

## E-Tender Notice

Tenders are invited for designing of new website for KMVN and development/licensing of online real time tourist rest houses and package booking application manager and integrate it with KMVN website. Detailed terms and conditions are mentioned in Tender document, which can be downloaded from Uttarakhand e-tendering portal/website [www.uktenders.gov.in](http://www.uktenders.gov.in) or KMVN official website [www.kmvn.gov.in](http://www.kmvn.gov.in). The tender procedure will be through e-tendering system on the website [www.uktenders.gov.in](http://www.uktenders.gov.in). Cost of Tender Document is Rs. 2360/- (inclusive of taxes). Last date of submitting the tender is 25 August 2018, Time - 01:00 PM.

Managing Director

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**Kumaon Mandal Vikas Nigam Limited  
Uttarakhand Govt. Undertaking**

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**Tender document for development and maintenance of new website and  
booking application manager for KMVN**

Tender Document Cost – Rs. 2,360 (GST inclusive)

1) PROCEDURE FOR TENDER

E-Tendering procedure will be followed as per the guidelines of Uttarakhand Government e-tendering procedure. 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](http://www.uktenders.gov.in)
- ii) No Tender will be accepted other than E-Tendering Procedure mentioned above.

(a) Technical Bid

The first part 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 can 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. After evaluation of the technical

bid as mentioned in the document a committee constituted by Managing Director KMVN will go through the demo/proto type of the booking application manager furnished by the bidder. The 'Financial Bid (BOQ)' shall not be opened until the complete evaluation of the pre-qualification and technical evaluation along with demo part is complete. After evaluation of pre-qualification and technical proposals, the commercial proposals of only those bidders, who qualify in pre-qualification and technical evaluation, will be opened.

## 2) Critical dates

1-	Tender Publishing Date - 09 August 2018	02:30 pm
2-	Start date of downloading the tender form - 09 August 2018	03:00 pm
3-	Pre Bid meeting date - 16 August 2018	01:00 pm
4-	Start date of bid uploading - 17 August 2018	11:00 am
5-	Last date to submit online bid - 25 August 2018	01:00 pm
6-	Date of opening the Financial bid- 28 August 2018	01:00 pm

**3- Work Competition** – The successful bidder has to make live fully tested website and online real-time booking application manager with in 30 days of the issue of letter in regard to award of work, failing to which EMD of the successful bidder will be forfeited.

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

### A- Tender Fee

a) Rs. 2,000+ 18% GST = 2,360/- (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.

### B- Earnest money - Rs. 1,00,000/- (One Lack only)

Earnest Money is Refundable/Adjustable and has to be submitted physically before the opening of tenders as mentioned in this document. A proof of 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.
  - iii. Successful bidder fails to complete the work in due time.
- e. Earnest money deposited by the unsuccessful Bidder will be refunded without interest thereon after 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.

Bank detail for NEFT transfer of Tender fee/EMD is as below:

- 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

## **5- QUALIFICATION OF BIDDERS**

- a. The bidders should have minimum experience of 3 years to develop, maintain and support in production CRS(Central Reservation System)/online real time booking application manager for a reputed hotel chain of minimum 25 hotels or government tourism board or similar organizations.
- b. The solution quoted along with the website designing work should be readily available to go live with in 30 days.
- c. Bidders company/LLP should be registered under Companies Act or LLP Act.
- d. Bidder must enclose certified document of GST Registration and 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. After opening the technical bid of the bidders, the committee constituted by the Managing Director will go through the demo/proto type designed by the bidder.
- 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, allotment of work will also depend upon the demo/proto type presented by the bidder.
- 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. 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 -** As conveyed, bidder has to present demo/proto type of the solution to the committee members at KMVN Head Office after their technical bid is qualified, failing to present demo/prototype will lead to rejection of bidders bid.

**11-Pre Bid Meeting -** For any issues/queries in regard to the tender bidder can participate in the Pre bid meeting organized on 16 August 2018 at KMVN Car Parking, Sukhatal, Mallital, Nainital.

12. Detailed requirement for website and online real time booking application manager has been provided under **Annexure-C** of tender document.

13. Evaluation of the financial bid will be done on the basis(costing) of 2 years as mentioned under Financial bid document(BOQ).

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. Year of incorporation (attach copy of certificate of incorporation)
5. 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 :
6. PAN Card No. :
7. GST Registration No. :
8. 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 at least 3 years experience for development and maintenance of real time online hotel and package booking manager/CRS of a reputed Hotel Chain of minimum 25 hotels, government tourism boards or similar organization.
- 5) PAN Card
- 6) GST Registration
- 7) Certificate of incorporation.



## “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, registered under the companies act 1956 having its registered office at Oak Park House, Mallital, Nainital. 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 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, the selected 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, adding SSL layer in the website, adding bank or other payment Gateways, weather forecast module, KMY Batch Status update module etc. All Rights and ownership of this website shall lie with KMVN.

Apart from the above, firm have to develop an online real-time TRH and package Booking application manager and integrate it with the KMVN website, enabling its customers and sales offices to make online reservations.

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 5/6 easy steps, culminating in the generation of a confirmed Package Reservation Voucher.

#### THE Assumption

A website dedicated to KMVN will be used as the launching point for the TRH & Package Reservation application manager.

#### THE Features

- **A 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 would have good host capacity & display multimedia along with integration to contemporary social mediums like Face Book and others. In addition to it a customer feedback manager will to be integrated with the website to attain customer feedbacks.
- **A CUSTOMER INTERFACE SYSTEM (BOOKING ENGINE)**, where KMVN customers and its own sales offices will make, amend and cancel bookings; and

- **AN ADMINISTRATIVE INTERFACE SYSTEM (THE BACK OFFICE)**, which will be used by KMVN Systems Administrator and Support Staff to create and manage the information about packages, destinations, TRHs - including rooms availability, applicable rates 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.

Detailed features of the Customer and Administrative System are annexed towards to the bottom of the document.

#### THE Deliverables

- Firm will develop and deploy a customized version of its Packages & TRH reservation software which will power the KMVN website. This Application will allow any and all Customers and KMVN's own sales offices to view and book TRHS & Packages in an online real time environment.
- Firm will host and maintain the KMVN's website along with TRHS & Holiday Packages 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 or above, IIS 7 or above, Database - SQL Server 2008 or above with a Static IP and SSL Certificate to Domain/Website - [www.kmvn.gov.in](http://www.kmvn.gov.in)
- 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 would also be accessible directly.
- Firm will aggregate suitable content provided by KMVN on the website, website will have the capacity to host multimedia contents other than standard text and images.
- 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 arrange for KMVN to acquire its own Payment Gateway 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 complete Assistance to KMVN staff whenever required, for this purpose firm will depute one of its officials, who would be contacted over e-mail or phone.
- Firm will provide monthly MIS reports, in a mutually agreed format.

- While Firm will be responsible to promote internet presence through SEO and other, KMVN will promote and publicize the holiday products via other traditional mediums to ensure generation of sales.
- Firm will initially conduct one time training program onsite.
- 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**

- Website, content and information available will be the sole property of KMVN.
- Firm can either develop CRS for KMVN or can grant KMVN license to use its previously developed booking application manager, for this firm will grant KMVN an unencumbered License from time to time, till the expiry of contract between the two companies - which initially remains to be a contract period of minimum two years.

### **TRH and Package Reservation Application - Features List**

#### ***Customer Interface System***

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1. Option to make a New Hotel Reservation - Direct Customer
2. Option to make a New Hotel Reservation - Own Sales Office
3. Amend an Existing Hotel Reservation
4. Cancel an Existing Hotel Reservation
5. View/Print a Hotel Confirmation Voucher

#### **1. Option to make a New Hotel Reservation - Direct Customer**

- Customer will have the option to select a Destination for which the booking request is being made; Customer will also have the option to check availability of selected destination, select the arrival date, departure date, the number of rooms, adults, children and the bed types that are required to be booked.
- Based on this input the system will check availability and rates for packages and return a display of the results. This display at minimum will contain a detail of the package rate, availability, inclusions, day-wise itinerary, Plans, supplementary charges, optional services and cancellation rules.
- Customer will have the option to select any one of the packages from the results displayed.
- Customer will then have the option to purchase additional services that may be offered by the hotel.
- Customer will then have the option to review booking, total charges payable, cancellation rules, agreeing to the terms governing the booking before proceeding.

- Customer will then fill out the traveler's details, any special requests to be made to the hotel; arrival and departure details etc
- Customer will then select their preferred payment method; the options that will be offered will be payment by credit card, debit card and direct bank transfer through Internet banking.
- The booking engine will be integrated with a Gateway for acceptance of online payments.
- Once the payment has been successfully processed, the system will either generate a Confirmation Voucher, if the package in question was "available" for instant confirmation; OR generate a booking request acknowledgement, if the package in question was "On Request".
- An auto-email and SMS will be generated addressed to the Customer, the concerned hotel and the system administrator, advising all that a new booking has been accepted by the system. The text for these three messages will be tailored to suit the requirements of each person.

## **2. Option to make a New Hotel Reservation – Own Sales Office**

While the actual booking process will not be very different to what has been described here above, the difference will be in which the payment is handled for this booking process. Based on the assumption that the payment would be directly collected from the Customer by cash/cheque/other means, the KMVN reservations staff will be allowed to complete bookings without having to go through the online payment gateway.

## **3. Option to Amend an Existing Hotel Reservation**

- Customer will have to first identify herself/himself and the system will validate the identification provided
- Once authenticated, Customer will have the option to view all existing reservations being held for future.
- Customer will have the option to view the complete booking details. Once assured that the correct reservation has been loaded, the Customer will have the option to amend the Booking details - dates of stay and the number of rooms booked, in case of part cancellation of booking cancellation charges as conveyed by KMVN will be applicable.
- If additional services/new booking are being requested, Customer will be re-directed to the Payment Gateway to enable payment to be collected for the additional services requested.
- An auto-email and SMS will be generated addressed to the Customer, the concerned hotel and the system administrator advising all that an existing booking has been amended. The text for these three messages will be tailored to suit the requirements of each person.

## **4. Option to Cancel an Existing Hotel Reservation**

- Customer will have to first identify herself/himself and the system will validate the identification provided.

- Once authenticated, Customer will have the option to view existing reservations being held for future dates.
- Customer will have the option to view the complete booking details. Once assured that the correct reservation has been loaded, the Customer will have the option to cancel the Booking. If any penalty has to be levied, system will display/warn the Customer about the cancellation fee that will be levied on completion of the cancellation process.
- An auto-email and will be generated addressed to the Customer, the concerned hotel and the system administrator advising all that an existing booking has been cancelled. The text for these three messages will be tailored to suit the requirements of each person.

#### **5. Option to View/Print an Existing Hotel Reservation**

- Customer will have to first identify herself/himself and the system will validate the identification provided
- Once authenticated, Customer will have the option to view existing reservations being held for future dates.
- Customer will have the option to select any one reservation from this display and view the complete booking details. Once assured that the correct reservation has been loaded, the Customer will have the option to print the Booking.

#### ***Administrative Interface System***

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The Administrative Interface System will be used by Firm, Administrator and staff to –

1. Manage Destination Information
2. Manage TRH & Package Information
3. Manage TRH & Package Rates
4. Manage TRH & Package Availability
5. Manage Reservation Transactions