

General

INDIA TOURISM DEVELOPMENT CORPORATION
Tender for Computerisation of
Front office and Point of Sale of Ashok, Samrat & Janpath Hotels

1. Introduction

India Tourism Development Corporation (here after referred as ITDC) is a Government of India Undertaking entrusted with the task of helping in development of tourism infrastructure and promoting India as a tourist destination. The Corporation is running hotels, restaurants at various places for tourists, besides providing transport facilities. In addition, the Corporation is engaged in production, distribution and sale of tourist publicity literature and providing entertainment and duty free shopping facilities to the tourists. The Corporation runs Full-Fledged Money Changer (FFMC) services, provides engineering related consultancy services etc. The Ashok Institute of Hospitality & Tourism Management of the Corporation imparts training and education in the field of tourism and hospitality.

ITDC invites the sealed tenders from the parties i.e. reputed manufacturer / franchise / channel partners / dealers of manufacturer of property management systems and related point of sale hardware to supply, install, commission the Multi Property Hotel Management System with related Point of sale hardware and software (here after referred as PMS-POS) for Ashok Hotel, Samrat Hotel and Janpath Hotel. The details/requirements of the PMS-POS are given in Application Software Section.

1.1 Tenderers shall provide the following information /documents with the technical bid:

- a) validity of the quotation to be up to 90(ninety days) from the date of opening of tender
- b) official status of the signatory of the tender
- c) Whether the proposed version of the software (all modules as given in scope of work) is implemented successfully (in last 2 years) in 2 (two) chains of hotels (chain of hotel means at least 2 no. 5 star hotels (each having atleast 350 rooms and 8 point of sale), 2 no. 4 star hotels (each having atleast 200

rooms and 4 point of sale) **and** 1 no. 3 star hotel (having atleast 150 rooms and 2 point of sale) in India. If yes, then the tenderers should give the details of modules implemented and certificate from the IT head of the Hotel.

- d) Tenderers shall provide the number of installations of the quoted PMS-POS and the details of the operational environment like no of rooms and point of sales etc and shall be in position to produce certificate on the status of installation from installation in-charge /division/unit head.
- e) Whether the party is manufacturer / franchise / channel partners / dealers of PMS-POS. If the party is not manufacturer, then the party should submit the authorization letter from the manufacturer of PMS-POS.
- f) Whether proposed software and hardware has been developed by the party
- g) Copy of valid PAN Number.
- h) Audited balance sheet for previous THREE years.
- i) Latest bank Solvency certificate of value not less than 40% of the estimated cost. In any case it should not be older than 12 months from the last day of issue of tender.
- j) All the above certificates/documents shall be submitted by the tenderer duly signed with seal and should be duly attested from a Gazatted Officer or an officer in PSE or their C.A.
- k) An affidavit on stamp paper of Rs.50/- (Non judicial) stating that "In case any ambiguity is noticed in the Documents (list out documents) submitted at any stage, we shall be entirely responsible and liable for any action as deemed fit under the Law".
- l) Proof of registration with works contract tax/valid Sale Tax/VAT clearance certificate and registration no. of service tax.

Original documents shall be produced as and when required for cross verifications.

1.2 The earnest money of Rs. 4,50,000 (four lakh and fifty

thousand only) is to be deposited with the tender. Payment is to be made by crossed Bank Draft issued in favour of Ashok Hotel, New Delhi by State Bank of India or a Nationalized Bank or any Scheduled Bank. In case this tender document has been downloaded from the website then a separate draft of Rs. 1000/- (one thousand only) towards the cost of tender is to be deposited, otherwise the photocopy of cash receipt of Rs. 1000/- deposited for the purchase of the tender is to be enclosed with the Technical Bid.

The successful party shall have to deposit a security deposit of 2.5% of the total values of contract (1% by deposit of cash or Bank Draft and 1.5% by way of Bank Guarantee/irrevocable Bank Guarantee in favour of Ashok Hotel from any nationalized bank) within 7 days of the issue of contract. EMD can be adjusted with the security deposit. No interest is payable on the security deposit. The security money will be refunded after successful completion of the contract.

The earnest money of unsuccessful party would be released only after finalisation of work contract.

In case of non-acceptance of contract the earnest money will be forfeited and further business will be discontinued.

- 1.3 ITDC will have the right to reject the offer without assigning any reason if the bid is incomplete or the necessary technical details as asked for in the tender is not provided.

ITDC does not bind them to accept the lowest or any tender or to give any reasons for their decision.

ITDC reserve to themselves the right of accepting the whole or any part of the tender and tenderer shall be bound to perform the same at his quoted rates.

- 1.4 If desired party may study the Hotel Systems of front office workings, floor plans etc before submission of bid. Party may be required to make product presentation at short notice at Ashok Hotel premises in New Delhi at their own cost. Party shall mention point by point all the features and product capabilities as mentioned under the Application section of the tender. Party shall agree to make necessary arrangement to demonstrate the product capabilities to a team of ITDC's representatives on a

database size and number of concurrent users as may be desired by ITDC at party's cost at short notice. Notwithstanding whether ITDC sees the demonstration or not, fulfillment of all the features and conditions of the application software system will be the determining factor and shall remain valid before and during the currency of the warranty period.

- 1.5 In the event of dispute arising between the party and ITDC during the currency of the contract or after the conclusion thereof the same shall be referred to the sole Arbitration of the Chairman & Managing Director of ITDC or officers appointed by him whose decision shall be final and legally binding on the party.

Any dispute arising out of this contract will fall under the jurisdiction of Delhi Courts.

- 1.6 The party shall submit the bid in two tier system i.e.
(i) Technical bid (ii) Financial bid as detailed below:

- a) The techno commercial bid in separate sealed envelope shall consist of letter to be submitted on letter head - Annexure 1 form dully filled in all respects and details as given in the following pages except the financial terms. The envelope shall be super scribed as ENVELOPE - I "Technical bid for computerization of PMS & POS". The demand drafts toward required EMD and cost of tender form should be deposited with the Technical Bid.
- b) A separate sealed envelope marked Envelope II should contain the prices as specified in the following pages along with the financial terms (if any) (each page duly signed & stamped) The envelope shall be super scribed as Envelope II "Financial Bid for Computerization of PMS & POS"
- c) Both the above sealed envelopes should put in a separate larger sealed cover super scribed as "Tender for Computerization of PMS & POS due date _____" and addressed to Dy. General Manager (MM&D), Ashok Hotel, 50 B Chanakya puri, New Delhi-110021. This sealed envelope shall be deposited in the tender box lying in the security control room of Ashok Hotel on or before 5.12.08 up to 3 pm and the technical bids shall be opened in the presence of parties, of who wish to be present themselves on the same day at 3.30pm.

- d) Technical bid (Envelope - I) & Financial tender (Envelope - II) should be submitted in bound Form.
- e) A tenderer should quote the tender in figures as well as in word rate(s). The amount for each item should be worked out and the requisite totals given. Special care shall be taken to write rates in figures as well as in words and the amounts in figures only in such a way that interpolation is not possible. The total amount shall be written both in figures and in words. In case of figures, the word 'Rs.' should be written before the figure of rupees and the word 'Paise' after the decimal figures, e.g. Rs. 2.15 P. and in case of words 'Rupees' should precede and the word 'Paise' should be written at the end. Unless the rate is in whole rupees followed by the word 'only' it should invariably be up to two places of decimal. The use of whitener / eraser in this tender is prohibited.
- f) If any correction becomes of necessary, the same should be done SCORING OFF originally written rates/ figures etc. and then rewriting should be done under initials of person filling the tender.
- g) All rates shall be quoted on the tender form.
- h) Sales Tax or any other tax on materials in respect of this work shall be payable by the tenderer and the ITDC will not entertain any claim whatsoever in this respect.
- i) This notice of tender shall form part of the Contract documents.

2 How Tenderers should quote

Tenderers should quote as under:

2.1 Scope of work

Supply, installation, commissioning, implementation of Multi Property Hotel Management System with related Point of sale hardware and software under the following five modules (detailed requirements given in Application Software section) .

Module 1

This will cover the functions of reservation, reception, registration, information, housekeeping, billing/cashiering, night audit, Accounts Receivables / City Ledger, guest history, and MIS

Module 2

This will cover the functions of Points of sale

Module 3

This will cover the interface with Telephone exchange.

Module 4

This will cover the functions of Sales & Banqueting

Module 5

This will cover the functions of Multi property operations.

2.2 Deliverables

ITDC will have the right to use the application software at the designated Hotels for all time. Master copy of the software should be delivered in directly readable medium of the quoted hardware. Documentation manuals shall be delivered as per section 2.6

2.3 Technical details of Application software

Party shall provide the details of application software and mention point by point whether the quoted software has capabilities as mentioned under section application software of this tender. Party shall agree and accept the clauses mentioned under section application software.

Party shall provide the details about the software development platform like as, language, DBMS, utilities, high availability software, hardware/OS platform on which software has been ported, whether additional computer can be interconnected to work as client or server, whether user will be able to make adhoc queries/report generation without programming effort, it will be able to talk to heterogeneous systems, dump of data/file of the host computer can be obtained at remote computer selectively and shall specify the connectivity requirements for doing this at both ends etc.

2.4 Technical details of Hardware

It is proposed to set up a data centre at Ashok Hotel and disaster management site at Janpath Hotel. The proposed data center / Disaster Management site would also be connected to our offices at Jeevan vihar, 3 Parliament Street and Scope Complex, core -8, 6th Floor Scope Complex, New Delhi. The party shall suggest the sizing of the servers, communication equipment,

firewalls, RDBMS, OS and utilities etc (if any required) for smooth operations data enter and disaster Management site along with relevant networking diagrams. **ITDC would buy the above equipments/software through open tender.**

2.5 Time of completion

Time of completion will cover supply, delivery, installation, commissioning, trial run, creation/porting of masters and start of live run and implementation of PMS-POS. Party shall complete the five modules as per following schedule:

Module 1 within 10 weeks from the date of installation of Hardware

Module 2 within 11 weeks from the date of installation of Hardware

Module 3 within 12 weeks from the date of installation of Hardware

Module 4 within 13 weeks from the date of installation of Hardware.

Module 5 within 18 weeks from the date of installation of Hardware.

2.6 Training and documentation

Party shall clearly mention the application software related documentation manuals, user manuals system administration manuals, DFD, screen flows, report format, data dictionary etc that they will provide in duplicate alongwith softcopy on CD-ROM.

2.7 Software support during the period of warranty

Party shall agree to provide software support at free of cost during the period of warranty. Support shall include addition/deletion/changes in report / enquiries, input screen, menu, option, privileges, due to changes in law of the land, removal of bugs etc. Party shall ensure 99.5% guaranteed uptime for normal operation as detailed in 2.8 -2.9. Normal operation would mean user is capable of doing their normal job, which he is expected to do from their respective PC/printer. Quoted software should be able to satisfy the system performance criteria given under application software section Party shall provide all the technical details along with implementation details that are necessary to evaluate party's claim of achieving the desired uptime. ITDC will have the right to reject the offer without assigning any reason if the technical details provided are not sufficient

and/or convincing to justify party's claim.

2.8 Calculation of Uptime

Each function point shall provide guaranteed uptime of 99.5%. Uptime will be calculated separately for each function points viz. reservation, reception / registration, information / Lobby Manager/FO Manager, billing / cashiering, night audit, housekeeping, banquet, each of the point of sale individually, Telephone operations, etc. Overall uptime will be the minimum uptime of each of the function points.

Uptime for each of the function points will be calculated as under

$$\text{Uptime} = (1 - (\text{downtime} / \text{Total Time})) \times 100$$

Total time = (no. of PC/nodes + no. of printers)x24x
no. of days in the month

Down time = sum of down time of individual PC/node
and printer

Downtime of individual PC/node/Printer = time period
in which normal
operation could not
be performed due to the
failure of application
software, database. The
down time because of its
own failure or failure
of related hardware,
network or server will
not be considered as
downtime.

Party shall clearly mention whether there would be any stoppages of normal operation from user PC/printers due to database backup, night audit operation, date advancing etc. work. So long as such declared time is used for actual night audit operation, time will be considered as normal operation time while calculating uptime.

2.9 Overall uptime

Overall uptime=Minimum of uptime as calculated under
2.8, overall uptime will only be
considered for all calculation purposes

2.9 **Post warranty software support**

Party shall mention the post warranty annual charges and 5 years charges, payable annually in advance against bank guarantee of equivalent amount valid for the period of maintenance plus 2 months extra for such support services as mentioned under 2.7. As a continuous process party may by upgrading their software on their own also. Party shall clearly mention whether party will provide to ITDC on quarterly basis the plan upgrades and whether such upgrades will be provided to Ashok Hotel without any extra cost.

2.10 **Connectivity**

Party shall agree to accept connectivity of hardware/software systems and integrate with their system for future extension for enhancing the capability of the system. Party shall agree to provide technical details for the connectivity and provide technical support for its successful workings.

2.11 **Price**

Party shall mention here all inclusive price of application software on the right to use it in single location/site basis for all time. Party shall provide master copy of the software on a storage medium, which can be directly used in the quoted hardware.

2.12 **Payment terms**

Terms of payment will be as under:

- i) 50% of the application software price plus 100% taxes and duties against completion of module 1
- ii) 10% of the application software price after completion of module 2.
- iii) 10% of the application software price after completion of module 3
- iv) 10% of the application software price after completion of module 4
- v) 10% of the application software price after completion of module 5
- vi) 10% on completion of all modules and after obtaining 99.5% uptime for consecutive 3 months and after successful completion of all training.

%age payment of a module will be prorated order for

the module is not placed.

2.13 Performance guarantee

Party shall provide performance bank guarantee equal to 10% of the value of total contract price from Nationalised bank and the same shall be valid till the expiry of warranty period. Performance bank guarantee shall be furnished before claiming any money.

2.14 Liquidity damages

0.25% of the contract value of the module per week in proportion to payment %age terms for each module in delay in completion of that module subject to maximum of 10% of the total value of the contract for delay in completion of all modules.

2.15 Bilingual facility

Party shall clearly mention whether the proposed hardware/ software system will accept along with English, Hindi characters and whether entry, storage, retrieval, presentation and string manipulation of Hindi characters will be possible. If it is possible, the cost may be indicated separately.

2.16 Evaluation of Technical bid

- a) The tenderer must meet 'Eligibility Criteria as stipulated at 1.1 and 1.2 to be eligible for further consideration.
- b) For tenderers who meet 'Eligibility Criteria as mentioned at (a) above, their technical bids would be evaluated based on their response to the product capabilities as mentioned in Application Section. Tenderer must write 'Yes' for compliance in full and 'No' for Non Compliance or partial compliance against each and every Functionality, Special Consideration, reports/enquiries given in the Application Section. For partial compliance to any product capability, the tenderer will write 'No' and give the appropriate remarks (if any). ITDC reserves all rights to verify the response and its decision would be final in case of dispute. To qualify for further evaluation, each module must have at least 90% responses as 'Yes'.
- c) The tenderers who qualify the criteria as at (a)

and (b) may be called for product and company presentation to a committee consisting of experts from hotel operations, accounts and IT. The product would be evaluated with the following weight age:

1. Module - 1	-	15
2. Module - 2	-	15
3. Module - 3	-	05
4. Module - 4.	-	15
5. Module - 5	-	20
6. Successful implementation in chains as defined in 1.1(a)	-	10
7. Support Network	-	10
8. Hardware proposed for Data Centre (Hardware / System Software, Utilities etc as mentioned in 2.4 above would be evaluated at listed price)	-	10

To qualify for opening of Commercial bid, a tenderer should have atleast 75%. ITDC reserves the right to change the qualifying percentage.

Application Software

RESERVATION

Functionality

- New reservation
- Wait listing/confirmation
- Cancellation
- Amendment
- Room blocking/release
- Deposit maintenance-advance/refund/retention
- Package handling
- Display of outstanding of Travel Agent/Corporate/company
- Display of business given by Travel Agent/Corporate/company
- Interface with Guest History
- Interface with GDS booking through CRS System
- Interface with Internet for direct on line booking

Special Consideration

- A group member may check-in before the group or check out after the group in which case group member may be converted from FIT to GIT or vice versa as the case may be.
- Room type and no of rooms requirement may vary from day to day. Similarly meal plan may also vary from day to day.
- Release of block rooms at room pick up/cut off dates.
- Check for duplicate reservation
- Automatic pick up of rates by rate code. Permission level for all rate codes for Front Office/reservation Manager and rate code for published tariff (Default rate code) for others.
- Permission for manual change of rate including that for complimentary room to front office/reservation/lobby manager.
- Simultaneous applicability of more than one published tariff on different guests.
- User definable X% overbooking with permission to exceed X% to GM/RM/Reservation Manager
- System should pickup spl. rates for travel agents and business houses for the period of booking
- Complementaries (FFC/ hampers/ valet service/ cakes etc) as per guest class code (VVIP/ VIP/ AI etc) with permission for allocation/alteration of class to GM/RM/Reservations Manager.

Reports/enquiries

- Room availability

- Bookings obtained to-day or between any two dates(& time) with reservation status (confirmed / waitlisted)
- reservation wise room blocking
- Complimentary rooms and complementaries offered between any two dates
- reservation closed dates
- cancellations/amendments to-day or between any two dates
- to-day's release of blocked rooms at pick up/cut off dates
- daily movement list-group/FIT/VIP/others
 - Detailed
 - Concise
- no shows today or between any two dates
- chance check-in to-day
- Density detail/controller sheet-room type wise
- Letter of confirmation reservation/letter of reminder for reconfirmation of reservation.
- Deposit due report between any two dates
- Today's deposit received/refunded
- Expected arrival next day or between any two dates (VIP/group)
- fortnightly arrival and guest nights reports
- daily occupancy report
- daily comparative occupancy report - this year/last year
- fortnightly report on occupancy and sale, budget vs actual with forecast
- monthly feedback report to Department of Tourism
- fortnightly report on occupancy-room type wise
- fortnightly report on capacity, occupancy, room sale and Indian/Foreigner arrivals and guest nights
- Print output as well as display of status of booking by reservation no.

RECEPTION/REGISTRATION

Functionality

- Check-in
 - reservation
 - walk in
- Room allocation
- Release of blocked rooms
- Rate finalisation
- Opening of folios as per billing instructions
- Preparation of GR card and resident card
- Maintain alphabetic register
- Update room position
- Selective cancellation of non confirmed guest who have not arrived
- Amending GR
- Prepare group arrival report with meal plan
- Room shifting, rate adjustment
- Maintain departure register
- Maintain and deliver guest messages
- Maintain guest location
- Notify VIP arrivals for given period
- Arrange complementaries for VIP
- Note guest likes, dislikes, complaints, anniversaries etc
- Package handling
- Display of outstanding of Travel Agent/Corporate/company
- Interface with Guest History
- Interface with EPABX for auto wake up call for guest.
- Interface with EPABX for reception and delivery of voice mail.

Special Consideration

Computer system should include as under:

- There shall not be any duplicity in information collection and whatever information has been collected at the time of reservation shall be flashed in check-in screen at the time of registration.
- General detail of the guest shall be allowed to be entered at a later time and check in shall be allowed with minimum information.
- Provision shall be made to print GR card in advance before the arrival of the guest.
- The computer will automatically generate GR number and computer printed GR will bear this number, computer shall have provision to repeat print the GR.

- Room allocation shall be made based on block rooms, as per actual requirements obtained from the guest at the time of check-in preferably on the same floor.
- Once guest checked-in and actual room requirement is obtained, excess blocked rooms shall be released by the computer with the approval of front office supervisor/lobby manager.
- Computer shall flash on the screen up to X days old pending bill details during checking in of the guest (X is user definable). Also computer should flash reservation status (confirmed, unconfirmed, reminder letter send seeking confirmation of reservation etc)
- Option shall be made available to flash on the screen the details of guest's latest five visits.
- For chance check-in and for reallocation, room requirements and room attributes (facing morning sun, swimming pool, lift etc.) shall be obtained. Computer should automatically process the house position and allocate the rooms. Complete house position and allocated rooms shall be displayed in the screen. User shall be given the option to change and override the auto selected rooms.
- When desired room type and number is not available. Computer shall display the total house position or alternatively vacant, and ready room position on the screen. This will help to suggest alternate rooms.
- While allocating a room to a guest, computer shall ensure that the same room has not been blocked during the entire duration of stay of the guest.
- While allocating the room, computer should interface with guest history, make every attempt to allocate the room as was allocated last or as preferred by guest. There shall be multiple key for guest history interface like residential telephone no, credit card no. full name, last GR no. or history no. Similarly all general detail of the person shall be picked up by computer from history wherever available.
- Screen for room allocation shall also show billable rooms. Computer shall automatically make billable rooms as allocated rooms and allow for manual change. This will be necessary as
 - guest may be offered a superior room when desired room is not available but the rent charges may have to be made at the rate of desired room.
 - contract may have been made with business house for a particular room type with agreed room rent. Chairman or important executive of the business house may be offered superior room whereas the charges may be made at the rate of contract room type.

It may be noted that billable room will be considered only for billing purpose and for all other purpose allocated room shall be considered.

- Wherever prior reservation was made, room rent shall be automatically picked up by computer as committed at the time of reservation.
- For chance check-in, computer shall only consider rack rate, As chance check-in may also come from business house/travel agent with whom there may be an agreed contractual rate, and guest may produce authority letter therefore computer shall allow special permission to FO Manager or his authorised person to invoke and select the special rate
- When a group member arrives early or extend stay beyond group stay, computer should check him in as FIT and rate applicable for him would be the rack rate. However, FO Manager or his authorised person will be allowed to offer any rate. Conversion of FIT to group or group to FIT shall be automatically made by computer.
- For group check-in, GR shall be opened against the group leaders name. Room allocations shall be made against the GR and folios shall be opened as per billing instructions. Group shall be allowed to check-in quickly, Computer shall allow to accept the various persons names, nationality, occupied room etc. later.
- All type of chargeable services will have charge head code like room rents, room services, and restaurant 1,2... laundry telephone etc. Computer shall keep provision of 5 applicable taxes on each charge head and store the tax rate. Tax charges shall be automatically calculated by the computer.
- If there is any exemption category, computer should accept the particulars of the tax exemption on screen for a GR and appropriately calculate the tax.
- Computer should allow each GR to open up multiple folios. Folio shall be permitted to be opened even in the name of a person in the GR. Each person will be allowed to open at least 6 folios in any combination of charge head. Computer shall permit folio wise periodic settlement. Folio wise separate bill is required to be printed.
- Computer shall allow creation of billing Mask either at reservation or at the time of check in. After the creation of the billing mask, the posting of charges in to the folio would take place accordingly
- Computer shall not allow GR check out unless all the folios are settled. However, permission shall be given to FO Manager/ authorised person for GR check-out without settling the bill. Such bill will be shown as

bills in hold.

- Computer shall allow amendment of billing instructions, opening up new folios or change of folios during the stay of the guest. All transfer from folio to folio as a result of change shall be automatically adjusted by the computer.
- Room sharing should be allowed anytime during stay of the guest. Computer shall accept rent sharing in any manner and separate bill settlement of sharers.
- When sharers check-out, status of the GR shall be restored to individual with full rent. Sharing shall be allowed only in case of rack rate or in the case of special rate by FO Manager or his authorised officer.
- Once checkout, an itinery group may come back again. In this case, computer shall copy all the information already available.
- Computer shall force bill for early check-in, late checkout by an user definable X hours. However, before registering the force bill computer shall prompt on screen force bill yes/no and act appropriately. Half day charges should be allowed with permission to RM/FO/Lobby Manager
- In case of room shifting, computer should change the allocated room to new room, change billable room to newly allocated room, display for charge of billable room. Future room rent will be calculated based on the billable room-new.
- Reasons for room shifting will be codified. Computer should accept reason code for every shifting of room.
- All folios opened against GR/room no shall be automatically adjusted by the computer.
- Computer should allow increase, decrease or change in room type and number during the stay of a GR.
- A group may have variable requirements on each day on room type, number of rooms and meal plan. Computer shall accept this variable requirement.
- Computer should allow partial check-in, partial check-out against all type of GRs Folios opened against GR shall be appropriately modified
- Room rent shall be charged by the computer automatically every day at 00 hours (without any manual intervention) by authorized person.
- Computer shall not allow change of room rent once it has been confirmed. However, computer shall accept special allowance voucher for accommodating any discount offered to the guest after the check-in.
- Room rent rate will be maintained in India Rupees and US \$. By default computer shall calculate the rent in Indian rupee. However, computer shall give option to the user at the time of check-in to specify if the rent is

to be charged in US\$. All other charges will be in Indian Rupee. Computer shall automatically make appropriate conversion with day's prevailing conversion rate.

- Computer should automatically release all block rooms against a GR, which has not showed up by user definable X hours separately for VIP/group/FIT.
- Computer should accept and display when recalled, guest messages.
- Computer shall allow all folio details to be displayed on screen for user check during the stay of the guest.

Report/Enquiries

- Advance printing of GR card for to-days arrival
 - VIP
 - group
- Printing of Resident card/GR card - FIT
- Expected arrivals today or between any two dates
 - VIP
 - group
 - others
- Expected departure today or between any two dates
 - VIP
 - group
 - others
- Arrival register today or between any two dates -all/VIP/group/chance/check-in
- Departure register today or between any two dates -all/VIP/group
- In house guests
 - VIP
 - Group
 - complimentaries
 - travel agent
 - business house
 - foreigners
 - others
- Floor no./room type wise
- Alphabetic register
- Overstaying
- guests
- Discounted rooms
- Room transfer to day
- No shows today or between any two dates
- Room blocked
- Room status today floor/type wise
 - occupied
 - vacant and ready

- departed and not ready
 - under house use
 - out of order permanent /temporary
- 'C' form nationality wise one form per GR per nationality
- Rooming list for group
- Notification for arrival
 - VIP
 - group
- GR outstanding exceeding amount of Rs. X/
- Enquiries on
 - full name last name
 - first name
 - GR no.
 - reservation no.
 - room no.
 - nationality
- List where billable room rent is different from allocated room rent.
- Today's MIS, Monthly /yearly MIS

Billing/Cashiering

Functionality

- Bill mask maintenance as per billing instruction
- Billing and other cashiering function
- Bill settlements
- Cash management
- Posting of allowance and adjustments.
- Transfer of transaction from one folio to the other folio of the guest based on account code and /or accounting entry

Special Consideration

The computerised system will have the following facilities

- Folio can be opened against GR or against any person in the GR.
- Each folio will specify the charge head/account head that are to be posted onto the folio.
- Any time during the stay of the guest, new folio shall be allowed to be opened and changes shall be allowed to be made in the existing folio. Accordingly the new posting of charges shall be automatically adjusted.
- If the rent sharer checked out, full rent shall be automatically charged to individual
- Automatic sensing of force billing. However, computer before force billing shall prompt on screen "Force bill Yes/No and appropriately force bill depending on the answer.
- There will be distinction between allocated room and billable room. Computer will automatically take allocated room as billable room but at the same time give flexibility to the user to make billable room different from allocated room.
- With the room shifting, charges will be posted as per newly allocated room unless billable room is made different from allocated room.
- Against each charge head, provision shall be kept for multiple tax components. Provision shall be kept for benefit of tax exemption to a GR (as applicable to diplomat/embassy staff)
- For room sharer, room rent will be charged separately as per allocation of room rent.
- Charges other than rent will be posted onto the GR or to an individual guest in the GR according to billing instruction

- Computer will allow folio wise GR or individual guest bill settlement
- All the credit bills will be transferred to city ledger at the time of checkout. Guest bills, which are not on credit, shall be shown as bill in hold.
- Identification flag will be kept for guest bill, which is settled through foreign currency
- Provision for special folio for posting of charge against checked out guest
- Charges arising out of point of sales will be automatically posted onto the guest folio (as specified in billing mask) if desired by the guest
- Computer will allow miscellaneous charges, allowances to be posted on to guest folio
- Automatic conversion of foreign currency
- Automatic transfer of advance deposit to GR during check in
- Bill settlement by cash/credit card/TC
- In case of groups the daily occupancy details along with rates to be printed on Bill.

Reports/queries

- Bills and receipts
- Main cash book - Indian Nationals with shift and day wise totals
- Foreign currencies register with currency wise daily collection summary separately against bills and exchanges.
- Cash handing and taking over register - Shift and day wise.
- FEEC certificate
- Foreign exchange collection-monthly summary
- Account head wise daily income statement
- Statement showing GR with balance exceeding by a given amount.
- Today's collection from interfaces
- To-days paid outs
- Cashier shift end report
- Bills/ receipts/paid-outs on pre-printed stationary

NIGHT AUDIT

Functionality

- Guest who was to check-in but not checked-in, to be changed to no show status and levy of retention charges as per billing instruction.
- Update guest history file
- Change the business date
- Bill reconciliation (with occupancy, cash etc)
- Discrepancy corrections
- Transfer credit balance to city ledger
- Update tax/exemption tax/currency conversion rate
- Purge data
- Interface with accounts receivables/city ledger
- Differentiation between business date and system date

Report/enquiries

- Room status report
- Room discrepancy report
- To-day check-in
- To-days checkout
- GR overstaying
- To-days forced bill, which was to be made but not made
- To-days retention charges which was to be made but not made.
- To-days half-day charges
- To-days deposit/refund - reservation wise
 - Unsettled GR balances
- To-days transfer to city ledger
- Bills in hold
- Revenue report with break-up of tax element
- Unposted GR charges
- GR wise, A/c head wise revenue report for non taxable sale
- To-days complementaries
- To-day transaction listing
- To-days JV/allowance voucher
- Rate variance
- Reason wise allowance passed
- GR balance report
- Statement showing GR who have exceeded a given credit limit for the day.
- Travel agent wise, day wise commission paid report
- Trial balance
- Rate variance report w.r.t. Printed tariff/applicable rate and rate charged
- Guest outstanding report

HOUSE KEEPING

Functionality

- Room master maintenance
- Cleaning and updation of room status
- Verification of room status and pax
- Attending to guest requirements and complaints
- Room History maintenance
- Room discrepancy input

Special considerations

- Room Master to contain wing/section
- Room status shall be codified and there shall be provision for unlimited codes like
 - VR vacant and ready for occupation
 - VD vacant and dirty
 - OD occupied and dirty
 - OC occupied and clean
 - OT out of order temporarily
 - OP out of order permanently
 - UM room under maintenance
 - UH room under house use
 - NL non lettable room
 - LR let out room etc.
- Provision for entry of guest message, loaned items and guest complaints
- Provision for entry of service status, Maid ID/Housekeeper ID
- All Housekeeping reports/enquiries to be floor/Wing Wise

Reports/enquiries

- VIP list for a given period
- Specials for VIP/other
- Expected arrivals for a given period
- Expected departures for a given period
- Room status
- Room discrepancy
- Room message
- Loaned items
- Missing items in checked out rooms
- Room master
- Room history (no of days let out/no of days out of order, under repair / maintenance / complaint against the room etc)

- Room status history details
- Guest stayed in a given room during the given period

GUEST HISTORY

Functionality

- Entry of guest personal details, special events, special services, likes dislikes etc.
- Purge history record

Special consideration

- accessibility by name (full/part), personal telephone number, credit card number
- automatic flashing of personal details on reservation/check-in
- automatic updation of history at check out
- automatic flashing in reservation/check in for black listed guest
- automatic purging of history records on given criteria

Report/enquiries

- History card
- Details of last visits with generated business - in house guest
- black listed
- special events/likes/dislikes/past complaints - in house guest

POINT OF SALE – SOFTWARE

Functionality

- Ordering – normal/pre-order/standing orders
- Menu Item pricing
- KOT generation and printing
- Billing/cashiering
- Splitting/merging of Bills
- Posting of charges to folios when necessary
- discount/tax exemption handling
- Create/post Employees' entitlement KOT
- Maintenance of stock of bar items/confectionary items at POS

Special consideration

- Automatic posting of charges to guest folios from POS as per the billing mask in operation at the point of time
- Menu Item Pricing should be such as to allow:
 - Price based on different times of day, sizes and no of items
 - Split Price refers to the price applied to a single item that has a quantity price
 - Weighed menu Item means item that is priced per unit of measure
 - Fixed Price Meal (may contain combination of various items)

Report/enquiries

- Bill preparation
- KOT printing based on kitchen serving the menu item
- Pick up sheet
- Cash collection and other cashiering report

- Bill register with ST and expenditure tax break up
- Sales report -Bill wise table wise steward wise item wise
- Missing KOT/ complimentary KOT/ manager's KOT analysis
- Consumption report with portion control

Point Of Sale - Hardware

Functionality

- Should be compatible with the Point of Sale software as detailed in Point of Sale -Software section
- Point of Sale workstation / Cash register should have the following minimum specifications:
 - Chip - Intel Pentium
 - Operating System - Microsoft Windows
 - Storage - atleast 1GB or as required by software
 - Memory - 512MB or as required by software
 - Touch Screen - 5 wire sensitive
 - Integrated Magnetic Strip card reader 3 track RS232 Interface (internal)
 - USB Ports 6
 - Certification FCC
 - TCP/IP ports
 - Printer Port as required by software
 - Keyboard
 - Should be capable of working in stand alone mode after downloading POS software and data from Server
- KOT Printer
 - 300 COS DMP
 - Should be compatible with the software
- Bill Printer
 - 300 CPS DMP
 - Should be compatible with the software
- Distance between KOT printer and Point of Sale workstation / Cash register can be more than 100 meters
- There can be more than one KOT printer attached to a Point of Sale workstation / Cash register
- A KOT Printer can be attached to more than one Point of Sale workstation / Cash register

TELEPHONE

Functionality

- Telephone reception and management
- Charge calculation
- Maintenance of statistics
- Interface with existing exchange for
 - Charge posting
 - Enabling/ disabling dialing at the time of check-in/check out
 - Automatic wake-up calls
 - Reception & delivery of voice messages

Special consideration

- Automatic charge posting to guest folio
- Registration of wake up calls and morning calls and cancellations
- Operator alarm for unsuccessful wakeup/morning calls
- Room status updation
- Message waiting management
- Do not disturb management.

Reports/enquiries

- Telephone call information of a given period with calling party's name, extension no., room no. GR no. dept no. P&T junction no., date, time, duration, no. of pulses of the call, charge, called telephone no. station name and code (STD/ISD) in any sequence of name, extension no. room no. GR no. department no. (accounts / administration etc.) etc.
- Call summary charges of a given period with break up of local calls. STD/ISD, booked call in sequence of extension and junction no.
- Registered wake call, morning call of a given period
- Telephone no./extension no. of in-house guest, licensees

department, and VIP's ministers, railways, airlines,
business house, travel agent etc.

- Location wise STD/ISD charges.
- House status

BANQUET

Functionality

- Banquet reservation
- Amendment/cancellation of reservation
- Deposit maintenance-advance/refund/retention
- Food order finalisation
- Receiving order for special items
- Preparation and circulation of function form

Report/enquiries

- Banquet function for to day or between any two dates, for confirmed bookings or for all bookings
- Amendment/cancellations for to day or between any two dates
- Notification for complimentaries, function wise for today or between any two dates
- Function form for a function, to day
- Reminder letter for overdue deposit
- Menu finalisation overdue
- Booking register
- Availability of a given hall or all halls for duration between any two dates
- Non-lettable days for a hall, all halls, between any two dates with reason
- Non-confirmed booking for a hall all halls between any two dates with reason.
- Reminder letter for confirmation
- Menu for a function, function wise, menu/item wise
- Hall/charge head wise revenue analysis -detail and summary

- Type of function/charge head wise revenue analysis-detail and summary
- Menu/item wise quantitative sales analysis
- Consumption analysis
- Anniversary message
- Menu printing for different rates on letter heads
- Cash function like billing, receipt, refund, adjustment will be handled by the front office cash

SALES & MARKETING

Functionality

- Strategic information build up
- Trend analysis
- Discounting, marketing and pricing policy determination
- Interface with Accounts Receivables/city ledger
- Tracking of team member productivity + optimal rate benchmarking on the basis of budget/forecast

Reports/enquiries

- Business performance
 - Sector wise business house, travel agent, others with business generated, revenue earned, no shows etc
 - Geographical source, country, market segment
- Account Details including company profile, contact profile, correspondence , Activities, to-dos , booking etc
- Trend analysis
 - Revenue performance (room, F&B, others) sector wise business house, travel agent, others etc
 - Source of business (group/FIT/convention)
 - Business house/travel agent
 - Yield analysis
 - Discount, and commission to business house, travel agent
 - History (%age occupancy, average guest nights, average yield per room)

MULTI PROPERTY FUNCTION

Functionality

- Interfaced with each property management system and point of sale
- Cross property selling process
- Cross property reservation process
- Centerlised Guest / Business House profile Management
- Multi - property Rate Management
- Itinerary Reservation
- Reservation movement between properties (prior to check-in only)
- Common codes (like room type , market codes, segment codes, business houses etc)
- Outstanding position in the properties
- User right maintenance to restrict the use multi property functions
- Independent Nigh Audit/ End of Day for the properties
- Consolidated MIS for the properties

Accounts Receivables/City Ledger

Functionality

- Generate Invoices
- Age wise Analysis

Special consideration

- Generation transactions of Invoices for licensees, front office transactions
- Merging/splitting of front office transactions
- Applying receipts to invoices and on-account payments
- Provision for accounting of allowances /credit & debit notes
- Generation of reminders, statement of accounts
- Generation of customer ledger, allowance/debit& credit note register, trail balance

General

Security

- Password control should be possible with the option of changing the password by the user.
- Entry point of user should be definable
- System administrator should be able to allow /disallow any option to any given user.
- User and time stamp on each transaction
- System administrator should be able to restore and take backup of the data. Restoring of data should be possible without disturbing the live data

Reports

- User should be able to print the reports on system & local printer
- User should have the option to view the report before printing

Enquiries

- Should be such that user can move forward/backward or to next/previous/ desired page

Consistency & Integrity of Data Base

- The database should be consistent at all times.
- The reports should be consistent with each other
- Data should be appropriately locked during the updation
- The data base integrity should be maintained at all times

SYSTEM PERFORMANCE CRITERIA

1. Party shall agree to customise the various report/formats and input screen layout as per the requirement of Hotel if desired.
2. Party shall agree to modify the software as necessary to conform to any changes in legislation or legal requirements at free of cost
3. Party shall mention whether it would compensate direct financial loss to Hotel arising out of software errors such as non-updation, non-posting, non-printing of transaction etc.
4. Party shall clearly mention whether there would be any stoppages of normal operation with duration due to database back up, night audit operation, date advancing etc work. So long as such declared time is used for actual night audit operation, the time will be considered as normal operation time while calculating uptime.
5. Party shall retain on line guest history for 5 years, summary data of guests last 5 visits, summary data of all GRs for 3 years from the date of settlement of GR, data for all unsettled GRs, directory data, master data, detail telephone call data for one month, summary call data for one year, detail call data for all active GRs etc. Party shall retain data purged from database, create file like settled GRs and make them available in Hotel's desired format as and when requested. The basic volume of data is given in annexure -2.
6. Answer to queries on guest full/part name, reservation no, GR no, room no etc shall not take more than 5 seconds
7. Group check in of say 10 persons shall not take more than 20 seconds
8. Night audit shall not take more than 10 minutes
9. Listing of all transaction details for the day within 10 minutes
10. 20 lines guest bill printing shall not take more than

10 seconds

11. To-days arrival and departure register with in 5 minutes
12. On screen display of room type wise summarized house position within 4 seconds. On screen of room wise house position with in 5 seconds
13. On screen display of - room type wise to-days no of rooms checked in/checked out with Indian/Foreigner break up within 5 seconds
14. On screen display of a GR transactions within 5 seconds
15. On screen display of room type wise no. of rooms departure in the next X minutes within 5 seconds when X = 30 minutes
16. Guest folio shall be updated directly from the point of sale/telephone transaction within 2 seconds
17. Point of sale bill printing shall be made within 5 seconds
18. Telephone no search by name or STD/ISD charge search within 2 seconds
19. One month call summary charges within one minute
20. All queries involving search, select, display shall not exceed 5 seconds.
21. System shall accept direct entry of allowance voucher, special voucher, adjustment voucher, sale voucher etc.
22. So long as authorization is available, users shall be able to do their job from any Nodes /printers
23. Access right shall be protected at the level of user, menu, and option. All transactions shall be date and time stamped with user and node name.
24. Party shall provide format for preprinted stationeries.
25. All the MIS reports would be on the basis of Calendar year as well as financial year.

Annexure-1

To be submitted on the letter Head by the Party along with Quotation

Dy. General Manager (MM&D)
Ashok Hotel
50-B, Chanakyapuri
New Delhi -110021

Sub: Tender for Computerisation of Front Office and point of sales

Sir,

After having gone through the detail terms & conditions of the tender. I submit my tender herewith and agree to abide by the terms & conditions mentioned there in.

Earnest Money Deposit and the cost of tender form favoring Ashok Hotel is being as per details given below:

- | | |
|-----------------------------------|----------------|
| 1. Earnest Money Deposit of Rs. | Deposited vide |
| Cash/Demand Draft no. of | Bank |
| 2. The cost of tender form of Rs. | Deposited |
| vide Cash /Demand Draft no. of | Bank |

Thanking You,

Date:

Yours faithfully

Signature
Name of the Signatory
Address with company name

Annexure-2

Basic data of Hotel

S.No .	Description	Ashok Hotel	Samrat Hotel	Janpath Hotel
1.	No. of rooms	525	126	154
2.	No. of Banquets/ Conference Rooms	08	02	-
3.	No. of point of sale	12	5	5
4.	No. of Point of sale stations*	32	14	7
5.	No. of Point of sale KOT printers*	33	20	9
6.	No. of Point of sale Bill printers*	32	14	7
7.	Telephone Exchange	Nortel	NEC	Usha Tediran

* Actual quantities may change