भारतीय प्रौद्योगिकी संस्थान मद्रास चेन्नै 600 036
INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036
भंडार एवं क्रय अनुभाग
STORES & PURCHASE SECTION
Email: adstores@iitm.ac.in
दूरभाष: (044) 2257 8285 ⁄ 8286 ⁄ 8287 ⁄ 8288   फैक्स: (044) 2257 8292
Telephone : (044) 2257 8285/8286/8287/8288   FAX: (044) 2257 8292

Ref. No. SPG/S&P/16-17/HMS/SPL

Date: 24th January 2017
Due date: 08th February 2017

Supply & Installation of Hotel Management Software for
Taramani Guest House and Bose Einstein Guest House

1) Quotations are invited in **two bid system** for the purchase of Hotel Management Software and offers / bids should be submitted as Technical bid and Financial bid. The Technical bid should consist of all technical details / specifications only and should be provided in the proforma given in Annexure A. The Financial bid should indicate item-wise price for each item and it should contain all commercial terms and conditions including taxes, installation, guarantee, payment terms, pricing terms etc. The financial bid should be submitted in the Annexure B. The Technical bid and Financial bid should be put in separate covers and sealed. Both the sealed covers should be put in a single cover. The Tender for **"Supply & Installation of Hotel Management Software for Taramani Guest House and Bose Einstein Guest House"** should be written on the left side of the outer cover and sealed.

2) The quotations should be valid for sixty days from the due date and the period of delivery required should also be clearly indicated.

3) Scope of work: supply and installation of Hotel Management Software at Taramani & Bose Einstein Guest House. The firms should provide the complete details regarding system and other requirements for the installation of software and the number of modules required for these two guest houses.

4) Terms of warranty should be explicitly mentioned. Warranty of the software should be atleast for a period of one year and vendor should address all problems/development issues. AMC after warranty should be clearly mentioned.

5) The rate of sales / general taxes and the percentage of such other taxes legally leviable and intended to be claimed should be distinctly shown along with the price quoted. Where this is not done, no claim for sales / general taxes will be admitted at any stage and on any ground whatsoever. The taxes leviable should take into consideration that we are entitled to have Concessional Sales Tax (CST) applicable to non-government educational institutions run with no profit motive for which a concession sales tax certificate will be issued at the time of final settlement of the bill.

6) IIT Madras is exempted from payment of excise duty and is eligible for concessional rate of customs duty. Necessary certificate will be issued on demand.

7) Items or the work should not be initiated without an official supply order.

8) Payment: Specify the mode of payment. Every attempt will be made to make payment within 30 days from the date of receipt of bill / acceptance of goods, whichever is later.

9) The sealed quotation may be sent to:
The Deputy Registrar,
Stores & Purchase Section, 3rd Floor,
Admin. Bldg, IIT Madras, Chennai 600 036
contact number: 2257 8287/88

-**sd**-
Deputy Registrar (S&P)

Eligibility Criteria:

(i)   The vendor should have minimum of three years of experience in developing and supply of Hotel Management software.

(ii)   The vendor should have developed and supplied Hotel Management software to atleast five reputed Hotels/Resorts/Restaurants/Education Institutions. Documentary evidence to this effect to be enclosed with the technical bid.

Technical Specification: (Refer Annexure A)

(i)   We require the following modules:
   a. Front office management
   b. House keeping
   c. Laundry management
   d. Stores and purchase/inventory Management
   e. Restaurant management
   f. Accounting
   g. Food costing

(ii)   The required modules should be available in an integrated manner for the applicability in both Taramani Guest House and Bose Einstein Guest House.

(iii)   The software should have multiple user facility. The software should run on the recent versions of Windows Operating systems and on all flavours of browsers.

(iv)   Backup solution to be included as the data involved is very important and cannot be generated again.

(v)   Hardware or system requirement at our end for the installation of software should be clearly mentioned in the terms and conditions.

(vi)   Training requirement if any for the usage of software and charges should be clearly mentioned in the quote. The charges of modules and other charges should be indicated in clear terms.

(vii)   Training with regard to implementation should be provided. The firm should provide support in the implementation stage, live run and support staff should be deputed on full time basis during implementation stage.

(viii)   Warranty of the software should be atleast for a year and vendor should address all problems/development issues.

(ix)   All modules should be tailor made to fit in all our requirements now and also during warranty period.

(x)   AMC after warranty should be clearly mentioned.

(xi)   IIT Madras has Anti-virus software for its own use and the Vendor should use the same for their software.

Annexure A

S.No.	Description	Comply Yes/ No.	Remarks if any
1	Front office management		
2	House keeping		
3	Laundry management		
4	Stores and purchase/inventory Management		
5	Restaurant management		
6	Accounting		
7	Food costing		

Annexure B

S.No.	Modules	Required no	Unit Cost	Total Cost
1)	Front office management			
2)	House keeping			
3)	Laundry management			
4)	Stores and purchase/inventory Management			
5)	Restaurant management			
6)	Accounting			
7)	Food costing			
	Applicable Taxes , other charges			
	Total Amount in Rs.			