BID DOCUMENT

EXPRESSION OF INTEREST

FOR

DEVELOPMENT AND IMPLEMENTATION

OF

GUEST HOUSE MANAGEMENT SOFTWARE

NAME OF THE WORK:

Implementation of Guest House Management Software,

at Odisha State Guest House, Bhubaneswar

The Superintendent Engineer
The Odisha State Police Housing & Welfare Corporation Ltd.
Janpath, Bhoi Nagar, Bhubaneswar – 22.

DATA SHEET

Serial No.	Items	Description
1	Company Name	**The Odisha State Police Housing & Welfare Corporation Limited (OPHWC)**
2	Address	**Superintendent Engineer** The Odisha State Police Housing & Welfare Corporation Ltd., Janpath, Bhoi Nagar, Bhubaneswar – 22.
3	EOI Reference Number	003/OPHWC/SYSTEM/2018-19
4	Date of Issue of EOI	From 27/07/2019
5	Last Date for Submission of EOI Response	13/08/2019 up to 03:00 P.M.
6	Cost of EOI document	Rs. 5900 /-
7	EOI validity period	90 days from last date of submission of bid
8	Currency of EOI	Indian Rupees
9	Language of EOI	English
10	Website	www.ophwc.nic.in

The EOI document can be downloaded at the website mentioned above from 27/07/2019 to 13/08/2019 up to 15:00 Hours The potential bidders who download the EOI from the website should submit a demand draft of Rs. 5900/- at the time of submission of EOI responses. The cost of bid documents in demand draft issued from any Nationalised Scheduled Bank should made/pledged in favour of **"The Odisha State Police Housing & Welfare Corporation Limited"** and payable at **Bhubaneswar.**

Sd/-
Superintendent Engineer
OPHWC, Bhubaneswar

Contents

DISCLAIMER

The Odisha State Police Housing & Welfare Corporation Limited (**OPHWC**) intends to implement Guest House Management Software for better accountability and coordination among Reception – Kitchen – Store Section for Odisha State Guest House. OPHWC intends to select a System Integrator (SI) for develop and implement Guest House Management Software along with the complete hardware setup. This document has been prepared based on available information in OPHWC and other publicly available documents, which OPHWC believes to be reliable. The sole objective of this document is to solicit response from interested parties for taking part in the future process leading to selection of System Integrator to develop and implement Guest House Management Software along with the complete hardware setup. OPHWC reserves the right to discontinue with the selection process of the System Integrator without assigning any reason thereof.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by OPHWC or any of their employees, advisors or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required as part of their due diligence before submitting their responses.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities listed to be carried out by OPHWC subsequent to the receipt of the responses are indicative only. OPHWC has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of OPHWC.

PROPRIETARY NOTICE

This document contains confidential information of OPHWC, which is provided for the sole purpose of permitting the recipient to evaluate the proposal submitted herewith. Inconsideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the recipient prior to receipt of such information from OPHWC or becomes publicly known through no fault of recipient, from OPHWC or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to OPHWC.

EXPRESSION OF INTEREST NOTICE

For development and implementation of Guest house management software for Odisha State Guest House, Bhubaneswar

About OPHWC:

The Odisha State Police Housing and Welfare Corporation Limited (OPHWC) was incorporated as a wholly owned Government of Odisha Company on 24th May 1980 under the Companies Act, 1956 to meet the housing needs of the Police with enhanced priority as a welfare measure.

During more than 30 years of its existence, the OPHWC has developed expertise in planning, designing and construction of residential and non-residential buildings for the Police, Fire Services, Prison Administration and Judiciary. The Corporation has developed expertise in fortifying buildings vulnerable to extremist attacks in Maoist affected areas of the State. The Corporation is the nodal agency for construction of buildings under important Central Government schemes like Modernization of Police Force Scheme, Security Related Expenditure Scheme and the Special Infrastructure Scheme.

The OPHWC as a trusted construction Company provides quality construction and therefore has attracted clients outside its core area of responsibilities. The Corporation has constructed projects for Colleges and Universities under UGC Grant, Hospitals for National Rural health Mission, Schools for SC & ST Development Department, and Vocational Training Institutes for Industries Department etc. Starting with a turnover of Rs. 13.70 Lakh in the year 1980-81, the Corporation has been able to post a figure of more than Rs.300 Crores in the financial year 2015-16.

Applying the parameters as laid down in the criteria for categorization of PSUs the Government of Odisha has categorized the OPHWC as 'Silver' in the year 2011.

Purpose of this EOI

OPHWC is in the process of selecting a System Integrator (SI) for developing and implementing Guest House Management Software for better accountability and coordination among Reception – Kitchen – Store Section for Odisha State Guest House, through competitive bidding process. The objective of this document is to solicit Proposal from interested parties System Integrators (SI), who satisfy the eligibility criteria set out in this document, who offer implementation and maintenance services for open source based integrated business solutions.

Based on the evaluation of EOI received, interested parties found acceptable by OPHWC based on the technical and commercial selection criteria set out, will be short-listed to participate in the subsequent bidding process for procuring open source application software.

It is expected that only the IT service provider firms offering services for implementation of open source products will respond to this Expression of Interest notice.

The Scope of Work

The application should allow the Guest House Reservation team to allocate Rooms to various reservations that shall be done from different offices across State, Ministers Office and Govt. of India. The application should be Web based Open Source application.

The application should work on online / desktop version and shall have the capabilities to extended and be accessed outside state Guest House in Future. The application should be easily maintainable and should be robust. The Application would have the below mentioned Modules and Functionality:

1. Reservation & Booking

2. Kitchen Order System

3. Store & Inventory Management

4. Housekeeping and Maintenance

5. Financial Accounting

The application should full fill the following requirements:

1. Easily configurable and robust

2. Proper authorization and access control (role) so be designed

3. Admin should Maintain the master Records and User Details

4. Admin can able to create / modify / suspend USERS and as well can do password reset

5. Based on the role(s) allocated to the user by admin, the application will provide those responsibilities allocated to that specific role.

6. The Manager role should have capability to see all the reports.

The detailed requirement for each Module is as follows:

Reservation & Booking

Check-in and check-out processes should be simpler, faster and more accurate by integrating reservations, room charges and Food billing.

1. Reservation

   Reservation offers a real-time view of all rooms. It also provides a complete set of features to manage individual booking, Govt booking and Ministerial booking etc.

It includes confirmations, cancellations, no-shows, and special instructions from guest, room blocking and sharing. The inbuilt online reservation system updates the house statute in real time so that you will never need to walk a guest again.

Reserve two or more rooms under one name and then later assign individuals to specific rooms, even with varying arrival and departure dates. Payment can be made for the rooms booked in the group by each individual or group leader.

     a. Room Allotment

     b. Check – in

     c. Check – Out

2. Reception and Guest Service

Checking-in and checking-out guests are fast and easy, as it is backed by the real-time availability of reservation and back-office data.

3. Cash and Deposits

It provides all the tools the front office executive needs for doing their day-to-day jobs like handling reservations, checking guests in and out, assigning rooms and managing room inventory, accommodating the needs of in-house guests and handling billing and cash. The guest folio is updated in real time with inbuilt restaurant bill, room service, travel desk, laundry and other charges.

4. Profiles and Guest History

It offers record keeping of the demographic details of the guest, corporate account and travel agent. It includes information such as name, address, phone number, email, guest type and membership type.

It also keeps the track of stay, revenue and preferences, and makes it available at the front desk, which maximizes the speed and accuracy of reservations handling.

Guest history is maintained in the system with full details. It gives you the list of who stayed and when, what was consumed, what was billing amount and how it was paid for. It also keeps track of guest preferences so that the regular guest is treated well by new staff.

5. Demand Forecasting

Real-time view of the house status in different colours shows the availability over weeks. This shows available, occupied and out-of-order rooms. From this screen you can make a new reservation or access a current reservation.

You can easily switch from room view to room-type view which shows type-wise availability over days.

6. Guest Complaints and Suggestion

Guest satisfaction is important to an operating hotel. There are various departments and staff who interact with guests to provide them with quality service. The guest feedback needs to be recorded and backed by action. It looks easy but often ignored due to manual recording and summarizing the feedback from various departments.

7. SMS Integration

SMS integration is used to acknowledge the Guest Stay and to send out messages with point's information related to a loyalty program. It is also used to send SMS on birthdays, anniversaries, product launches or other festive seasons.

Kitchen Order System

1. Menu Engineering

This helps you to balance the menu with popular items. You also get to see how your signature items are performing as compared to other items in the menu with high sales quantity.

2. Recipe and Production Management

It supports semi-finished items, which are used to produce the final items. Sometimes it is quite difficult to enter a recipe for a single item; therefore it also supports entering the recipe of X number or portions. While planning a buffet breakfast for a day, you also get the list of raw materials required by the kitchen.

3. Food Costing

Helps you with strict control on raw material procurement at correct rates, issuing in the right quantity at the right time. This keeps a constant check on food costing and improves quality. The system also creates production of items sold and consumes the raw material based on the sold items. The food costing report is based on the real-time sales and stock journal entries.

4. Variance Control

Easy to compare the actual consumption (cost and quantity) with ideal consumption, the ideal consumption is calculated using the recipe of items. It helps you to increase revenue and quality by controlling mistakes (erroneous data entry) and mischief.

Store & Inventory Management

While providing hotel service, it is required to procure and store a large number of inventory items on a regular basis. This generates a large number of transactions involving multiple people. It comes with a perpetual inventory control system for procurement, purchasing, storing, issuing, production with physical stock verification.

1. Procurement and Purchasing

   An operating Guest House needs to store hundreds of items with different computation patterns, minimum order quantity and supply lead-time. This makes it difficult to maintain a good inventory position in which you do not end up blocking a large chunk of your operating funds and at the same time do not run out of stock position.

2. Stock Adjustments (Stock Journal)

   Apart from direct sales, purchases, returns and stock transfers, stock movement also occurs from other activities related to production, consumption, shortage, excess and wastage of inventory items.

3. Physical Stock Check and Balances

   Physical stock check helps to detect and discourage malpractice in store management. Since a store needs to deal with hundreds of items on a daily basis, a full stock in one go is not practical. The physical stock check is reconciled with the inventory records and helps to handle discrepancies, such as missing stock. It also allows the necessary correction with automatic adjustment for excess or shortage with proper documentation.

4. Opening Stock

   It kick-starts the control system by importing opening balances of inventory details from other systems or Excel.

5. Storing and Issuing (Stock Transfer)

   Complete in-and-out tracking of inventory that helps you to receive, store and issue goods for designated sections to prevent theft or pilfering. It's easy-to-use stock transfer module helps you to transfer stock from store to kitchen, housekeeping, etc., and vice versa.

Housekeeping and Maintenance

According to several industry surveys, guests rate cleanliness as the most important feature affecting their choice to stay in a specific hotel. There is nothing worse than assigning a dirty room to arriving guests. In the morning rush hours when many guests are checking out and

many are waiting to check-in, finding out which rooms are clean and verified eats up productive time and contribute to mistakes.

1. Cleaning, Supervision and Room Status

   The room is automatically marked dirty on check-out and a task is created and assigned to housekeeping. The task and status of each room is available to the housekeeping staff to update as and when the cleaning is done. The status is clearly visible at the reservation screen and it will never allow assigning a dirty room to a guest. The front-office staff can easily change the status on guest request.

2. Task Management and Scheduler

   Helps to handle activities related to housekeeping, room supervision, maintenance and engineering, it works as a communication tool between the front office, housekeeping and the maintenance department.

Financial Accounting

Guest House back office accounting is a complex task as financial transaction related to each reservation is spread over days and different departments.

1. Room rents

   Manage diverse set of rate plans for your different guest from State Govt., Govt. of India and any other custom rate plan you wish to add. Offer special rate plans for festivals, the tools give you all the flexibility.

2. Menu Pricings

   Tariff for each item has to be fixed and updated in the Software.

3. Accounts Payable with Aging

   A large number of product inventories are required to be maintained by the housekeeping department for cleaning and servicing. The housekeeping inventory includes cleaning material, bedding, toiletries, kitchenware, glassware, stationery, tea supplies etc.

Reports

On demand Reports to be integrated with some standard reports like

1. Occupancy Report for Daily /weekly / Monthly

2. Accounts Status for each Guest for Daily /weekly / Monthly

3. On Actual report as per stand Guest House requirement

The Prequalification Process and General Conditions

The Procurement Process

The activities leading to the procurement of the services of the SI to provide the System Integration services to OPHWC will consist of the following key activities

Invitation for EOI: OPHWC invites System Integrators to submit Expression of Interest (EoI) for consideration for selection of System Integrators (SI) to develop, implement and maintain the software for Guest House management. A notice inviting for Expression of Interest has been published in leading daily newspapers and uploaded on the OPHWC website www.ophwc.nic.in, as per standard practice of Government. This document with key details of the project and response formats is available for all potential and interested bidders through website or through the OPHWC office.

Receipt of responses: The responses from potential bidders who are interested in participating in the SI selection process will be received in sealed envelopes at the designated place, on a designated date and time as specified in this document.

Evaluation of responses: The information provided by the potential bidders as part of the response to this EOI will be evaluated against the conditions specified in the EOI to qualify for the subsequent processes of SI selection. Based on this evaluation, the potential bidders who meet the qualifying criteria will be short listed. The prequalification conditions have been formulated to assess the competence and capability of the potential bidding firms to meet the requirements of OPHWC for providing the system integration services.

Request for Proposal: A detailed Request for Proposal (RFP) with information on the specific requirements of OPHWC will be circulated to the short listed bidders. Only the short listed bidders will be invited formally by OPHWC to respond to Request for Proposal (RFP) and submit the techno commercial proposal as per the specifications to be elaborated in the RFP.

Evaluation of the Proposals: The responses from bidders, who submit their technical and commercial proposals against the requirements of OPHWC specified in the EOI, will be evaluated and the best value bid will be decided based on the criteria which will be elaborated in this EOI document.

Right to Terminate the Process:

- OPHWC makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone

- This EOI does not constitute an offer by OPHWC. The bidder's participation in this process may result in OPHWC selecting the bidders to engage in further responses, discussions and negotiations towards execution of a final contract. The commencement of any subsequent procurement activity resulting out of this EOI does

not signify a commitment by OPHWC either to continue the activities or to culminate such activities with a definitive contract.

- OPHWC reserves the right to withdraw this EOI if it determines that such action is in the best interest of the organization without assigning any reason whatsoever. Shortlisted bidders would be issued formal Request for Proposal inviting their technical and commercial bids at a later date, provided OPHWC decides to go ahead with the process.

- OPHWC undertakes that all the information shared by the bidders will be held in strict confidence and will not be made public unless directed by court of law or under RTI norms.

Authenticity of the Information and Right for Verification

- OPHWC reserves the right to verify all statements, information and documents submitted by the potential bidder in response to the EOI. Any such verification or lack of such verification by the OPHWC shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the OPHWC there under.

- In case it is found during the evaluation of the responses or at any time during the subsequent procurement process or before signing of the contract or after its execution and during the period of project execution resulting out of the contract thereof, that one or more of the pre-qualification conditions have not been met by the bidder, or the bidder has made material misrepresentation or has given any materially incorrect or false information, the bidder shall be disqualified forthwith if not yet awarded the contract either by issue of the letter of intent or entering into a contract.

Additional Conditions

- Timing and sequence of events resulting from this EOI shall ultimately be determined by OPHWC

- Responses are subject to rejection if they limit or modify any of the terms and conditions or specifications of this EOI

- Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against OPHWC or any of its respective officials, agents, or employees arising out of or relating to this EOI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

- The Bidder should not bid under any Consortium. No Consortium bid shall be allowed for this EOI.

- The decision of the Corporation about selection of Vendors for issue of Prequalification applicants will be final. The Corporation is not bound to assign any reason thereof

- The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Governments in the country of India. (To be furnished under Notarized Affidavit made at Bhubaneswar)

- The bidder must not have any history of defaulting in execution of work orders issued by Government of India or any State Government in the country of India. A self-declaration certificate to this effect should be enclosed. (To be furnished under Notarized Affidavit made at Bhubaneswar)

- The bidder has not been blacklisted by any Central / State Government institutions / undertaking and there has been no pending litigation with any government department because of similar services. (To be furnished under Notarized Affidavit made at Bhubaneswar)

- No Criminal Proceedings in any Court of Law should pending against the bidding Firm Or its Promoters Or its Directors Or its Executives. (To be furnished under Notarized Affidavit made at Bhubaneswar)

Amendment to bid documents:

- At any time, prior to the date of submission of bids, OPHWC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.

- The amendments/Corrigendum will be notified on OPHWC Website and these amendments will be binding on them. Bidders are advised to visit OPHWC Website regularly for updates on this EOI.

Extension of time: In order to give prospective bidders required time in which to take the amendments into action in preparing their bid, OPHWC may at its discretion extend the deadline for submission of bid suitably.

Submission of Bids:

Only physical bids received by OPHWC office will be considered for opening. Bids sent through fax or email will not be considered.

The Bid should be submitted in a sealed cover in two parts as under

a) **Technical Bid:** Envelope should subscribed "***Technical bid for Implementation of Guest House Management Software, at Odisha State Guest House, Bhubaneswar***".

It should contain the EOI Fee and all details as mentioned in Technical Bid [**Appendix – I to IV**]

b) **Financial Bid:** The second envelope should subscribed "***Financial bid for Implementation of Guest House Management Software, at Odisha State Guest House, Bhubaneswar***" and it should contain the rates etc. as per [**Appendix V**].

Site Visit (s): The bidder may wish to visit and examine the site (s) of the project and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the contract. The cost of visiting the site (s) shall be borne by the bidder.

Training: The bidder has to impart training to at least 2 (two) persons in the software developed by them. They should give handholding support for 2 (two) months at site of implementation.

Department Support

a) The OSGH will extend all possible necessary support to the project team of the vendor in order to achieve a good software as well as smooth updation and maintenance of it.

b) In course of implementation of the project, the Department users will get back to the project team of the vendor as and when necessary in order to resolve any issues relating to the software development/maintenance.

Conflict of Interest: The Authority requires that bidder must provide professional, objective and impartial advice and at all times hold the Authority interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work.

Fraud & Corruption: The Authority requires that bidder is bidding for this EOI must observe the highest standards of ethics during the performance and execution of such contract. In pursuit (pursuance) of this policy,

a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Authority official by any personnel of bidder in procurement process or in contract execution.

b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement rocess or the execution of a contract, to the detriment of the Authority, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the Authority of the benefits of free and open competition;

c) "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Authority.

d) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

e) The Authority will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.

f) The Authority will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the firm has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for, or in executing, the contract.

Amendments: At any time prior to deadline for submission of proposal, The Authority may for any reason, modify the EOI. The prospective bidders having received the EOI shall be notified the amendments through website, such amendments should be binding on them.

Clarifications: During evaluation of the Proposals, The Authority may, at its discretion, ask the bidder for clarifications on their proposal. The clarification shall be given in writing.

Rejection of Bid: The Authority reserves the right to reject any proposals, in completely or in part, to waive any and all informalities, and to disregard all non-confirming, non-responsive or conditional proposals.

Authentication of Bid: The original and all copies of the bid document shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the bidder to the contract. A duly stamped Power-of-Attorney accompanying the bid document shall support the letter of authorization. The person or persons signing the bid document shall initial all pages of the Bid document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered. All parts of the bid shall be properly spiral bind together. There shall be no loose sheets. Documents submitted in clip file shall be rejected.

Warranty: The Bidder / Contractor shall give a warranty / support of the entire installation (Software and Hardware) for a period of 1 year from the date of Installation and signoff.

Force Majeure: The Bidder / Contractor shall not be liable for failure, non-performance or delays in services resulting directly or indirectly from causes beyond its reasonable control, such as, Act of God, war, act of Terrorism, nuclear risks, riots, strike, political unrest, acts of Government, its agencies or officers, raw material shortage, labor shortage or any other legitimate cause beyond his reasonable control.

However, due LD shall be levied on Bidder / Contractor on its failure to adhere to work schedule approved by OPHWC while signing the contract. ON Completion, the Bidder / Contractor shall hand over a complete detailed document of the work "AS BUILT-IN" with operation Manual etc for future reference.

Pre-Qualification Criteria for Systems Integrator

The interested firms should have the credentials to meet all of the following criteria to become eligible bidders for the selection process of System Integrator for Implementation of Guest House Management Software at OSGH:

- Criteria related to Incorporation of the Firm:

  a) The potential bidder must be having an office in Odisha, before the execution of Agreement after the finalization of Bidder.

  b) The entity should have been operational in India at least for the last five financial years ending with 31.03.2019

  c) The potential bidder must not be a consortium of firms.

  d) The potential bidder must be a CMMi and ISO 9001 certified company.

  e) The potential bidder should have expertise working on implementation projects & support projects in onsite & offshore model.

- Criteria related to financial viability and successful track record of delivering implementation / support services and the Copies of Filed Audited Statements, IT Returns, are to be submitted to corroborate this.

  a) The potential bidder, a single legal entity registered in India, should be a profit making company for the last three years ending on 31.03.2019

  b) The IT services average annual turnover for the last three financial years as above should be at least Rs 50 Lakhs.

- Criteria related to experience in implementing / supporting open source applications.

  a) The potential bidder must have experience of successful implementation and support of at least five projects based on open source applications in India.

  b) At least two project should be similar to the scope of work mentioned in the document in time-bound manner for any Government Department /PSU /Autonomous body in Odisha/India. (*Project completion /Continuation certificate stating the above criteria must be submitted for consideration*)

  c) Preference would be given for having experience in Govt / PSU Projects.

- Criteria related to availability of certified consultants in adequate capacity

  a) The potential bidder must have a team of at least 25 consultants on its rolls having experience in implementing/ Support all the major open source applications.

b) The potential bidder must have at least 5 certified consultants

- Criteria related to Service Support Office:

    a) It is mandatory that the applicant should either have / should set up an established office/service Centre in Bhubaneswar state of Odisha for a period of minimum 1 year for providing 24 hours x 7 days post implementation support.

    b) Complete address, contacts and Documentary evidence for the same needs to be provided. The contact details, especially the telephone numbers, of service focal point(s) should remain unchanged during the period of vendor's relation with the Corporation. In case, these are changed, the vendor would inform the Corporation at least 15 days in advance.

    c) The Bidder shall submit a weekly status report that he will resolve complaints and the Resolution time for all support-request / problem / issues.

Response Requirements

Potential bidders may furnish their Expression of Interest by submitting the following documents in English language as per the indicated formats.

a) Covering Letter as per the format provided in **Appendix I**.

b) Supporting documents as per formats provided in **Appendix II** against each of the abovementioned qualifying criteria as proof of having the capabilities to support the requirements of OPHWC.

c) Litigation Impact Statement as per format in **Appendix III**.

d) Price Bid as per format in **Appendix IV.**

The Expression of Interest in a sealed cover along with the cover letter and each page of the response duly signed by an authorized signatory and affixed with the company's seal must reach the following address on or before 13/08/2019 up to 15:00 hours. It is advised that the respondents keep the response brief, concise and to the point. It is suggested that the response, including annexure, should be less than 50 pages (with a font size of 12). The respondents are requested to submit the response in printed format (hard copy), along with signed letters and supporting documents in printed formats. The covering envelope containing aforesaid documents submitted should be clearly marked with "Confidential – Expression of Interest for "***Implementation of Guest House Management Software at OSGH***". The potential bidders who download the EOI document from the website should also submit a demand draft receipt of Rs. 5900/- at the time of submission of EOI responses.

Indicative Timelines for this Expression of Interest notice are given below:

Activity	Tentative date for the Activity
Publication of Expression of Interest	27/07/2019
Last Date for Submission of EOI Response	13/08/2019 up to 03:00 P.M.
Opening of bid responses	13/08/2019 up to 04:00 P.M.

For further details and its operations, please visit OPHWC Website www.ophwc.nic.in

The response should be sent to the following address

The Superintendent Engineer
The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.
Email: se.ophwc.od@nic.in

An email may be sent to se.ophwc.od@nic.in, for any queries on before 03/08/2019. "[***Implementation of Guest House Management Software***]" may be included in the subject line.

Sd/-

Superintendent Engineer
OPHWC, Bhubaneswar

Appendix I:

Cover Letter from the System Integrator

[Date]

The Superintendent Engineer

The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.

Reference: Notice on Expression of interest for *Implementation of Guest House Management Software at OSGH*

Dear Sir,

This is to notify you that our company intends to submit a response to the EOI for Implementation of Guest House Management Software at OSGH.

Primary and Secondary contacts for our company are:

	Primary Contact	**Secondary Contact**
Name:		
Designation:		
Address:		
Mobile No.		
e-mail ID		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to OPHWC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the OPHWC in its short listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or offering or accepting unduly favors from our company in the short listing process, we are liable to be dismissed

from the selection process or termination of the contract during the project, if selected to do so, for undertaking the Implementation of Guest House Management Software at OSGH.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this   Day of   **2019**

(Signature)   (In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of:

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company)   Seal/Stamp of System Integrator

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ………………………….……….......... of the ………….……...………, and that…………………………………………………………… who signed the above response is authorized to bind the corporation by authority of its governing body.

Date:

(Seal Here)

Appendix II:

RESPONSE FORMATS & SUPPORTING DOCUMENTS

The respondent must use the following formats to provide the information against each of the qualifying criteria specified in Section 5.

Form	Format for Response
1	**Criterion I**: Details of the Organization
2	**Criterion II**: Financial Information
3	**Criterion III**: Experience
4	**Criterion IV**: Certified Consultants Information
5	**Criterion V**: Service Support office in Odisha Information

Form 1

Criterion I: Details of the Organization	
Name	
Nature of the legal status in India	
GST Number	
Date of Incorporation	
Date of Commencement of Business in Odisha	
Address of the Headquarters	
Address of the Registered Office in India	
Supporting Documents Certificate of Incorporation from Registrar of Companies (ROC), PAN, GST Certificate	

Form 2

Criterion II: Financial Information			
	FY 2018-19	**FY 2017-18**	**FY 2016-17**
Revenue (in INR Crores)			
Profit Before Tax (in INR Crores)			
Revenue from IT Services (in INR Crores)			
Supporting Documents a) Auditor Certified financial statements for the last three financial years, 2018-19, 2017-18, 2016-17 (Please include only the sections on P&L and the assets, not the entire balance sheet.) b) Certification by the company auditors supporting the revenue break-up			

Form 3

Details of the Client Organization			
Experience in open source applications for companies having minimum turnover of Rs. 300 Crores and above			
Serial no.	**Work Order No. & Client Address**	**Work Order Details**	**Work Order Value**
1.			
2.			
3.			
4.			
5.			
Total			
Experience in similar to the scope of work mentioned in the document in time-bound manner for any Government Department / PSU/ Private/ Autonomous body in Odisha/India			
Serial no.	**Work Order No. & Client Address**	**Work Order Details**	**Work Order Value**
1.			
2.			
3.			
4.			
5.			
Total			
Supporting Documents			
Self-attested Work orders along with Completion Certificate.			

Form 4

Criterion IV: Certified Consultants Information	
Product Name:	**Version:**
Number of Open Source Consultants in the Company	
Supporting Documents	
Certification by the company auditors supporting the number of open source consultants in the organization	

Form 5

Criterion V: Service Support office in Odisha Information	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in Odisha	
Supporting Documents	
Rent Agreement / Labours License / Bank Statements	

Appendix III:

LITIGATION IMPACT STATEMENT

<mark>Company letterhead</mark>

[Date]

The Superintendent Engineer

The Odisha State Police Housing & Welfare Corporation Ltd.,
Janpath, Bhoi Nagar, Bhubaneswar – 22.

Reference: <mark>Notice on Expression of interest for Implementation of Guest House Management Software at OSGH</mark>

Dear Sir,

We have read and understood the contents of the Notice on Expression of Interest and pursuant to this hereby confirm that we satisfy the eligibility criteria laid out therein.

We hereby confirm that save as may be set out in the schedule attached to this statement, there is no litigation (including court, arbitration and other proceedings), inquiry or order from any regulatory authority, current or pending against us, which if adversely determined might have material adverse impact on our ability to carry on our business or pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect of the implementation of Guest House Management Software at OSGH.

(Signature)   (In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of:

Sincerely,

[SYSTEM INTEGRATOR'S NAME]

Name

Title

Signature

Date

(Name and Address of Company)   Seal/Stamp of System Integrator

Appendix IV:

PRICE BID

That Bidder who meet the eligibility criteria should give supporting documents for technical evaluation and financial evaluation as per the following template.

Sl. No	Description of Items	Brand	Qty	Unit	Base Rate (Rs.) (Approx.)	Tax (%)	Rate Including Tax (Rs.)	Amount (Rs.)
	PART –A (Supply Materials)							
1	(Server 4 Core / 8GB / 1 TB)		1	No				
2	18.5" Monitor		1	No				
3	CAT 6 Cable		305	Mtrs				
4	Sockets & Switches		3	Nos				
5	Desktop Computer i3 with Windows 10, 3 Years Onsite Warranty – 3 nos Qty		3	Nos				
6	UPS APC 600 VA Offline for Desktop – 3 nos Qty		3	Nos				
7	UPS APC 1 KVA offline for Server – 1 no Qty		1	No				
8	Billing Printer, Portable, Paper Width 4.4" (112mm), Printing Speed 100mm/Sec, USB Interface, Print 2000 Bills/day		1	No				

9	Single Function Monochrome Laser, Printer Connectivity – USB, PPM - 14 pages, Page size supported - A4, A5, A6, B5, C5, DL, postcards,		1	No				
				Sub Total				
	PART – B (Installation Part)							
1	Commissioning of the Server and Computer Networking		1	Lot		18		
				Sub Total				
	PART – C (Development & Implementation of Guest House Management Software)							
1	Software Development and Implementation	Open Source	1	Lot		18		
2	Secure Sockets Layer Certificate (SSL) – 3 Years		1	No		18		
3	On Site Support		3	Year		18		
				Sub Total				
	GRAND TOTAL = Part A + Part B + Part C							
	Grant Total (in words)							