

KERALA TOURISM DEVELOPMENT CORPORATION LTD

Thiruvananthapuram

TENDER

NAME OF WORK : CHANNEL MANAGER SOFTWARE FOR KTDC

Kerala Tourism Development Corporation the largest hotel chain in Kerala is looking for Channel Manager Software partner for a period of one year extendable to one more year for its properties to provide seamless transaction integration with Online Travel Agencies and subsequent inventory updation in the KTDC Central Reservation Module.

Interested parties may submit the tenders under two cover system on or before 30/10/2018, 3PM & the technical bid will be opened on 31/10/2018, 11.30AM

Please visit www.ktdc.com for more details



Details can be had from :

The Office of the Marketing Manager, KTDC LTD
Mascot Square, Trivandrum - 695 033.

Phone : 0471 - 2721243 or www.ktdc.com

Size: 8 x 6

TENDER

KTDC is looking for a strategic partner who can provide tested and proven Channel Manager Software for its 27 hotels/resorts properties. The partnership will be for a period of one year and may be extended for another one more year on the same rate upon satisfactory performance and subject to its relevance/up-gradation of said solutions in tune with the technology/practices of the day.

Please visit www.Ktdc.com for more details on properties with regard to different types of rooms, inventory details etc.

Entity having own/ licensed/ tested & proven Channel Manager Solutions software alone shall submit sealed tenders in two separate covers super-scribed as “Technical Bid for **Channel Manager Solutions**” and “Financial Bid for **Channel Manager Solutions**” on or before 30.10.2018, 3 P.M and the technical bid would be opened on 31.10.2018,11.30A.M. The financial bid will be opened only if the technical bid is accepted.

I. TECHNICAL BID

- Entity having own/ licensed/ tested & proven Channel Manager solution need only apply.
- Channel Management solution having permission for integration with foreign Online Travel Agencies like Expedia, Agoda and Booking.com need only apply.
- Channel Manager should have tie up with all major Domestic & International OTA's (online Travel Agencies).
- The entity should have been in Channel Management Solution business for a minimum of 3 years as of 31st March 2018.
- Three years experience as on 31st March 2018 as a Channel Management Solution provider in a 5 star hotel having at least 75 rooms or in a reputed hotel/resort chain having more than five hotels/resorts having at least 30 rooms in each property.

1	Name of the entity	
2	Nature of entity Company/Partnership/Proprietorship	
3	Year of incorporation/formation (Proof to be submitted)	
4	Own/licensed Channel Manager Solution (proof to be submitted)	
5	3 years experience in providing Channel Management Solution in a 5 Star Hotel having at least 75 rooms or in a hotel/resort chain having more than 5 properties having at least 30 rooms in each property. (Proof to be submitted)	
6	GST Number, PAN Number & card details copy to be attached (Must)	
7	Integration with the Property Management System of KTDC (Must)	Yes
8	PMS Connectivity and Updation	Real Time

Signature of the bidder with Name & Office seal

	(Must)	
9	Integration with at least 3 International Channels Assent/consent letter from all the agencies be attached (Must)	Yes(Agoda,Booking.com and Expedia)
10	Minimum direct connection with 5 Indian OTAs and Assent/consent letter from all the agencies be attached (Must)	Yes(Goibibo,MMT,Yatra,Cleartrip,Via.com)
11	Channel Management Connectivity (Must)	Real Time
12	Inventory Push and Updation Method (Must)	Live and Real Time
13	Integration and Updation (Must)	Real Time
14	Flexibility to Integrate with latest technology (Must)	Yes(For eg:Instio-For Real time Feedback)
15	Inventory mismatch alert on PMS (Must)	
16	Inventory mismatch alert on Online Channels (Must)	
17	Business Intelligence Report (Must)	
18	Automatic Report Generation (Must)	
19	Timely Automatic Updation (Must)	
20	Automatic upgrades to the latest technology (Must)	Yes (without any extra cost)
21	Security Standards (SSL Certification) proof to be submitted (Must)	
22	Audit Checking for Inventory mismatch (must)	
23	Security Breach Control Mechanism (Must)	
24	Testimonials of the clients who were provided with channel manager solution (Must)	

Tick (√) for yes and (x) for No

The applications which satisfying all above conditions need only apply.

Other Details

1	Application Server	
2	Dedicated Technical Support	
3	Database-RDS	
4	Server Space Hosted By	
5	Turn Around Time for technical supports	
6	Building Platform	

II. FINANCIAL BID

A. Services required from Channel Management software

1. Real time Integration of KTDC CRS (Central Reservation System) with multiple OTA's to maximize the bookings, save time and effort.
2. Content Management/Content Updation/ through extranet of each OTA or through any other mode.
3. Sharing of Live inventory/rates to each OTA's to facilitate seamless integration, real time booking facility and to prevent overbooking.
4. Channel Manager Software should facilitate seamless integration with all important foreign OTA's like Expedia and its subsidiaries, Booking.com, Agoda etc and Indian OTA's like Travelguru, Clear trip.com, Go-mmt and others important OTA's.
5. Facility for ensuring rate parity with all OTA's.
6. Sharing of Guest Details with the corporate management/property management, cancellation and amendments etc.
7. Business Intelligence Facility (Reputation aggregator, Rate shopper, competition set, Rate aggregator etc)
8. Service at the Corporate Office at Thiruvananthapuram at least once in a month and timely appraisal/recommendation of various promotions/deals/ action to be taken to increase the sales etc on the website of various OTA's.
9. Timely invoice rising for Expedia, booking.com etc and ensure that the money is credited in the bank account prescribed by KTDC.
10. All the activities mentioned of this tender shall be in accordance with I.T Act 2008.

B. Properties require Channel Management Solutions

Sl. No	Name of property	Number of rooms
Premium properties		
1	Mascot Hotel, Trivandrum	66
2	Samudra, Kovalam	64
3	Aranya Nivas, Thekkady	30
4	Lake Palace, Thekkady	6
5	Tea County, Munnar	67
6	Bolgatty Palace & Island Resort	60
Budget properties		
1	Golden Peak, Ponmudi, Trivandrum	14
2	Chaithram, Trivandrum	88
3	Kumarakom Gateway, Thanneermukkom, Alappuzha	37
4	Periyar House Thekkady	44
5	Nandanam, Guruvayoor, Thrissur	45
6	Garden House, Malampuzha, Palakkad	17
7	Pepper Grove, Sulthanbathery	20
8	Rain Drops Chennai	90
Economy Segment		
1	Tamarind – Neyyadam	7
2	Tamarind – Kollam	24
3	Tamarind – Changanachery	7
4	Tamarind – Peermedu	9
5	Tamarind – Alappuzha	21
6	Tamarind – Thrissur	16
7	Tamarind – Guruvayoor	11
8	Tamarind – Manarkkad	10
9	Tamarind – Nilambur	14

10	Tamarind – Kondotty	10
11	Tamarind – Kannur	22
12	Tamarind – Parasinikkadavu	10
13	Tamarind – Thirunelly	12

C. TOTAL CHARGES PER MONTH

(a)

Details of the Quote (Sample)		
Inventory	No. of properties	Rate
Below 10 Rooms		
Between 10 and 20 Rooms		
Between 20 and 40 Rooms		
Between 40 and 60 Rooms		
Between 60 and 80 Rooms		
Between 80 and 100 Rooms		
TOTAL		

(b)

	Amount
Total price for Channel Manager Solutions for 29 hotels/resorts properties per month	

- The split up of total price (a) according to the number of rooms etc (b) can be given according to the applicant's own terms in the format given above.
- The total price for 29 hotels/rooms will be the criteria for choosing the agencies.
- Applicable Tax would be extra for the above mentioned services.
- KTDC will use the Channel Manager Software for any of its new property on pro rata basis

Signature of the bidder with Name & Office seal