



**Selection of Agency
for providing Services of Cloud based
Centralized Reservation System (CRS),
Property Management System (PMS),
Booking Engine (Offline/Online), Channel
Manager and Revenue Management
System for Eco tourism Society of
Himachal Pradesh**

Issued by:

ECOTOURISM SOCIETY OF HIMACHAL PRADESH (HPECOSOC)

UNDER THE AEGIS OF

HIMACHAL PRADESH FOREST DEPARTMENT (HPFD)

(GOVT. OF HIMACHAL PRADESH)

Website: <https://hpecotourism.com>

Tender Ref. No.: ET/CRS/PMS/RMS/2025/283

December, 2025



TENDER-NOTICE

Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for Eco tourism Society of Himachal Pradesh

Eco tourism Society of Himachal Pradesh having chain of **+100 Forest Rest Houses all over Himachal Pradesh** intends to hire the services of an established agency for a period of Two Year extendable to One more Year for its properties to provide seamless transaction integration with providing **Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System.**

The Tender Document is available on **<https://hptenders.gov.in>** and **<https://himachalecotourism.com>**. Interested parties may submit the Online Bids on **<http://hptenders.gov.in>** on or **before 22.12.2025 up to 5:00 PM & the technical bid will be opened on 24.12.2025, 11:00 AM.**

Chief Executive Officer, HPECOSOC reserves the right to accept/ reject any or all the bids without assigning any reason.

Issued by

**CEO- cum -CCF (Eco-Tourism)
Ecotourism Society of Himachal Pradesh**



Table of Contents

S. No.	Description	Page Number (s)
1.	Key information	4
2.	Schedule of Tender Fee and Bid Security	5
3.	Information Regarding Offline Payment of Tender Fees & Bid Security	6
4.	Instructions to bidder on Electronic Tendering System	7-11
5.	SECTION-I ELIGIBILITY CRITERIA FOR Bidder	12-13
6.	SECTION-II TECHNICAL BID FORMAT	14-15
7.	SECTION-III TENDER PROCESSING AND EVALUATION	16-19
8.	SECTION-IV Scope of Work	20-30
9.	SECTION-V General Terms and Conditions	31-39
10.	SECTION-VI: Annexure A	40-42
11.	Financial Bid: Annexure B	43
12.	Abbreviations: Annexure C	44-45
13.	List of the Some of the Major National and International OTAs: Annexure D	46



Key Information

Date of publication of tender	09.12.2025
Download start date & time of e-tender document	09.12.2025, 3:30 PM
Pre- bid meeting	15.12.2025, 11:30 AM
Tender submission end date & time (Online)	22.12.2025, 5:00 PM
Opening of Technical Bid Date & Time	24.12.2025, 11:00 AM
Venue for opening of Tender	CEO cum CCF (Eco-Tourism), HPECOSOC, Deodar Hall, Mist Chamber, Khalini, Shimla, Himachal Pradesh-171002.
Technical Presentation	Will be informed on http://hptenders.gov.in or https://hpecotourism.com
Financial Bid evaluation	Will be informed on http://hptenders.gov.in or https://hpecotourism.com



Schedule of Tender Fee and Bid Security

(To be submitted offline as per the Procedure mentioned in doc. Uploaded on

<https://hptenders.gov.in/>)

Tender Fee (Non-refundable) shall be paid online (RTGS) in State Bank of India Account of CCF-cum-CEO Eco-Tourism , Account Number 30192250526, IFSC: SBIN0004122 of HPECOSOC and proof of the same shall be submitted along with bidding documents.	Rs.5000/-+ GST @18%= Rs. 5900/-
BID SECURITY (Refundable) in form of Demand Draft in favour of the “ CCF-cum-CEO Ecotourism, Mist Chamber, Khalini, Shimla ” issued by a Scheduled Bank in India. For the avoidance of doubt, Scheduled Bank shall mean a bank as defined under Section 2(e) of the Reserve Bank of India Act, 1934. No other mode of payment will be accepted. The original receipt of Demand Draft/ FDR shall be submitted along-with the hard copy of the Technical Bid, in a separate envelope. The scanned copy of receipt of Demand Draft/ FDR shall be uploaded online, along with the soft copy of the Technical Bid, on the portal: https://hptenders.gov.in/	Rs. 1,00,000/-



Information Regarding Online Payment of Tender Fees & Bid Security

1. The Bidders can download the tender documents from the Portal:
<http://hptenders.gov.in/> or <https://hpecotourism.com>
2. The Bidders shall have to pay for the Tender fee, Bid Security offline through RTGS in the SBI bank account of **“CCF-cum-CEO” Eco-Tourism**, Account Number 30192250526, IFSC: SBIN0004122 of HPECOSOC.

Note: -

1. If the tenders are cancelled or recalled on any grounds, the tender fee will not be refunded to the agency.
2. Tenders not accompanied with the prescribed Bid Security/Cost of Tender shall be rejected. Bid Security/Cost of Tender shall be in the prescribed mode of payment as asked in the NIT; otherwise, the tender shall be liable to be rejected.
3. The bidders shall upload their technical offer containing documents, qualifying criteria, technical specification, schedule of deliveries, and all other terms and conditions except the rates (Financial bid). The bidders shall quote the prices/percentage in financial bid format.
4. Submission of bids will be preceded by submission of the digitally signed and sealed bid as stated in the time schedule (key Information) of the tender.
5. The Tenderer can submit their tender documents (Online) as per the dates mentioned in the key Information.



Instructions to bidder on Electronic Tendering System

1. E-Tenders (**Online Bids**) are invited from the Bidder for **Providing Services Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for HPECOSOC** strictly on conditions mentioned in Tender document.
2. **Registration of bidders on e-Procurement Portal:-**All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e-Procurement Portal i.e. <https://hptenders.gov.in>. (Please visit the website for more details).
3. Bidder should enroll on e-procurement portal <https://hptenders.gov.in/> by clicking 'Click Here' to enroll option available on Home Page of the website. Digital Signature enrolment has to be done with e-token, after logging into the portal. E-token may be obtained from one of the authorized Certifying Authorities such as e-Mudhra CA/GNFC/IDRBT/Mtnl Trustline/ Safe Script/TCS.
4. Bidder can log into the **e-procurement portal** as per given user id/ password created at the time of enrolment.
5. The registered e-token should not be misused by others.
6. DSC once mapped to an account cannot be remapped to any other account. It can only be 'Inactivated'.
7. The Bidder can update the documents such as certificates, work order details etc. well in advance, under 'My Documents' option and can be selected as per Bid Document requirements and then attached along-with the documents forming part of the Bid during its submission on the e-Procurement Portal. This will ensure lesser upload of Bid Documents.
8. After downloading the Bidding Document from the e-Procurement Portal, the Bidder should go through it carefully and then submit the documents as per the Bidding Document, otherwise, the Bid will be rejected stateaway.



9. The BOQ template for Financial Bid must not be modified/ replaced by the Bidder and the same should be uploaded after filling the relevant columns, else the Bid is liable to be rejected for that tender. Bidder(s) are allowed to enter the Bidder Name and Values only.
10. Any clarifications may be obtained online through the e-Procurement Portal, or through contact details given in the Bidding Document. Bidder should take into account the corrigendum or addendum published before submitting the Bid online.
11. Bidder, should prepare the Bid to be submitted as indicated in the Bidding Document, in PDF/XLS/RAR/DWF formats, scanned and uploaded on the e-Procurement Portal. In case of multiple documents, they can be clubbed together.
12. Bidders are advised to submit their Bids online well in advance before the prescribed time to avoid any delay or problem during the Bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the memory available at the system as well as the network bandwidth available at that point of time. In order to reduce the file size, Bidder(s) may scan the documents in 75-100 DPI, to maintain the clarity and compressed size. This will be helpful in quick uploading even at very low bandwidth speed.
14. In case of offline payments as per Bidding Document, the details of the such payment documents (DD or FDR) submitted physically to the HPECOSOC/ Authority and the scanned copies furnished as a part of the Bid submitted online should be the same otherwise the Bid will be rejected.
15. HPECOSOC/ Authority will not be held responsible for any sort of delay or the difficulties faced during the submission of Bids online by the Bidders due to local or other issues.
16. The Bidder shall submit the Bid in online mode only through the e-Procurement Portal. Offline documents will not be handled through this system.



17. Financial Bid shall be filled and submitted online only on the e-Procurement Portal. No hard copy of the Financial Bid will be submitted to the HP ECOSOC/ Authority.
18. The Bidder(s) should regularly check the website of HPECOSOC and the e-Procurement Portal for any amendment / corrigendum / clarification regarding the e-Procurement process. No Bid can be modified subsequent to the last date of submission of the Bid on e-Procurement Portal. No Bid can be withdrawn at the time period between the last date for submission of the Bid and the expiry of the e-Bid validity period as specified in the Bidding Document.
19. **Online Viewing of Detailed Notice Inviting Tenders: The bidders can view the detailed**
N.I.T and the time scheduled (Key information) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://hptenders.gov.in>
Download of Tender Documents: The tender documents can be downloaded free of cost from the e-Procurement portal <https://hptenders.gov.in> or <https://hpecotourism.com>
20. **Key Dates:** - The tenderers can submit their tender documents (Online) as per the dates mentioned in the Key Information. The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders. If bidder fails to complete the Online Bid Submission stage on the stipulated date and time, his/her bid will be considered as bid not submitted, and hence not appear during tender opening stage.
21. Bid Preparation (Technical & Financial) Online Payment of Tender fee, Bid Security of online Bids:
 - a) The bidders shall have to pay for the Tender document fee and Bid



Security as per the details mentioned in Key Information offline mode. The Payment for **Tender Document Fee** can be made by eligible bidders/ contractors shall be paid online (RTGS) in State Bank of India Account of **CCF-cum-CEO Eco-Tourism**, Account Number 30192250526, IFSC: SBIN0004122 of HPECOSOC **and proof of the same shall be submitted along with bidding documents** and the Payment for Bid Security can be through Demand Draft. For payments guidelines, Home page of the e-tendering portal <https://hptenders.gov.in> may be referred.

- b) The bidders shall upload their technical bid containing documents for, qualifying criteria, technical specification, schedule of deliveries, and all other terms and conditions except the rates (Financial bid) in the part-I (Technical Bid envelope). The financial bid shall be submitted online in separate part-II format supplied by authority.
 - c) The committee members shall open only the part-I on schedule date of opening of technical bid. As per system settings, Part-II cannot be opened on that date.
- 22.** If the tender is cancelled or recalled on any ground, the tender fee will not be refunded to the agency. However, Bid Security shall be refunded.
- 23.** Bidder shall ensure that payment shall be made at least 2 days prior to last date of submission of the bid.
- 24.** Rates shall be quoted by the tenderer in the format supplied by HPECOSOC. No deviation in terms shall be allowed.
- 25.** Bid Security deposited by the unsuccessful tenderers will be refunded. In the case of successful tenderer, bid security will be forfeited in case the successful tenderer refuses to accept the award of contract or fails to complete the required formalities and fails to deliver the work assigned within the specified and permitted time. The bid security shall be refunded only after completion of Contract Period provided there is no contravention or violation of terms and conditions specified in the contract agreement.
- 26.** The bidder can revise his financial bid any number of times but only before last date of submission of bid. All previous quotes are deleted & only the



latest price quoted is visible to the purchasing authority on date of opening of financial bid.

- 27.** The bidders shall observe the highest standards of ethics during the submission of tender and execution of the contract. In case of evidence of cartel formation by the bidder(s) Bid Security is liable to be forfeited.
- 28.** The bidder shall bear all costs of bank charges, if any, associated with the preparation and submission of his bid and the purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 29.** CEO, HPECOSOC reserves the right to cancel the NIT or to change qualifying requirement or to reject any or all the tenders so received without assigning any reason.



SECTION-I

ELIGIBILITY CRITERIA FOR BIDDER

The bidder must possess the requisite experience, strength and capability in providing the services necessary to meet the requirements as described in the tender documents. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the services.

The invitation to this Tender is open to all bidders who qualify the eligibility criteria as given below:

1. The Bidder should be a **single business entity**. The term bidder used herein would apply to a Single Business Entity.

A Single Business Entity shall mean a company incorporated under Companies Act, 1956/2013 or a Sole Proprietorship firm registered under Proprietorship Act, 1908 or a partnership firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership firm registered under Limited Liability Partnership Act, 2008.

Note:

- a) Consortium or Joint Venture is not allowed to participate in the bidding process.
 - b) If the bidder is:
 - i) A Company should furnish copy of the certificate of incorporation and memorandum of association as a proof of identity.
 - ii) A sole proprietorship firm, and a limited liability partnership firm should furnish copy of the registration certificate.
 - iii) A registered partnership firm, it should furnish a copy of the registration certificate under the registrar of firms and a copy of the partnership deed executed between the partners as a proof of identity.
2. A Bidder is required to fulfill the criteria specified below. Any bidder who does not meet the criteria set out below shall be disqualified.
 - (a) The Bidder must have achieved an average Annual Turnover of **Rs. 1.00 crores** during the preceding 3 (three) Years. To calculate the average turnover, the total turnover achieved by the Bidder during last 3 years shall be divided by 3 i.e. (2022-23, 2023-24 and 2024-25). A Copy duly certified by Chartered Accountant is to be submitted as a proof of Average Annual Turnover.



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online),
Channel Manager and Revenue Management System for Eco tourism Society of Himachal Pradesh**



- (b) A Bidder having its own/licensed **Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System.**
 - (c) A Bidder must support the integration with International and Domestic Online Travel Agents (OTAs)
 - (d) The Bidder should have an experience in Software development for hospitality industry for front office reservation, Channel Manager and client management Solution business for a minimum of 3 years as of 31st March 2025.
 - (e) The Bidder must have deployed the proposed application suite — including Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager, and Revenue Management System — in at least more than 100 hotels of (3/4/5) star, and with a minimum of five (5) State Government Tourism Development Corporations or Government bodies.
 - (f) The Bidder must be registered in India. (Supporting document must be furnished.
 - (g) The Bidder should have valid GST and PAN registration.
 - (h) The Bidder shall be single entity. Consortium/Joint Venture are not allowed to participate in the bidding process.
3. The Bidder should not have been blacklisted by any Government/ Semi-Government Department or PSU/ Institution / corporation / federation and not connected to any firm who has been so blacklisted in the past five years. An affidavit in this regard duly certified by the Bidder should be submitted.

Note:- All the above-mentioned required registrations / licenses must be valid on the date of publication of this tender and in case any of registrations/license is under renewal, the same must be completed before the award of the contract.
Requisite self-attested copies of documents as proof with reference to above eligibility criteria.



SECTION-II

TEHNICAL BID FORMAT FOR BIDDER

(Bidder should upload the technical Bid along with annexure as per the Technical Bid Format ONLY (Sequentially) in One PDF file format clearly mentioning the Annexures enclosed). If there is more than one document, they can be clubbed together and can be provided in the requested format.)

Sr. No.	Particulars	Details	
1.	Name of the Bidder		
2.	Full Address of the Registered Office with Proof		
a)	Name of Contact Person		
b)	Telephone No. & Mobile No.		
c)	Fax No.		
d)	E mail address		
e)	Website (if any)		
3.	Address of Correspondence with Proof		
a)	Telephone No. & Mobile No.		
b)	Fax No.		
c)	E mail address		
d)	Website (if any)		
4.	Whether Proprietorship/ Partnership/ Private Limited/ Limited or any other (Documentary evidence should be attached as Proof)		
5.	A bidder has to attach of an average turnover duly certified by the Chartered Accountant	Year	Turno ver (In lacs)
		2022-23	
		2023-24	
		2024-25	
6.	A Bidder has to attach certificate having its owned/ licensed Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System		



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue
Management System for Eco tourism Society of Himachal Pradesh**



S. No.	Particulars	Details
7.	A Bidder must have to attach the Proof to support the integration with Number of International and Number Domestic Online Travel Agents (OTAs)	
8.	The Bidder should have to attach a Proof of experience as per criteria. The Bidder should have an experience in Software development for hospitality industry for front office reservation, Channel Manager and client management Solution business for a minimum of 3 years up to 31 st March 2025.	
9.	The Bidders should have to attach a Proof that Centralized Reservation System (CRS)/ Property Management System (PMS)/Booking Engine (Offline/Online)/Channel Manager/ Revenue Management System be implemented in at least more than 100 hotels of (3/4/5) star, and with a minimum of five (5) State Government Tourism Development Corporations or Government bodies	
10.	The Bidder have to attach PCI DSS (Payment Card Industry Data Security Standard) compliance certificate	
11.	The Bidder has to attach certificate having Elite/ Premium/ Preferred Partner with International OTAs	
12.	Valid PAN No. & Year (Documentary evidence should be attached as Proof)	
13.	Valid Goods & Service Tax Registration No. & Year (Documentary evidence should be attached as Proof)	
14.	The Bidder should not have been blacklisted by any Government/Semi-Government Department or PSU/ Institution/ corporation / federation and not connected to any firm who has been so blacklisted in the past five years. An affidavit in this regard duly certified by the Bidder should be submitted.	

**Signature of the authorized representative
Name (in Capital letters) Seal of the Bidder**



Section III TENDER PROCESSING AND EVALUATION (LEAST COST BASED EVALUATION)

1. The selection process will be as under:-

- 1) The bids received will be scrutinized by the tender evaluation committee constituted by HPECOSOC to assess their eligibility based on eligibility criteria. Those bids which do not meet the qualifying criteria will be rejected. Forthwith, or at any stage of detection.
- 2) The bidders must meet the Eligibility criteria mentioned in the Tender Document. Any bidder not fulfilling the eligibility criteria will not be short-listed for the further evaluation.

The total maximum points for evaluation of Technical Bids are 100 marks. This score shall be based on an assessment of the Technical Bid submitted by the Bidder. The Technical bid for each bid submitted by the Bidder would be accessed through rating of various parameters set out in the table below:

Sr. No	Evaluation Criteria			Max Points	Supporting Documents
1.	Average Annual turnover of the Bidder during last three financial years (2022-23, 2023-24 and 2024-25) with a Schedule of Average Minimum Turnover of Rs. 0.50 crores			20	A Copy duly certified by Chartered Accountant is to Be submitted as a proof of Average Annual Turnover.
	1.00 crore		5 Marks		
	>1.00 crores to 2.00 crores		10 Marks		
	>2.00 crores and less than 3.00 crores		15 Marks		
	More than 5.00 crores		20 Marks		
2.	A Bidder having its Owned/Licensed Solution as per the Scope of Work			15	
	Description	Owned	Licensed		A copy of proof against each category is to be enclosed
	Centralized Reservation System (CRS	3	1		



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue
Management System for Eco tourism Society of Himachal Pradesh**



Sr No.	Evaluation Criteria				Max Points	Supporting Documents
	Property Management System (PMS)	3	1			
	Booking Engine	3	1			
	Channel Manager	3	1			
	Revenue Management System	3	1			
3.	The Bidders having experience in implementation of Centralized Reservation System (CRS)/ Property Management System (PMS)/Booking Engine (Offline/Online)/Channel Manager/ Revenue Management System in (3/4/5) star properties in State Tourism or Private Hotels				20	A documentary Proof like Work Order/ Completion Certificate/ Experience Certificate may be attached
	Description	Max Marks for each category is 4 Nos				
	Centralized Reservation System (CRS)	1 Marks for each 3/4/5) star properties in State Tourism or Private Hotels				
	Property Management System (PMS)	1 Marks for each 3/4/5) star properties in State Tourism or Private Hotels				
	Booking Engine	1 Marks for each 3/4/5) star properties in State Tourism or Private Hotels				



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue
Management System for Eco tourism Society of Himachal Pradesh**



Sr No.	Evaluation Criteria		Max Points	Supporting Documents
	Channel Manager	1 Marks for each 3/4/5) star properties in State Tourism or Private Hotels		
	Revenue Management System	1 Marks for each 3/4/5) star properties in State Tourism or Private Hotels		
4.	The Bidder having Tie up with OTAs (Domestic and International) for Integration with Channel Manager		15	A documentary Proof may be Attached in Support of this.
	Description	Max Marks		
	Domestic OTAs	1 Marks for 5 OTAs and Maximum Marks 10		
	International OTAs	1 Marks for 2 OTAs and Maximum Marks 5		
5.	The Bidder having PCI DSS (Payment Card Industry Data Security Standard) compliance certificate		5	
6.	The Bidder having Elite/ Premium/ Preferred Partner with International OTAs		5	
	Elite	1 Mark		
	Premium	1 Mark		
	Preferred	0.5 mark		
7.	Total experience in Software development for hospitality industry for front office reservation, Channel Manager and client management Solution business		5	
8.	Presentation on proposed services for Providing Services of Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for HPECOSOC		15	



Evaluation of Financial Bid

Presentation Stage

Bidders who score more than 70 marks out of 85 in the technical evaluation will be called for the presentation.

Qualification for Financial Evaluation:

Bidders who secure 80 marks or more out of 100 in the overall technical evaluation (including presentation, where applicable) shall qualify for the second stage of evaluation.

In the second stage, the financial bids of qualified bidders will be opened, and evaluation will be carried out based on the L1 (lowest financial quote).

Tie-Breaking Criteria: If two or more bidders quote the same financial percentage/amount, the bidder with the higher technical score will be given preference.

If the technical scores are also tied, preference will be given to the bidder with the higher company turnover.



SECTION-IV

Scope of Work

Tender for providing Services of Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for HPECOSOC

1. Project Overview:

Eco Tourism Society of Himachal Pradesh (HPECOSOC) manage 105 Forest Rest House. Considering this, HPECOSOC aims to optimize its customer reservation management (CRS) practices, revenue management strategies, channel management operations, and leverage the power of global distribution systems (GDS) to drive growth and improve customer experience in phased manner. The purpose of this Tender is to invite established agencies to submit their bids. The agreement will be for a period of two 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.

2. Scope of Work:

The selected agency will be responsible for the following key tasks and deliverables:

- i. **Single all-in-one ERP Software** to help HPECOSOC to integrate its property level operations, central office operations and sales office operations through a single cloud-based infrastructure and software solution which is easily accessible from any location and can be seamlessly connected to all online revenue sources and HPECOSOC direct web portal as well.
- ii. **Centralized Reservation Management (CRS):** Implementing a robust CRS that serves as a central platform for managing all reservations, including accommodation, banquets, tours, activities, and other services offered by HPECOSOC. The CRS should provide real-time availability, seamless booking processes, and integration with various distribution channels. The system should have feature Room Folio Management, Centralized Rates Management, Inventory Management,



Guest Management, Agent Management. The minimum feature has been depicted below:-

- i. Scrollable chart with feature to instantly jump to any date for viewing and creating Bookings
- ii. indicators to indicate 'Inventory Exposure' across channels & help sales team manage exposure effectively
- iii. 'SOLD OUT' indicator when a particular category gets sold out
- iv. 'Enquiries' indicator with listing of all enquiries for a particular date
- v. indicator for confirm bookings,
- vi. 2 click availability check feature to instantly check available rooms & categories for a particular date range, with quick action buttons to Hold, Confirm or create Enquiry for the date range
- vii. 'Quick Search and Choose' drop down for selecting the chart of a specific property
- viii. 'Notepad' feature to log important notes for each date
- ix. Blocking Rooms for operational purposes (blocked for maintenance) with instant email notification to stake holders about room inventory blocking
- x. Prepone and Postpone feature as per HPECOSOC rules and Booking Policy
- xi. Bulk blocking and unblocking of rooms for long periods (e.g. specific rooms undergoing maintenance)
- xii. Automated room allocation by system, at the time of booking, for faster Check-Ins
- xiii. Capability to 'Drag & Drop' allocated room to switch room allocation at the time of check-in
- xiv. One-click booking creation for specific room & date range through the booking chart
- xv. One-click expand/collapse of all room categories for easy view
- xvi. Customized Branding Logo for each property (for all Guest



Interactions through Emails)

- xvii. Payment & Cancellation Policies Setup as per HPECOSOC Rules and Bookings Policy
 - xviii. Room Category Setup with their respective configuration
 - a. Occupancy setup (max adults, children, base occupancy)
 - b. Meal plan setup (AP, CP, MAP etc.)
 - c. Room names setup for each category
 - d. Category Inclusions
 - xix. Audit Trail & History Tracking
 - xx. Confirm Room Book
 - xxi. Booking type options
 - xxii. Hold Room Booking
 - xxiii. Centralized rates Management
 - xxiv. Centralized inventory Management
 - xxv. Guest detail Management
 - xxvi. Agent detail management
 - xxvii. Payments Management
 - xxviii. CRM (Customer Relationship Management)
 - xxix. Automated guest communication
 - xxx. Daily automated reporting
 - xxxi. Reminders & notifications
 - xxxii. Simplified team communication
 - xxxiii. User management & access control
 - xxxiv. Auto Slip of the revenue in the ratio 60:40
 - xxxv. Google page for each property
 - xxxvi. Mobile app
- iii. **Online/Offline Booking Engine:** Developing an intuitive and user-friendly online/offline booking engine that allows customers to browse available options, make reservations, and secure online payments (**Payment Gateway finalized by CEO HPECOSOC**)/Bharatpe or any other Payment Solution. The payment gateway which comes with an



integrated voucher management backend along with email and sms integration. The booking engine should be integrated with the CRS to ensure accurate availability and pricing information. The Brief Feature List of Booking Engine

- a) Configuration & deployment of Booking Engine on official websites of HPECOSOC Properties, which includes
- b) Customized Pictures of Each Property
- c) Customized description & price of each property & Room Category
- d) Customized Terms & Conditions & Inclusions for each property & Room Category as per Rules of Booking of HPECOSOC
- e) Customized Color Theme for each property to match HPECOSOC website
- f) Customized Packages with Pictures for each property and room category
- g) Setting up and integration with Payment Gateway finalized by HPECOSOC for seamless booking experience on Mobile & Desktop
- h) Unique OTA price comparison widget to highlight 'Best Rates' available on official website of HPECOSOC Properties
- i) Promotion setup for maximizing revenues. The following minimum type of promotions options shall be made available:
 - Last minute discount (e.g. 10% offer if booking made 1 day before check-in date)
 - Minimum Length of Stay (e.g. Get 10% Extra on stay for 2 days or more)
 - Promotional offers for certain time of year (off season discount)
 - Promotional offers with Booking & Check-In date ranges
 - Offers for specific days of week (e.g. 10% off only on weekdays)



- Offer when total booking amount exceeds a limit (e.g. 10% extra discount if total booking amount exceeds Rs. 10,000)
- Feature to create 'Opaque' promotional Codes which are created and shared with specific target customers
- Feature to limit maximum promotional discount on any booking
- Set budget limits for promotions through PROMOS
- Set limits for how many numbers of times a specific promo code can be used
- 'Pay@ Forest Rest House' with Credit Card capture for properties who wish to collect payments at the property
- Other features as and when instructed by CEO HP ECOSOC to be updated as per requirement of HP ECOSOC

Additional promotional scheme can be launched after mutual discussion with HPECOSOC

- a) Instant Email Alerts to Sales & Marketing Team, Property Managers when anyone is trying to book a room through the website
- b) Instant Alert when a successful booking is carried out through Booking Engine
- c) Automated email alert to guest with confirmation booking voucher on successful payment, auto-syncing of inventory on OTAs post successful booking
- d) Reservation Tracking through centralized 'Booking Database'
- e) Payment Tracking through centralized 'Payment Database'

iv. **Channel Management:** Managing distribution channels effectively by integrating with online travel agencies (OTAs)- Domestic and International, Global Distribution Systems (GDS), tour operators, travel



agents, Corporate Office and other relevant platforms. This integration ensures consistent and up- to-date information across all channels and enables efficient inventory management. The Brief Feature List of Channel Manager

- a) The selected agency shall appoint Channel Managers, each capable of **managing up to a maximum of 30 properties**.
- b) Seamless integration with Property Management System, Booking Engine and Revenue Management System.
- c) User role-based rights to manage inventory across different channels
- d) Email notifications to all specified users & stake holders on change of inventory allocation to a channel (e.g. Blocking/Unblocking inventory on specific channel)
- e) Real time inventory & rates distribution status across all OTAs
- f) Price parity (same price across all Online Sales Channels)
- g) Prevention of overbooking on any Channel with auto- syncing mechanism even if bookings are made for walk- in guests
- h) Maximize occupancy levels, but selling last minute inventory (due to cancellations etc.)
- i) Dynamic Pricing.
- j) Advance Rate Planning on all channels through Agency 'Rate Calendar'
- k) Real time access to Logs to track synchronization of Rates &
- l) 'Oversell Protect' feature to avoid overselling during 'Peak Season' periods

- v. **PROPERTY MANGEMENT SYSTEM (PMS):** All operations inside the property from check-in, check-out, invoicing, booking chart management, invoice database, cashier report, manager report, inventory of property i.e. linens, toiletries, crockeries, extra bedding, blankets, supplies for food and beverage etc, restaurants payment database to be managed through a single interface. PMS should be



seamlessly connected to the Centralized Reservation System and all other components of the software as described in the SCOPE. The PMS is linked with Cloud based Tally Accounting Software implemented in HPECOSOC. The Broad features are mentioned below:-

- a) Dash board for revenue collection, bookings status, Inventory availability at the properties etc.
- b) Manage all bookings and reservations at Front Office
- c) Manage Multiple Profiles like corporate guests, room owners, travel agents, and business sources.
- d) Managing Group Bookings
- e) Manage entire front office operations to offer the ultimate guests' experience during the first meet.
- f) Manage User Privilege & Security Control
- g) Manage Charges, Deposits and e-Invoicing and accept payments in multiple currencies effortlessly.
- h) Email Marketing & Scheduling i.e.
- i) Schedule and send pre-arrival, post-departure, promotional, and in-house emails to engage guests throughout their journey.

vi. **Tally Interface:** The tally interface Imports all sales entries in into the respective accounting heads in tally as defined by Accounts of HPECOSOC. It imports all the Receipt issues in in tally under each receipt type. Accounts for all the payments through OTA's into the Credit note for the designated Agent's Ledger. Handles all Journal vouchers entries into tally. Imports all payment details based on all possible payment types updated.

vii. **Revenue Management:** Implementing revenue management strategies and tools to optimize pricing, maximize revenue, and manage inventory effectively. This involves dynamic pricing, demand forecasting, yield management, and monitoring key performance indicators (KPIs) to



ensure revenue goals are met. The objective of implementation is as follows: -

- To implement dynamic pricing engine, and automate pricing rules, leading to maximization of revenues
- Implementing Market Demand and Forecasting tool to help take better decisions around pricing hence leading to optimization of revenues
- To implement Online Reputation Management tool, for collating & analyzing all properties feedback across all public feedback channels

viii. **Minimum Product/Features to be implemented AUTOMATED REVENUE MANAGER: To implement dynamic pricing engine, and automate pricing rules, leading to maximization of revenues**

COMPETITIVE RATE SHOPPER: To track price and amenities of competitive properties for every HPECOSOC property to be able to build the right strategy for every HPECOSOC property.

ONLINE REPUTATION MANAGER

To track, analyse and report online reviews of all HPECOSOC properties.

To reply to all reviews from a single interface. To send review links to guests checking out for online review building.

TRIIPADVISOR & GOOGLE HOTELS INTEGRATION

To give visibility to direct booking engine on Trip advisor and Google Hotels's meta search platform on a Cost-Per-Acquisition basis.

ix. **Reporting and Analytics:** Implementing reporting and analytics capabilities to provide insights into reservation trends, customer behavior, channel performance, and revenue generation. This enables data-driven decision-making, performance monitoring, and strategic planning. An individual property manager daily and weekly reports by email about Sales Performance, Reputation Management, Cashier Report, Manager Report, Competitor Performance etc. is required.



- x. **Training and Support:** Providing training and support to the staff of HPECOSOC to ensure they are proficient in utilizing the complete system as per scope of work. Bidder should allocate dedicated Account Manager(s) responsible for training and support handling of HPECOSOC properties and ensures all users on-boarded are trained on each and every aspect of the software. A vast library of software video tutorials should be created by the Bidder hosted on a public URL and in English as well as Hindi. also ensures the users do not face any challenge while trying to use the software. Availability of ongoing technical support and maintenance services after the implementation phase. A sophisticated and state of the art Support mechanic, ensures seamless tracking of issues reported by the users during or off support hours. An automatic ticket is generated, when the user tries to contact Agency through any of the following support channels:

- Support Helpline
- Chat available as widget in the system
- Email

Every ticket life cycle should be tracked by the bidding entity for the turnaround time. Bidding Entity commits to a Turn Around Time of 24 working hours for diagnosing and reverting to a support ticket logged in the system. In case the issue requires Tech intervention, the timeline for the same is communicated within 24-48 working hrs to the user.

- xi. **Ongoing Maintenance and Support:** Providing ongoing maintenance and technical support to ensure the smooth functioning of the centralized reservation management system. This includes troubleshooting, system updates, and addressing any issues or concerns that may arise.
- xii. **Integration with Other Systems:** Integrating the centralized reservation management system with other internal systems, such as Tally accounting. This ensures seamless flow of data and streamlines operational processes.



- xiii. **Data Backup:** The system should have feature of Data Backup of Complete System
- xiv. **Data Security and Compliance:** Implementing robust security measures to protect customer data and ensure compliance with relevant data protection regulations. This includes data encryption, secure payment processing, and adherence to privacy policies.

3. Fixation of base tariff/ Price of FRHs and OTAs Margin

- I. Charges for Catering and Hospitality services shall be collected directly at the respective Forest Rest House. An alert message regarding the same shall be displayed during the booking process and must also be mentioned on the invoice/booking confirmation slip.
- II. The base price of each Forest Rest House shall mandatorily be fixed by the concerned Divisional Forest Officer (DFO). The Channel Manager shall assist the DFO in making any revisions or alterations to the tariff of the Forest Rest Houses.
- III. The Agency shall be responsible for bearing the applicable GST on the sold-out rate, i.e., the amount charged over and above the base price fixed for the Forest Rest House.
- IV. The Agency shall coordinate and negotiate with Online Travel Agencies (OTAs) to finalize the revenue margin of OTAs, which shall be calculated on the base price of the Forest Rest House. The negotiated margin shall be submitted to and approved by the CEO, HPECOSOC.
- V. The tariff of the Forest Rest House shall not be increased beyond the booking charges/margins approved for the OTAs and the Agency.

4. Desirable Timelines for Project Implementation

The project would need to be implemented and fully operationalize within a period of maximum of 25 days. Desired timelines for the completion of different phases of project (assuming that the



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue
Management System for Eco tourism Society of Himachal Pradesh**



engagement starts at day T (T will be the day of signing of contract/placing of work order) are indicative as below:

S. No.	Name of Phase	Desired Timelines (Including non-working/holidays)
1.	Phase 1: Setting up Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager as per the scope of work mentioned in the Tender document and Rules of Booking of HPECOSOC	T+ 7 Days
2.	Phase-2: Training, Implementation of complete solution, Agreement with OTAs and Onboarding of HPECOSOC FRHs on OTAs	T+ 15 Days
3	Attending to customisation and modification	T+20 Days
4	Review, testing and pilot operations	T+25 Days
5.	Phase 3:- Go Live	T+ 30 Days

Note: However, the process of OTAs agreement and Onboarding will be executed simultaneously.

5. Team Composition and Expertise:

- Qualifications, experience, and certifications of key team members involved in implementing and managing the project.
- Availability and accessibility of skilled resources with relevant expertise in CRS, revenue management, channel management, and GDS integration.
- Adequate staffing to handle the project workload effectively.



SECTION-V

General Terms and Conditions

1. The bidders in their own interest are requested to visit the website of HPECOSOC (<https://hpecotourism.com>) to have a complete idea and understanding of various properties of HPECOSOC before submitting bids. Any negligence/ excuses on this part will not be accepted at later stage.
2. The bid document can be downloaded from our website <https://hpecotourism.com> and <https://hptenders.gov.in> and submit the complete bid as per procedure mentioned in Tender document.
3. After submission of bids, it will be implied that the bidder has fully understood the scope and terms & conditions of the work.
4. Licensing fee on any software or service, if required, shall be inclusive.
5. The Bidder shall facilitate HPECOSOC in onboarding OTAs across all online revenue channels, while all pricing decisions shall remain solely with HPECOSOC. The Bidder shall upload and update content and inventory on behalf of HPECOSOC when dealing with online revenue channels such as OTAs, meta search engines, and other digital revenue platforms, subject to approval by HPECOSOC. The quoted prices shall be for the complete solution.
6. No additional fee shall be payable for any increase or decrease in room inventory during the contract period.
7. **Bid Validity:** The bids shall be valid for a period of 180 (One Hundred Eighty) days from the bid due date.
8. Selected agency will be responsible for Chargeback / Refunds that have to be processed if mandated by the Bank Tribunal for any complaints made by guests / agencies who have made a payment through online platforms.
9. Selected agency will organize monthly review meetings with CEO HPECOSOC whether online or in person where all issues will be discussed and on ground spend suggestions.



10. Payment Terms

- i. **Revenue share will be settled on the basis of % of the Net Revenue Generated + GST every calendar month after submission of Statement by Agency**
- ii. The responsibility of depositing GST for room tariff will be with HPECOSOC
- iii. The agency has to raise and an invoice every month for their revenue share
- iv. The agency has to submit the reconciled statement with different OTAs on monthly basis.
- v. TDS/TCS will be deducted as per rule

11. **Performance Bid Security:** The successful bidder has to deposit Performance Bid security of Rs. 2.00 lacs after issue of letter of award (LOA) and shall be in the form of a DD/bank guarantee bond from a Nationalized/scheduled Bank

12. **Force Majeure:** The bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result to an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the HPECOSOC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. If a Force Majeure situation arises, the bidder shall promptly notify the HPECOSOC in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If an event of Force Majeure continues for a



period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

13. **Situations of Dispute:** In case of dispute and difference in connection with the terms of agreement the said dispute shall first be referred to the CEO, HPECOSOC for conciliation, on event of failure in conciliation the dispute shall be referred to Sole Arbitrator who shall be from the panel of Arbitrator as prepared by Govt of HP from time to time which notification is adopted herein mutually by parties by reference only for the purpose of choosing the Arbitrator and shall be construed as part and parcel of this agreement, to which the parties shall have not objections whatsoever "OR" Jurisdiction of Courts of law will be situated in Shimla.
14. HPECOSOC may, at its sole discretion, extend the Bid Due Date and amend the Tender by amending the Tender documents. In such a case, all rights and obligations of HPECOSOC and Bidders previously subject to the Bid Due Date will thereafter be subject to the Bid Due Date as extended. At any time prior to the Bid Due Date the Authority may, for any reason, whether at its own initiative or in responses to clarifications request by any Bidder, modify the Tender by the issuance of Addenda. In order to facilitate the Bidder reasonable time for taking an Addendum into account, or for any reason, the Authority may, in its own discretion, may extend the Bid Due date.
15. During evaluation of Bids, HPECOSOC may, at its discretion, ask a Bidder for further clarifications and/or information. The request for clarification and the response thereto shall only be in writing or email. The Bidder shall have to reply to the clarification within 7 Business Days from the date of receipt of the request failing which the Bid of such a Bidder shall be rejected and HPECOSOC shall have the right to forfeit the Bid Security of such Bidder.



16. Termination of Contract

Term and Duration

The Contract shall remain valid for a period of two (02) years from the date of signing of the Agreement / issuance of Letter of Award (LOA), extendable by one (01) additional year on the same terms and conditions, subject to satisfactory performance of the Agency and the requirements of HPECOSOC.

17. Termination for Convenience by HPECOSOC

- a) CEO, HPECOSOC may, at its sole discretion and without assigning any reason, terminate the Contract, in whole or in part, at any time by giving the Agency ten (10) days' prior written notice.
- b) In such case, the Agency shall:
 - i. Stop further work as specified in the notice from the date of its receipt;
 - ii. Hand over / migrate all data, configurations, documentation, access credentials and other materials relating to the Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine, Channel Manager and Revenue Management System to HPECOSOC or its designated successor; and
 - iii. Provide all reasonable assistance to ensure smooth transition and continuity of operations.
- c) The Agency shall be entitled only to payment for the services actually rendered up to the effective date of termination, as per agreed rates, after due reconciliation. No compensation, loss of profit, or consequential damages shall be payable for the balance contract period.

18. Termination for Default by HPECOSOC

- a) CEO, HPECOSOC shall have the right to terminate the Contract, in whole or in part, by giving five (5) days' written notice to the Agency, if:



- i. The Agency fails to meet the implementation timelines specified in the Tender (including T+7 / T+20 / T+25 milestones) and such failure is not cured within a reasonable period, not exceeding thirty (30) days, after receipt of written notice; or
 - ii. The Agency fails to perform any of its material obligations under the Contract, including but not limited to uptime commitments, data security, system availability, OTA integration support, statutory / regulatory compliance, or training and support obligations, and does not remedy such failure within thirty (30) days after receipt of written notice; or
 - iii. The Agency repeatedly provides deficient services, as evidenced by written complaints, repeated downtime, unresolved critical issues or non-adherence to mutually agreed Service Levels, despite written warnings; or
 - iv. It is found that the Agency has submitted false information / forged documents, engaged in corrupt or fraudulent practices, cartelization, or any act prejudicial to the interest of HPECOSOC or the Government of Himachal Pradesh.
- b) In the event of termination for default:
- i. HPECOSOC may forfeit the Performance Bid Security in full or in part, without prejudice to other remedies available under the Contract or law;
 - ii. HPECOSOC may get the remaining services completed from an alternative source at the risk and cost of the Agency; and
 - iii. The Agency shall immediately hand over all data, access, configurations, documentation, and necessary technical details to HPECOSOC / its nominated successor, and extend all cooperation for transition.

19. Termination by the Agency



- (a) The Agency may terminate the Contract by giving not less than Ten (10) days' prior written notice to HPECOSOC only in the event of:
 - i. A material breach by HPECOSOC of its obligations under the Contract (including persistent non-payment of undisputed invoices beyond thirty (30) days from due date), which remains uncured for a period of thirty (30) days after receipt of written notice from the Agency describing such breach; or
 - ii. The Contract remaining suspended due to Force Majeure for a continuous period of more than thirty (30) days and both parties agree that further performance is not feasible.
- (b) In such cases, the Agency shall continue to perform its obligations, including maintaining system availability and data security, until the effective date of termination and shall cooperate in handing over all data, access, and documentation to HPECOSOC.

20. Termination Due to Change in Policy / Administrative Reasons

HPECOSOC reserves the right to terminate the Contract, wholly or partly, with ten (10) days' written notice if:

- a) There is a change in the Government policy, applicable law, rules, regulations or guidelines affecting the scope or continuation of the project; or
- b) The Eco Tourism operations undergo restructuring / re-organization, or the project is discontinued / merged / transferred to another entity / department.

In such a case, the Agency shall not be entitled to any compensation other than payment for services actually rendered up to the effective date of termination.

21. Consequences of Expiry or Termination

Upon expiry or termination of the Contract for any reason:

- a. **Data Ownership & Handover**



- i. All data, including but not limited to booking data, guest data, transaction records, inventory, pricing history, OTA mappings, configuration files, reports, and any information generated in connection with HPECOSOC Forest Rest Houses during the term of the Contract, shall be the exclusive property of HPECOSOC.
- ii. The Agency shall, within fifteen (15) days from the effective date of expiry/termination, hand over to HPECOSOC, in mutually agreed formats (such as CSV, XLSX, PDF or other open formats), a complete backup of all such data along with necessary documentation and credentials.

b. Cessation of Rights

All rights granted to the Agency to access HPECOSOC systems, Forest Rest Houses data, branding, logos, credentials or any other resource shall automatically cease on the effective date of termination, except as required for data handover and transition.

c. Assistance in Transition

The Agency shall provide reasonable assistance to HPECOSOC, without any additional cost, for a period of up to Fifteen (15) days from the effective date of termination / expiry, to enable smooth migration of services to HPECOSOC or any new agency.

d. Settlement of Accounts

Final reconciliation of accounts shall be carried out within thirty (30) days from the effective date of expiry/termination, subject to adjustment of any dues, penalties, recoveries, or claims of HPECOSOC under the Contract.

22. Survival of Certain Clauses

Notwithstanding the expiry or termination of the Contract, the provisions relating to confidentiality, data ownership, intellectual



property (if any), limitation of liability, dispute resolution, governing law and jurisdiction, and settlement of accounts shall survive such expiry or termination to the extent necessary for their full enforcement.

23. PRE-BID MEETING/ CONFERENCE

A Pre-Bid meeting/ conference of the interested Bidders shall be convened both online and offline mode at the time and date mentioned at Key information.

The link for online meeting: <https://meet.google.com/bxv-vhow-qwv>

The offline meeting shall be held at the following address:

**The CEO cum CCF (Eco-Tourism),
Ecotourism Society of Himachal Pradesh (“HPECOSOC”),
Deodar Hall, Mist Chamber,
Khalini, District Shimla.
Himachal Pradesh-171002**

During the course of Pre-Bid meeting, the Bidders will be free to seek clarifications and give suggestions/ request for seeking any changes/ amendments to the eligibility criteria or any other terms or conditions of the Bidding document or the Draft Concession Agreement for consideration of the Authority. The Authority shall endeavour to consider any request for amendments or provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.

Any queries concerning this RFP shall be submitted only via email to CEO-cum-CCF Ecotourism on the e-mail address: hpecosoc@gmail.com. The subject line of the email communication shall clearly bear the following title: “Queries on section of Agency for providing Services of Cloud based Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for Eco tourism Society of Himachal Pradesh”.

Bidders are advised to be specific and pose clause wise queries in an unambiguous manner. The CEO HPECOSOC reserves the right not to respond to vague and frivolous queries. Queries shall be neatly typed/ written as per the following format:



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue
Management System for Eco tourism Society of Himachal Pradesh**



S. No.	Particulars	Details
1.	Organization	
2.	Document Name	
3.	Page Number	
4.	Clause Number	
5.	Query	
6.	Suggestion, if any	
7.	Name & Designation of point of contact	
8.	Contact No. & Email ID	

24. The CEO, HPECOSOC reserves the right to accept or reject any one or all the tenders, without assigning any reason.



Annexure A
Properties of HPECOSOC require Solutions

S. No.	Circle	Forest Division	Name of FRH/IH/Tenting site/Tree house/Huts	No. of Rooms
1	Bilaspur	Bilaspur	Sawarghat	5
2			Bandla	2
3			Bhahadurpur	2
4			Malhot	2
5			MalaTibba	2
6			Balhseena Gochar	1
7		Kunihar	Kuthar	2
8	Chamba	Chamba	Saho	5
9			Darkund	2
10			Chamba	2
11			Langha Chhabaru	2
12			Kundi	2
13		Bharmour	Forest and Tribal Cultural Awareness Center at Lahal	3
14			Ghararu	1
15			Holi	1
16			Garola	1
17		Dalhousie	Surkhigala	2
18			Inspection Hut Dalhousie	2
19			Tunuhatti	2
20		Pangi	Ecohut killar	2
21			Luj	2
22			I Hut Bindrabani	2
23			I Hut Suralbhatori	2
24	Dharamshala	Dharamshala	Triund	3
25			Kareri	3
26			Rirkmar	3
27			Mallan	3
28			Satobari	2
29			Tenting site at Satobari	2
30			Tree house at Satobari	1
31		Palampur	Bir	2
32			Multhan	2



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and
Revenue Management System for Eco tourism Society of Himachal Pradesh**



33			Chobin	1
34			Sukeri	1
35			I Hut Deol	1
36			Radh Panyali	1
37			Kharoughth	1
38			Pre Febricated Huts Bir	2
39			Inspection Hut Malghota at Paprola	1
40			Inspection Hut Dhanang	1
41		Nurpur	Nurpur	2
42			Tahlian	1
43	Hamirpur	Una	Nangal	3
44	Kullu	Kullu	Naggarr	2
45			Manali	3
46			Kais hut Kullu	2
47			Kaisdhar	2
48		Lahaul	Jalhaman	2
49		Banjar	Jibhi	2
50			Sojha	3
51			Banogi	2
52		Parvati	Kasol Old	1
53			Garsa	2
54	Mandi	Mandi	Parashar	2
55			Camping site at Sukasar	10
56			Riwalsar	1
57		J/ Nagar	Barot	3
58		Suket	Jhungi	2
59		Karsog	Mahunaag	4
60		Nachan	Bijahi	2
61			Camping Site at Shatadhar Nachan	5
62			Camping Site at Devidhar Nachan	5
63			Camping Site at Dugathar Nachan	5
64			Camping Site at Bijahi Nachan	5
65	Nahan	Nahan	Banethi	2
66			Suketi	2
67			Trilokpur	2
68		Rajgarh	Habban	5
69			Naina Tikker	4



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and
Revenue Management System for Eco tourism Society of Himachal Pradesh**



70			Narag	3
71		Renuka ji	Boghdhar	3
72		Paonta	Bhagani	1
73			Khara	2
74			Mantaruwala	2
75	Rampur	Rampur	Gahan	2
76			Taklech	5
77			Phancha	2
78			Surad	2
79			Sholi	2
80			Nogli	2
81		Kinnaur	Sholtu	2
82			Nichar	2
83			Sangla	2
84			Kalpa	2
85		Kotgrah	Tannu Jubbar	4
86			Kumarsain	2
87			Inspection Hut Dhar (Nag Jubbar)	1
88			Inspection Hut Shillaru	1
89		Ani	Nither	2
90			Paneo	2
91			Tarala	2
92	Shimla	Theog	Mahasu	2
93		Shimla	Himari	2
94			Khalini	0
95			Chakker	0
96			Tutu	0
97		Chopal	Peontra Kedi	3
98			Sarain	2
99		Rohru	Rohru	3
100			Kharapather	2
101			Khadralla	2
102			Log Hut Mandli	2
103	Solan	Solan	Garkhal	2
104			Kumarhatti	3
105	D/shala(WL)	Hamirpur (WL)	Dhameta	3
106			Khabbal Nagrota Suriyan	4

Note:- CEO, HPECOSOC reserve the right to increase/ add new FRHs or decrease/ delete FRHs in the above listed properties.



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and
Revenue Management System for Eco tourism Society of Himachal Pradesh**



Annexure B

Financial BID Format

BOQ available online in .xls format (to be filled online)

Validate		Print		Help		<u>Item Rate BoQ</u>			
Tender Inviting Authority: CEO- cum -CCF (Eco-Tourism) Ecotourism Society of Himachal Pradesh									
Name of Work: Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and Revenue Management System for Eco tourism Society of Himachal Pradesh									
Contract No:									
Name of the Bidder/ Bidding Firm / Company :									
PRICE SCHEDULE									
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
NUMBER #	TEXT #	NUMBER	TEXT #	NUMBER	NUMBER #	NUMBER	NUMBER	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Estimated Base Price including taxes i.e. GST IN Rs .P (Govt. Revenue share)	% of commission entered by the bidder (Do not entered % Sign with value)	Agency Margin/ Commission in Rs. P	Estimated OTA Margin	TOTAL Sale out Amount with Taxes	TOTAL AMOUNT with Taxes In Words
1.00	% of commission on the actual Transaction amount less discount and GST Charges except offline Booking for providing Services of Cloud based Centralized Reservation System (CRS), Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager as per the scope of work mentioned in the Tender document Note :- After OTA % of commission Without GST will be entered by the Bidder in M13 Column. For Example price is 100	1.00	Nos	100.00		0.00	15.00	115.00	INR One Hundred Fifteen & Paise Zero Only
Total in Figures								115.00	INR One Hundred Fifteen & Paise Zero Only
Quoted Rate in Words				<div style="border: 1px solid black; padding: 2px; display: inline-block;"> Rate Entry Please enter Basic Rate in Rupees for this item. </div> INR One hundred and Paise Zero Only					

We certify that:

1. We agree to all terms and condition of HPECOSOC as specified in this document.
2. All prices quoted above are inclusive of all taxes and other charges.

**Signatures of bidder with seal
Name and designation**



Annexure C

Abbreviations

CRS	Centralized Reservation System
PMS	Property Management System
HPECOSOC	Ecotourism Society of Himachal Pradesh
HPFD	Himachal Pradesh Forest Department
Govt.	Government
RTGS	Real Time Gross Settlement
SBI	State Bank of India
IFSC	Indian Financial System Code
FDR	Fixed Deposit Receipt
DD	Demand Draft
PSU	Public Sector Undertaking
NIT	Notice Inviting Tender
RFP	Request for Proposal
GST	Goods and Services Tax
PAN	Permanent Account Number
DSC	Digital Signature Certificate
BOQ	Bill of Quantities (template for Financial Bid)
PDF	Portable Document Format
XLS	Excel Spreadsheet format
RAR	Roshal Archive (compressed file format)
DWF	Design Web Format (Autodesk)
N.I.T.	Notice Inviting Tender (spelled with dots in one place)



**Selection of Agency for providing Services of Cloud based Centralized Reservation System (CRS),
Property Management System (PMS), Booking Engine (Offline/Online), Channel Manager and
Revenue Management System for Eco tourism Society of Himachal Pradesh**



ERP – Enterprise Resource Planning

GDS – Global Distribution System

KPIs – Key Performance Indicators

OTA / OTAs – Online Travel Agent(s):

CRM – Customer Relationship Management

AP – American Plan (room with breakfast, lunch, dinner)

CP – Continental Plan (room with breakfast)

MAP – Modified American Plan (room with breakfast + one major meal)

FRH / FRHs – Forest Rest House / Forest Rest Houses

TDS – Tax Deducted at Source

TCS – Tax Collected at Source

LOA – Letter of Award

PCI DSS – Payment Card Industry Data Security Standard



Annexure D

List of the Some of the Major National and International OTAs

Major International OTAs

These operate across many countries and handle global traffic:

- Booking.com
- Agoda
- Expedia
- Hotels.com
- Airbnb
- MakeMyTrip
- Goibibo
- Trip.com (Ctrip Group – China-based but global)
- Hostelworld
- Lastminute.com
- Orbitz
- Travelocity
- Priceline
- HRS (Hotel Reservation Service)
- Hotelbeds (primarily B2B bedbank, but often counted in OTA/channel mix)
- Webjet
- ebookers
- Wotif

Major National / India-focused OTAs

These are key for domestic tourism and Indian users:

- MakeMyTrip
- Goibibo
- Yatra
- Cleartrip
- EaseMyTrip
- Ixigo
- Paytm Travel (Paytm)
- Via.com
- HappyEasyGo