standards, which would enable tourists to gather authentic information about destinations in different regions of Kumaon along with a TRH reservation feedback manager and other essential modules as - Notices/Tender update module, Activities module, packages and brochures display, adding SSL layer in the website, adding bank or other payment Gateways, weather forecast module, Maps as provided by KMVN, Google map configuration, KMY Batch Status update module etc. An administrative interface of the website should be developed for KMVN Executives through which all the content/multimedia present over the website can be managed/changed. All Rights and ownership of this website shall lie with KMVN.
- **Web Based Online Hotel and Package Booking Application Manager** - Firm have to develop a web based online real-time TRH and package booking application manager and integrate it with the KMVN website. Website dedicated to KMVN will be used as the launching point for the TRH & Package Reservation application manager. This application will be Web based application, where KMVN customers and its own sales offices, other sales agent/OTA's as appointed by KMVN will make, amend and cancel hotel bookings of KMVN Tourist rest houses and package booking of various trekking destinations made online. The booking application manager has to be designed in such a manner that the inventory of KMVN TRH can

also be shared with popular OTA on live basis as required. The reservation application will be used to build holiday packages to any and all destinations that KMVN wants to promote. This information, along with relevant images can then be displayed at the KMVN website to potential customers. From the point where the customer is offered “Book Now” as an option, the Booking Engine will allow a customer to complete the reservation process within 4/5 easy steps, culminating in the generation of a confirmed Package Reservation Voucher. Confirmation or any update of booking shall also be made through SMS at firm’s own cost. All Rights and ownership of online real-time TRH and package booking application manager shall lie with KMVN.

- **AN ADMINISTRATIVE INTERFACE SYSTEM (THE BACK OFFICE)**, which will be used by KMVN System Administrator and Support Staff to create and manage the information about packages, destinations, TRHs including different rooms type, availability, allocation, applicable rates, manager property amenities and reservation requests. Generate reports and MIS as required by KMVN management, with the ability to download & save historical reservations data into an excel file format for further analysis by KMVN. Through Administrative interface system the Administrator will be able to assign different roles to sub users such as Managers, booking agents, other users, or the people with less privilege.
- **Window/web based Hotel billing and inventory management software** - Firm have to develop Web or Window based Online Hotel Bill and Inventory Management software for all the rest houses of KMVN through which Current reservation management, assigning of rooms, generation of final bills of customers(including any other services like restaurant, spa, gym, snooker, cycling etc. availed) can be done will be done. In continuation the software will also keep record of all the Stock item (Consumable/Non Consumable) and Purchases made for TRH /daily supply for the kitchen of that particular rest house. This software will be installed at each of the KMVN Tourist Rest Houses and will be timely synchronized with the online booking application manager data to produce a collective reservation, revenue/expenditure, occupancy, vacant inventory, report on Daily/ Monthly/yearly basis. All Rights and ownership of Online Hotel Bill and Inventory Management software shall lie with KMVN.

THE Deliverables

- Firm will design, develop, test and implement a customized version of its Packages & TRH Reservation Billing software and Hotel Bill and inventory management software for KMVN which will power the KMVN website in an online real time environment.
- Initially one year maintenance of the complete system will be provided free of cost by the firm.

- Firm will nominate a senior person in the capacity of a Project Manager, who will serve as the single point of contact for the KMVN and shall attend all meetings related to the project and plan and execute the project through a suitably qualified technical team.
- Firm at their own cost will provide training to KMVN staff on different modules of the software, and will help in making data entry work on the software.
- Firm will host and maintain the KMVN's website along with Packages & TRH Reservation Billing software on a dedicated server. Configuration to such server is mentioned below -

Operating System - Windows Server 2012 or above, RAM - 16 GB or above, HDD - 200 GB, IIS 7 or above, Database - SQL Server 2008 or above with a Static IP

Firm will just be the medium to provide the server. Billing of hosting charges will be done to KMVN. All the reports in regard to the traffic, specifications and others shall also be provided to KMVN in a timely manner.

- Firm at their own cost will provide SSL Certificate to Domain/Website-www.kmvn.gov.in
- Firm will ensure to obtain daily data back up of latest data and save it at their end.
- Firm would use the existing domain name for the KMVN website unless directed to use any other name owned by KMVN.
- The KMVN website would be hyper linked from other existing websites like Department of Tourism, Government of Uttarakhand and others and would also be accessible directly.
- Firm will aggregate suitable content provided by KMVN on the website, website will have the capacity to host latest multimedia contents other than standard text and images. The website should be capable of uploading unlimited photographs for each hotel.
- Firm will ensure that such content will be loaded and available for viewing at the KMVN website, in a timely manner.
- Firm will grant KMVN a website back end interface, through which the staff of KMVN can amend and add contents in the website.
- Firm will integrate Payment Gateway as arranged by KMVN and will develop the necessary interface to process Customer payments through the Gateway.
- The entire payment for each TRH and package booking made via the KMVN website will be collected using KMVN's Payment Gateway.

- Since Firm will be responsible for maintaining the smooth service delivery, KMVN will transfer the contracted rates payable to Firm within the defined time period.
- Firm will provide MIS reports, report on sales and expenses, arrival report any other type of report on daily, weekly, monthly or yearly basis as conveyed by KMVN Officials in a timely manner in excel format.
- In order to track growth and performance the Firm will provide reports in regard to Channel Database(booking source-online, walk in, sales offices, agents, OTA or others), Guest Database, Agent database, booking database, enquire database in excel formats.
- Taxes as applicable on the services provided to KMVN will be charged by the firm and payable by KMVN time to time.

THE Intellectual Property Rights

Firm will only develop Website and Package & TRH Reservation Billing software and Hotel bill and inventory management software for KMVN, all the rights on the above development and content and information available will remain with KMVN and it will be the sole property of KMVN.