

**TENDER DOCUMENT
FOR DEVELOPMENT AND IMPLEMENTATION OF
WEB ENABLED CENTRALISED
ONLINE RESERVATION SYSTEM
AND
DEVELOPMENT OF MOBILE BASED
RESERVATION SYSTEM WITH SMS SERVICE**

**TAMILNADU TOURISM DEVELOPMENT CORPORATION LIMITED
TOURISM COMPLEX,
No.2, Wallajah Road, Chennai– 600 002.**

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TAMILNADU TOURISM DEVELOPMENT CORPORATION LIMITED
TOURISM COMPLEX,
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TENDER FOR DEVELOPMENT AND IMPLEMENTATION OF WEB ENABLED
CENTRALISED ONLINE RESERVATION SYSTEM AND DEVELOPMENT OF MOBILE
BASED RESERVATION SYSTEM WITH SMS SERVICE

Bid Reference	: 1678/IT/2009 Dt:
Cost of Tender document	: Rs.520 (Inclusive of taxes)
Date of commencement of sale of Bidding document	: 15-02-2010
Last Date for sale of Bidding document	: 03-03-2010
Last Date & Time for submission Of Technical & Price bid	: 04-03-2010 upto 3.00 pm
Date & Time of opening Of Technical bid	: 04-03-2010 at 4.00 pm
Place of opening Bids	: Tamilnadu Tourism Dev. Corporation Ltd., Tourism Complex 3rd Floor 2, Wallajah Road, Chennai-2
Address for communication	: Tamilnadu Tourism Dev. Corporation Ltd., Tourism Complex 3rd Floor 2, Wallajah Road Chennai –2.

CONTENTS

- 1. INSTRUCTIONS AND CONDITIONS TO THE TENDERER**
- 2. ELIGIBILITY CRITERIA FOR THE TENDERS (ANNEXURE -I)**
- 3. TECHNICAL SPECIFICATION ALONG WITH SCOPE OF WORK (ANNEXURE – II)**
- 4. PRICE BID (ANNEXURE – III)**

**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD.
TOURISM COMPLEX, 2, WALLAJAH ROAD, CHENNAI-2**

**NATURE OF WORK : DEVELOPMENT AND IMPLEMENTATION
OF WEB ENABLED CENTRALISED
ONLINE RESERVATION SYSTEM AND
DEVELOPMENT OF MOBILE BASED
RESERVATION SYSTEM WITH SMS
SERVICE**

INSTRUCTION TO TENDERER:

1. Sealed tenders are invited from reputed SOFTWARE companies/organizations/firms for development and implementation of "Web enabled centralised online reservation system" and development of "Mobile based reservation system with SMS service" by Tamilnadu Tourism Development Corporation Limited, Chennai-2 upto 3.00 PM on 04-03-2010
2. Tenders should be in the prescribed original tender document obtained from the above address and it should be in two separate wax sealed covers superscribed as "Technical Bid for development and implementation of Web enabled centralised online reservation system and development of Mobile based reservation system with SMS service" and "Price bids for development and implementation of Web enabled centralised online reservation system and development of Mobile based reservation system with SMS service" to the Managing Director, Tamilnadu Tourism Development Corporation Limited, Chennai-2 by designation. Sealed tenders can be submitted in person or sent by post at the following address:

Managing Director
Tamilndu Tourism Development Corporation Ltd.
Tourism Complex, 3rd Floor
No.2, Wallajah Road, Chennai-2.

The tenders not in the prescribed original tender document will be summarily rejected.

3. The Technical bid must be accompanied by an Earnest Money Deposit as Rs.11,000/-(Rupees Eleven thousand only) payable by crossed demand draft on any of the nationalised Bank having its office at Chennai. The Demand Draft should be drawn in favour of "Tamilnadu Tourism Development Corporation Limited." No other form of Earnest Money deposit will be accepted.
4. The Eligibility Criteria of the tenderer are at **Annexure I.** Tenders received without Earnest Money Deposit along with Technical bid will not be accepted and the same will be summarily rejected.
5. The successful bidder shall be intimated on his selection for the award of contract,
6. The successful tenderer should furnish security deposit equivalent to 10% of the tender value either by D.D or by Bank Gurantee from a Nationalised Bank/Scheduled Bank valid for one year within one week from the date of receipt of letter from TTDC intimating the selection of the bidder for the award of contract. The successful tenderer shall also execute the agreement in the proforma prescribed by the TTDC along with the Bid security.

7. Earnest Money Deposit of the successful bidder shall be forfeited in the event of withdrawal of his bid, before the bid validity period or in the event of the failure of successful bidder to furnish the security deposit or to execute the agreement within the specified period. In addition to the forfeiture of Earnest Money Deposit, steps will be taken to blacklist the defaulter.
8. The tenderer (authorised signatory of the company) should sign at the bottom space of all the pages of tender document.
9. The rates tendered shall be inclusive of Sales Tax and other taxes, if any that may be levied by the appropriate authorities. The breakup details such as Basic price, Sales tax, Insurance, Transportation and other charges if any, etc. should be indicated separately in the Annexure to the Price bid schedule. As per the Government guidelines issued as a sequel to the Transparency in Tenders Act, the Price bids will be evaluated reckoning all Duties, Insurance, Transportation etc. but local sales tax will be excluded. The format for quoting price bid is at **Annexure III.**
10. The Technical Bid will be opened at the Registered Office of Tamilnadu Tourism Development Corporation Ltd., 3rd Floor, Tourism Complex, No.2 Wallajah Road, Chennai-2 on 04-03-2010 at 4.00 P.M. The qualified tenderer's price bid will be opened on a date and time which will be intimated later to the technically qualified tenderers. Both the bids will be opened in the presence of tenderers or their authorised representative who choose to be present at that time.

11. The Earnest Money Deposit of unsuccessful tenderers will be refunded after a decision taken on the tender. For the successful tenderer Earnest Money Deposit will be refunded after delivery, and implementation of the above said systems as per the specifications.
12. The amount deposited as Earnest Money Deposit as required in Clause 3 above will not carry any interest.
13. The successful Tenderer will be intimated about the acceptance. Hence no enquiry in this regard need be made.
14. All columns in the tender schedule shall be duly, properly and exhaustively filled in ink. The rate shall be entered in words also underneath the figures. No alteration in the description of the schedule shall be permitted. All corrections should be authenticated under the full signature of the tenderer. In case of variations in the rate quoted in words and in figures, the rate quoted in words only will be taken into consideration.
15. The tender shall be valid for 90 days from the date of opening of price bid.
16. The delivery of product should be effected as per specifications and as per delivery schedule furnished in **Annexure III**.

Delivery Schedule & Implementation

The development and implementation of "Web enabled centralised online reservation system" and development of "Mobile based reservation system with SMS service" should be delivered and implemented at our Corporate office as per schedule prescribed in the work order.

17. Delay in delivery of product will lead to penalty @ 1% of the value of tender for every week of delay or part thereof. (i.e exceeding three days will be calculated as one week)
18. If delay in development and delivery exceeds 30 days from the delivery schedule, the acceptance order will be liable for cancellation in total or partial, liquidated damages will be levied to the extent of 10% of the total value of tender cancelled and the company will be blacklisted.
19.
 - a) If it is found that the product so delivered are not as per work order specifications, the order made will be rejected and the company will be black listed, liquidated damages will be levied to the extent of 10% of the total value of tender cancelled and Earnest Money Deposit will be forfeited.
 - b) The tenderer should have developed and delivered the quality product as per the work orders received by him in the past and there shall be no instance of cancellation of work orders issued in his favour, due to his default.

20. The tenderer should quote the rate for AMC of application software “Web enabled centralised online reservation system and Mobile based reservation system with SMS service” after the completion of warranty period offered by the tenderer. The AMC is payable once in a half year in advance against invoices/bills to be preferred by the Tenderer.
21. The latest Sales tax clearance certificate and audited balance sheet for the last three years should be produced along with the technical bid.
22. The tenderer shall be solely responsible for the payment of Sales Tax and other taxes, if any levied by the Government and other local bodies. TTDC will issue Form – “C” against CST.
23. The two sealed covers containing and superscribed as “Technical Bid” and “Price bid” separately, should be submitted along with a covering letter in separate sealed cover.
24. The tenderer should enclose the brochure/catalogue and previous copies of indent orders for the development and implementation of similar applications software like Web enabled reservation system or development of Mobile based reservation system with SMS service received from various customers and their certificate of performance, etc along with the Technical bid.

25. **Fixed Price** Prices quoted by the bidder shall be fixed the Bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
26. The Bidder shall furnish, as part of its bid, documents establishing the conformity to the bidding documents of all on development and implementation of said applications software which the bidder proposed to develop and delivery under the contract.
27. In exceptional circumstances, the TTDC may solicit the bidders consent to an extension of the period of validity. The request and the responses thereto shall be made in writing(or by cable or telex). The bid security provided shall be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request is not required or permitted to modify its bid.
28. Bids must be received by the TTDC at the address specified not later than the time and the date specified in the Invitation of Bids. In the event of the specified date for the submission of bids being declared a holiday for the TTDC, the bids will be received up to the appointed time on the next working day.
29. The TTDC may, at its discretion, extend the deadline for submission of bids by amending the bid documents. In which case all rights and obligations of the TTDC and bidders previously subject to the deadline will there after be subject to the deadline as extended.

30. During evaluation of bids, the TTDC may, at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing.
31. The TTDC will scrutinise the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids from representatives, without proper authorisation from the manufacturer shall be treated as non-responsive.
32. No bidder shall contact the TTDC on any matter relating to its bid, from the time of bid opening till the contract is awarded.
33. Any effort by a bidder to influence the TTDC in the TTDC's bid evaluation, bid comparison or contract award decisions may result in rejection of the bidders bid.
34. The notification of award will constitute the formation of the contract.
35. The tenders submitted beyond the date and time fixed shall be summarily rejected.
36. Any postal delay or loss in transit will not bind TTDC Ltd.
37. The Managing Director, Tamilnadu Tourism Development Corporation Ltd., reserves the right either to accept or reject any or all the tenders at any time prior to award of contract.

38. Evaluation of tenders would be in accordance with the provisions of Tamilnadu Transparency in Tenders Act 1998.

39. Disputes if any arises, the Arbitrator will be appointed by mutual consent of both the parties and the arbitration proceedings will be as per Arbitration Act. The Jurisdiction will be at Chennai.

SUPPORT SERVICE PERIOD:

40. a) The free support service period should be mentioned after the successful implementation of software package. During the free support service period if any modification on the software package is required that should be done at free of cost.
- b) AMC charges will be applicable after completion of free support service period. During the AMC period, any modification in the applications software within the scope of work should be done at free of cost.

TERMS OF PAYMENT

41. a) 90% of the payment will be paid on completion of the development of applications software, trial run, satisfactory implementations in the systems and document deliverables with program source code in well document.
- b) The remaining 10% shall be paid after satisfactory completion of the support service period agreed to. Alternatively if the company furnish the bank guarantee for the equivalent amount, 10% payment can also be released.

SIGNATURE OF
THE TENDERER.
DATE:

MANAGING DIRECTOR
TTDC LTD., CHENNAI.

ANNEXURE I**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD,CHENNAI****TECHNICAL BID FOR PREQUALIFICATION****Eligibility Criteria for the Tenderer:**

1. The Organisation should be an ISO 9000/2000 and CMMI Level 5 certification for software development (documentary proof to be attached)
2. The Bidder should have an average annual Turnover of Rs.50 cores during the preceding 3 years viz 2006-07, 2007-08, and 2008-09 (Copy of audited annual reports to be enclosed)
3. The organisation should have minimum 10 years experience in the field. (Documentary proof on Memorandum & Articles of Association should be enclosed)
4. The Bidder should have commissioned and installed at least 5 Portal implementation projects that meets the following requirements during last three years as on 31-03-2009.
 - a) An order value of not less than 5 Crores.
 - b) ISO 27001 Certification.
 - c) SOA Certification.
5. The Organisation should have service centre facilities with a minimum of 50 technical professionals in Chennai city and other areas. Certificate from Bidder HR Department for number of Technically qualified professionals employed by the company. (Documentary Proof).
6. Latest sales tax clearance certificate to be furnished.

DATED, SIGNATURE OF
THE TENDERER.

MANGING DIRECTOR,
TTDC LTD., CHENNAI.

ANNEXURE II

DETAILED FUNCTIONALITIES(SPECIFICATIONS) ALONG WITH SCOPE OF WORK FOR DEVELOPMENT AND IMPLEMENTATION OF WEB ENABLED CENTRALISED ONLINE RESERVATION SYSTEM AND DEVELOPMENT OF MOBILE BASED RESERVATION SYSTEM WITH SMS SERVICE FROM THE EXISTING APPLICATIONS SOFTWARE CRS (CENTRALISED RESERVATION SYSTEM) RUNNING IN TTDC OWNED SERVER ARE AS FOLLOWS:

Presently TTDC has implemented Hotel Management System for all our TTDC major hotels and Tour Management system for our Tour division functioning at Corporate office, Chennai. Also TTDC has implemented Centralised Reservation System covering the booking of TTDC chain of hotels and Tours in all TTDC sales counters located all over Tamilnadu as well as in various places of our country viz:- Delhi, Mumbai, Kolkatta, Bangalore, Trivandram etc.

The above applications have been developed under Client –Server based Architecture as well as Web based applications in Java and VB with Oracle platforms. The Applications and Database are maintained in File Server established at Corporate office from where terminals have been connected to various units of TTDC through VPN site to site intranet connectivity.

The scope of the work for development of Web enabled centralised online reservation system from the existing applications Databases software for CRS.

1. The Development of Centralised online reservation system should have enabling for making online reservation system for our TTDC chain of Hotels and Tours over Internet.
2. A Home Page should have with the information of About us(TTDC), General information on Hotels and Tours like booking conditions, cancellation rules, contact us etc. The home page should be designed attractively with minimum download time using flash technology.

3. "Tours" at home page should have a hyperlink to enable the listing of all the tours package items as per the categorised in existing application software- Tour Management system running in the TTDC owned Server. When the user clicks on the item they should be taken to "tour booking" form page which should get all user inputs for booking of the respective Package Tour. The booking Page include places covered, fare details etc. A new Tour booking Form page has to be created for getting user inputs with provision a button to submit the form. Once the form is submitted, the tour availability and the fare details should be queried with our existing Oracle Database and display the details in the conformation page along with user input details with the provision to Payment options such as Credit and Debit cards. When the user selects the payment option, they should take directly to payment page for payment process. Once the transaction process completed, the user should get confirmation page where the payment transaction status should be displayed.
4. Similarly, "Hotels" at home page should have a hyperlink to enable the listing of all the hotels as per the categorised in existing application software - Centralised Reservation system running in the TTDC owned Server. When the user clicks on the "hotel" they should be taken to "Hotel booking" form page which should get all user inputs for booking of the respective Hotel accommodations. The booking Page include places address of hotel with phone no. fare details etc. A new Hotel booking Form page has to be created for getting user inputs with provision a button to submit the form. Once the form is submitted, the rooms availability and the fare details should be queried with our existing Oracle Database and display the details in the conformation page along with user input details with the provision to Payment options such as Credit and Debit cards. When the user selects the payment option, they should take directly to payment page for payment process. Once the transaction process completed, the user should get confirmation page where the payment transaction status should be displayed.
5. The tariff for Tours and hotels like seasonal tariff, non-seasonal tariff, revised of tariff wef particular date etc., should be displayed in the screen and permitted to book the reservation accordingly based on the master data available in the CRS/HMS/TMS system.
6. Back-end transaction process which should be integrated with Payment Gateway for Tours and Accommodations booking.
7. Admin Screen should be developed for modification/deletion and monitoring for the following functionality.
 - (i) Tour booking – Transactions
 - (ii) Blocking of tour Booking for particular date, seat nos. etc
 - (iii) Tour categories Package Details

- (iv) Hotel booking –Transactions
 - (v) Blocking of rooms for particular date for particular hotel, room nos., etc
 - (vi) Accommodation categories details
 - (vii) Failure transaction should be viewable and if the payment is successful, the transaction should be corrected and sent the confirmation to the respective customer.
8. The following reports should be generated:
- (a) Online booking for Tourwise Report with specified date
 - (b) Online booking for Hotelwise Report with specified date
 - (c) MIS Reports
 - (d) Etc
9. Feed form with form fields for user inputs and trigger e-mail to the configured E-mail ids.

The scope of the work for development of mobile based Reservation system from the existing applications Databases software CRS.

1. Development of WAP (Wireless access protocol) should have enabled for making mobile based reservation system for our chain of TTDC Hotels and tours through mobile.
2. A Home Page should have with the information of About us(TTDC), General information on Hotels and Tours like booking conditions, cancellation rules, conduct us etc. The home page should be designed more attractively.
3. "Tours" at home page should have a hyperlink to enable the listing of all the tours package items as per the categorised in existing application software- Tour Management system running in the TTDC owned Server. When the user clicks on the item they should be taken to "tour booking" form page which should get all user inputs for booking of the respective Package Tour. The booking Page include places covered, fare details etc. A new Tour booking Form page has to be created for getting user inputs with agent code and slip no. with provision a button to submit the form. Once the form is submitted, the tour availability and the fare details should be queried with our existing Oracle Database and display the details in the conformation page along with user input details with the provision to Payment options such as Credit and Debit cards. When the user selects the payment option, they should take directly to payment page for payment process. Once the transaction process completed, the user should get confirmation page where the payment transaction status should be displayed.

4. Similarly, "Hotels" at home page should have a hyperlink to enable the listing of all the hotels as per the categorised in existing application software - Centralised Reservation system running in the TTDC owned Server. When the user clicks on the "hotel" they should be taken to "Hotel booking" form page which should get all user inputs for booking of the respective Hotel accommodations. The booking Page include places address of hotel with phone no. fare details etc. A new Hotel booking Form page has to be created for getting user inputs with agent code and slip no. with provision a button to submit the form. Once the form is submitted, the rooms availability and the fare details should be queried with our existing Oracle Database and display the details in the conformation page along with user input details with the provision to Payment options such as Credit and Debit cards. When the user selects the payment option, they should take directly to payment page for payment process. Once the transaction process completed, the user should get confirmation page where the payment transaction status should be displayed.
5. The tariff for Tours and hotels like seasonal tariff, non-seasonal tariff, revised of tariff wef particular date etc., should be displayed in the screen and permitted to book the reservation accordingly based on the master data available in the CRS/HMS/TMS system.
6. Back-end transaction process which should be integrated with Payment Gateway for Tours and Accommodations booking.
7. Admin Screens and Reports developed for web based platform should be used for mobile based reservation system. The data synchronization between web platform and mobile platform should happen periodically for data information.
8. The mobile based application software should have SMS based service with capable of handling message from GSM supported mobile phones/operators.
9. The Application software should be built by combining XY's push and pull service(Interactive)- 2 way SMS messaging applications.

TTDC's role:

- a) TTDC will provide Two dedicated Mobile hand set with dedicated mobile phone nos with licensed software for mobile handset and these will be interconnected with TTDC Intermediary Server continuously.
- b) Creation of Domain Name and its cost will be borne by TTDC.
- c) TTDC will tie-up with Payment gateway Banker's for web and mobile and will provide the necessary technical parameters for the integrating the Payment gateway with Reservation systems.
- d) All required system software/hardware will be provided by TTDC

A. Terms & Conditions:

1. The input, output design and data structure formation should be done in consultation with System Analyst and the same should be approved by System Analyst, TTDC.
2. The SRS should be prepared in consultation with System Analyst and should be approved by him.
3. For Web based Reservation system, the applications should support internet Explorer and Firefox etc
4. For mobile based reservation system, the applications should support XHTML and java based browsers.
5. During the trial run of applications, the bugs if any should be rectified free of cost.

B. Documentation Deliverables :

- ✓ Data flow diagrams, Data Dictionary and input & output Base for Software design
- ✓ Database design, Form Design, Detailed output design
- ✓ System Documentation Hard Copy
- ✓ Source code Hard Copy which will become the property of the TTDC

C. Implementation of Application Software

The applications software should be tested at Corporate office of TTDC in the available Servers along with network (Internet & mobile)

Once the testing of applications software is successful, the system should be on live.

DATED, SIGNATURE OF
THE TENDERER.

MANGING DIRECTOR,
TTDC LTD., CHENNAI.

GENERAL CONDITIONS

1. The application software should be developed for multi-user environment.
2. The software should be user friendly.
3. The application software should be developed without affecting the existing Database Structure available under Oracle platforms for running the following live applications.
 - a) Centralised Reservation System
 - b) Hotel Management System running at 12 hotels
 - c) Tour Management System
4. The Software should be handed over with Source Code and it should be well documented for easy reference.
5. On completion of application software, the developer should provide the manual operations (two copies) for the software package.
6. The Application software should be scalable, reliable and integrity.

DATED, SIGNATURE OF
THE TENDERER.

MANGING DIRECTOR,
TTDC LTD., CHENNAI.

ANNEXURE III

TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD, CHENNAI-2

TENDERER SCHEDULE – PRICE BID

NATURE OF WORK : DEVELOPMENT AND IMPLEMENTATION OF WEB ENABLED CENTRALISED ONLINE RESERVATION SYSTEM AND DEVELOPMENT OF MOBILE BASED RESERVATION SYSTEM WITH SMS SERVICE.

1. **Applications software for development and implementation of Web Enabled Centralised Online Reservation System and Development of mobile based Reservation system with SMS Service**

**Rate Tendered
(Rs.)**

For System Design, Program Development, Testing, Product of test outputs, Implementation, trail run, Documentation etc

(Rate should be quoted both in figures and words)

2. **AMC**

a) <u>Free Support Service period</u> after Implementation of applications software on “Web Enabled Centralised Online Reservation System and Development of mobile based Reservation system with SMS Service”	Period
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<u>b) Annual Service Contract rate after</u>	Rate Tendered (Rs.)
the free service support period for the applications software on “Web Enabled Centralised Online Reservation System and Development of mobile based Reservation system with SMS Service”	

3. Time Schedule for development and implementation of above applications software package.

- | | (in weeks) |
|--|-------------------|
| a) System Design and SRS approval | |
| b) Development of applications software | |
| c) Testing and acceptance with document deliverables | |

Total

DATED, SIGNATURE OF
THE TENDERER.

MANGING DIRECTOR,
TTDC LTD., CHENNAI.