

**EXPRESSION OF INTEREST (EOI) FOR
SYSTEM INTEGRATOR FOR THE DESIGN, DEVELOPMENT & MAINTENANCE OF
ONLINE TRAVEL AGGREGATOR (OTA) PLATFORM**



Your host in the heart of India

**MADHYA PRADESH STATE TOURISM DEVELOPMENT CORPORATION LIMITED
PARYATAN BHAWAN, BHADBHADA ROAD, BHOPAL -462 003**

Ph: 0755-4027192

Fax: 0755-2775434

URL: <http://www.mpstdc.com>

EoI Fact Sheet

S. No	Particulars	Details
1.	Name of Purchaser	Madhya Pradesh State Tourism Development Corporation Limited, Bhopal, Madhya Pradesh
2.	Name of Engagement	EoI for System Integrator for Design, Development & Maintenance of Online Travel Aggregator Platform at Madhya Pradesh State Tourism Development Corporation Limited, Bhopal
3.	Availability of the Document	<p>The Bidding Document is available and downloadable on following website: http://www.mptenders.gov.in</p> <p>Bidding Document Fees (non-transferable & non-refundable) and Processing Fees must be paid online at GoMP e-Procurement portal –(http://www.mptenders.gov.in)</p> <p>All Subsequent changes to the Bidding Document shall be published on the above-mentioned website</p>
4.	Tender Publish Date	20.01.2021 at e-Procurement portal of GoMP: https://www.mptenders.gov.in/
5.	Last Date and Time for Submission of Bid	08.02.2021 at 14:00 Hours at e-Procurement portal of GoMP: https://www.mptenders.gov.in/
6.	Tender Fee	Rs 2,000 + GST and Processing Fees (non-refundable) payable through online e-Procurement portal of GoMP: https://www.mptenders.gov.in/
7.	Pre-Bid Meeting Date and Time	01.02.2021 at 14:00 Hours
9.	Pre-Bid Meeting Venue	Madhya Pradesh State Tourism Development Corporation Limited, Board Room, 2nd Floor, Paryatan Bhawan, Bhadbhada Road Bhopal.
10.	Date, Time and Place of opening of EoI	09.02.2018 at 14:00 Hours Madhya Pradesh State Tourism Development Corporation Limited, Board Room, 2nd Floor, Paryatan Bhawan, Bhadbhada Road Bhopal.

11.	Date, Time and Place of Technical Presentation	Will be communicated to bidder
12.	Contact Person Details	<p>General Manager - IT, Madhya Pradesh State Tourism Development Corporation Limited, Board Room, 2nd Floor, Paryatan Bhawan, Bhadbhada Road Bhopal. Tel: +91-755-4027192; Fax: +91-755-2775434 Email: s.kurrey@mpstdc.com, estateandlegal@mp.gov.in For Technical Issues (Mr. Ankit Kaurav , Mobile – 9407057416)</p>

1. About EOI

Information Provided

The **Expression of Interest (EOI)** document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Madhya Pradesh State Tourism Development Corporation Limited, Bhopal (MPSTDC) in relation to the provision of services. Neither MPSTDC nor any of its officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this EOI Document.

Disclaimer

Subject to any law of the country, and to the maximum extent permitted by law, MPSTDC and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this EOI Document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of MPSTDC or any of its officers, employees, contractors, agents, or advisers.

Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by MPSTDC, will be borne entirely and exclusively by the Recipient / Respondent.

No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and MPSTDC until execution of a contractual agreement.

Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the EOI Document and the meaning and impact of that information.

2. Introduction ofMPSTDC

Madhya Pradesh State Tourism Development Corporation Limited, Bhopal (MPSTDC) invites **Expression of Interest (EOI)** from qualified and experienced system integrator firms for design, development and maintenance of online travel aggregator platform.

The objective of this EOI is to invite Expression of Interest (EOI) from reputed & potential “Bidders” for carrying out execution of design, development and maintenance of Online Travel Aggregator (OTA) Platform at MPSTDC, Bhopal.

For better understanding of the MPSTDC objective and vision, the IT Roadmap for OTA platform is given at the end of the Document which will help the bidder to propose the solution according to MPSTDC requirement.

The Mission of MPSTDC is “To promote balanced and sustainable tourism which enables socio-economic development and to establish Madhya Pradesh as a destination that provides a complete tourism experience”.

In The strategy of MPSTDC for achieving the mission, revolve around the following key initiatives:

- Revitalizing the state tourism development corporation and running the same on professional lines.
- Building system and processes to ensure that the complete cycle of Hospitality is systems and process driven along with the individual driven hospitality experience for the guests.
- Deploying Information and Communication Technology (ICT) and infrastructure for tourism related activities to augment the physical infrastructure of MPSTDC.
- The MPSTDC should be capable of ensuring good governance as an independent business entity.

3. Desired system characteristics

The features and characteristics mentioned below are indicative in nature, bidders may propose any additional features, approach and innovative characteristics to improve the solution.

1. The scope of work/ service expected from the bidder (System Integrator) is to provide the following services to the citizens across Globe (India and International) on real time basis booking on OTA (Online Travel Aggregator) Platform for domestic/ international flights, trains, hotels, cabs etc. at their Desktop, Laptop, Mobile application & over Telephone with the following features:

- Should be able to host the OTA platform in MeitY empanelled cloud service provider for the MPSTDC for booking of such facilities.
- Should be able to provide 24 hours dedicated helpline/ helpdesk/ call centers for queries / booking / cancellation request for customers and MPSTDC.
- Should be able to book multi sector bookings in domestic and international sectors through ONLINE Self Booking portal.
- Should be able to see all flights trains, hotels, cabs etc. availability seats, cost and timing.
- Should be able to suggest, recommend the lowest fare within the desire time +/- 2 hours before booking of the flights trains, hotels, cabs etc.
- Should be able to centralize and streamline the entire process of travel, booking, billing settlement/ statement, MIS reports & expenses for MPSTDC. All reports should be available online.
- Should be able to do booking at preferred rates with corporate deal code so that the customer gets the advantage of corporate deal rates. Corporate deal code will be provided by the MPSTDC and that is to be exclusively used for corporate official's booking only and not otherwise.
- Should be able to enforce the corporate travel policies and offering a wider choice while ensuring bookings at the lowest rates.
- Do real time monitoring of all travel management activity along with logs of booking and audit trail.
- Any time anywhere access by internet and on mobile apps.
- Eliminate delays, sanction and unnecessary paper work should be able to implement/ introduce cost cutting measures, across the enterprise in the least amount of time.
- In built arrangements in the software to customize the travel policy and subsequent changes in it from time to time.

- The OTA Platform should be able to display availability of seats, fares in all sectors, cost and time, able to suggest / recommend the lowest fares within the desired time of +/- 2 hours.
- Review of the application software will be conducted by MPSTDC or it's nominated agency for Information security purpose.
- The major scope of review is:
 - Secure network Architecture review.
 - Application security review.
 - Configuration review.
 - Process Review.
 - Source code review.
 - API Review.
 - Compliance review.
- A dedicated team of accounts department required to take care of the submission of the invoices / bills and reconciliation of account. All the bills to be submitted every week to the MPSTDC cost center. Pending payment if any, after reconciliation will be made within 15-30 days of bill submission.

2. The Service provider should have the facility to ensure the fares displayed in the OTA Platform are correct and accurate. Such fares should be at the lowest selling rate of tickets available as per the applicable rules/ guidelines of the respective airline, rail, hotel, cab companies. MPSTDC will be making regular and random verification fares displayed in the self-booking ticketing and contravention if any will be viewed seriously and the MPSTDC will be entitled to initiate appropriate legal actions, in addition to termination of the agreement, MPSTDC will recover extra fares so charged.

3. The selected bidder will not have any monopoly for booking tickets. The MPSTDC will be entitled to avail the same or similar services from any other service provider(s).

4. The MPSTDC will be entitled to engage more than one service provider based on the exercise herein.

5. MIS and Monitoring- The OTA Platform should provide real time monitoring all travel management activity in a single window so that the admin person is aware of all bookings, cancellation/ charges, a super user will be monitoring enterprise wide travel activity through a single

dashboard. Various MIS reports with details of booking date, online approval date, ticketing date invoice date reports with details of fare break up, sectors, approvers, cost centers, cost codes etc. should be available in real time, cancellation and credit note should be available in real time & can be viewed by the user and the admin team. MIS reports should highlight deviations in all workflows. The OTA platform should maintain the data in a secure environment and the data exchange should be in electronically form managed by directly communicating with MPSTDC system. The data exchange should be in encrypted format and at no time should the data be exchanged or shared with outside entity.

4. Eligibility Criteria

Sr. No	Basic Requirements	Description	Documents Required
1	Legal Entity	The bidder should be a legal entity registered in India since last 5years as on bid submission date.	Certificates of incorporation / Registration Certificates along with Bylaws/ MoA&AoA or similar legal document.
2	Turnover	The average annual turnover of the bidder from similar services should be Rs. 10 Crore, as per the audited balance sheets of each financial year i.e. 2017-18, 2018-19 and 2019-20	CA Certificate clearly indicating the relevant turnover.
3	Bidder Capability/ Experience	<p>a. The bidder should have an experience of handling and executing the Online travel aggregator portal as on the date of submission of bid.</p> <p>b. The bidder should have a proven track record of having provided such portal services and should have a live online travel aggregator portal functional for at least 1 year with at least 10,000 registered users and minimum 25,000 transactions in any month of calendar year 2019 or 2020</p> <p>c. The bidder should have a dedicated 24*7 call center / helpdesk facility.</p> <p>d. The bidder should be a ISO 9001: 2015 or CMMi level 3 certified company and should submit a valid certificate</p>	Related work orders with Completion/ Performance fulfilment certificate from Client/ payment advice as evidence of such assignments
4	Statutory Registrations	The bidder must have a valid GST Number and PAN Card in India	Copy of valid certificate
5	Portal Capabilities	<p>a. The system/ portal of the bidder should be able to bear simultaneous access of not less than 2500-3000 logins at any given point of time.</p> <p>b. The system/ portal of the agency should be compatible with the SAP B1 system</p> <p>c. The bidder's portal should have certificate of "Safe Site" from a reputed agency such as VeriSign or equivalent.</p>	Documentary evidence should be provided by the bidder

		d. The portal should have travel agencies which are members of IATA.	
6	Black listing / Terminations	Should not have been blacklisted by any Central or State Government department or Corporation or Board/PSU/ Semi-Government organization as on the date of submission of RFP.	A signed undertaking to this effect should be submitted on bidder's letter head
7	Solution Presentation	<p>Every bidder needs to submit and present their proposal and solution to MPSTDC including-</p> <ul style="list-style-type: none"> • Approach and methodology • Proposed technical solution • OTA Platform features • Mobile App • Portal Scalability • Portal Security • Cloud hosting • Integrations with third party solution/ gateways • Payment mechanism • Innovative approach • Solution and manpower deployment strategy • Customer support mechanism • Grievance handling mechanism • SLA compliance • Quality Assurance • Reporting / MIS • Operations & Maintenance • Business Model • Previous Learnings • Project timelines 	<p>Online presentation of the proposed solution for 60 minutes</p> <p>Bidders may propose any additional features, approach and innovative characteristics to improve the solution.</p>
8	Tender fee	Rs 2,000 + Processing Fees (non-refundable) payable through online e-Procurement portal of GoMP: https://www.mptenders.gov.in/	Documentary evidence of fee payment

5. General

1. This is not a **Request for proposal (RFP)** and **commercial bids** SHOULD NOT be submitted withEOI.
2. **MPSTDC** reserves the right to examine / verify the supportive Documents / reports furnished by the bidders.
3. **MPSTDC** would constitute an evaluation committee that will evaluate the responses in detail in order to determine whether they are substantially responsive to the requirements set forth in the EOI. The decision taken by the committee in this regard is final and binding on all the bidders ofEOI.
4. **MPSTDC** shall shortlist the vendors based on the requirements and the responses submitted. **MPSTDC** reserves the right to call only vendors for a **technical presentation / demo/meeting** of their proposed solution on the date and time decided by **MPSTDC**. The decision taken by the committee in this regard would be final and binding on all the bidders of EOI.
5. The **Technical presentation** should have following contents:
 - a. Previous experiences of the similar project implemented & Challenges faced during implementation
 - b. Requirement of the department/client for which the project was executed.
 - c. Demonstration of software solution along with all the proposed modules.
 - d. Details of the hardware & related peripherals proposed.
 - e. Manpower deployment plan for the project
 - f. Methodology and Approach for training
 - g. Data Aggregation & Consolidation – proposed solution
 - h. Project implementation Plan & timelines
 - i. Understanding on **MPSTDC** requirement
 - j. Operation & Maintenance phase – proposed plan
 - k. Redundancy of system
 - l. Any other relevant information
6. The vendor presentation / demonstration of the product shall be held at Madhya Pradesh State Tourism Development Corporation Limited, Board Room, 2nd Floor, Paryatan Bhawan, Bhadbhada Road, Bhopal or any other place as decided by **MPSTDC**. The venue will be communicated to bidders in advance.
7. If any information or Document provided in the response to this EOI is found to be misleading subsequently, the bidder will be disqualified.
8. **MPSTDC** may reject any or all the responses received / cancel the entire process at any stage without assigning any reason whatsoever.
9. **MPSTDC** shall have absolute discretion to issue **Request of Proposal** to eligible bidders shortlisted under EOI or to go for open tender later as per the requirement of Department.

MPSTDC reserve the right to modify the eligibility criteria and scope of work in RFP.

10. MPSTDC also reserve the right to modify phases and project duration in the RFP.

11. The applicants who wish to submit responses to this EOI should note that they should abide by all the terms and conditions contained in the EOI. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the empanelment / selection process.
12. The information exchanged between the bidders and MPSTDC as part of this EOI shall be confidential and shall not be disclosed without the prior written consent of the MPSTDC.
13. Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this EOI, the parties shall be subject to the jurisdiction of courts at Bhopal, Madhya Pradesh State, India only.
14. If the "Bidder(s)", at any point of time, wishes not to participate in this EOI, the same information may be communicated to the 'MPSTDC' within one week of the receipt of this EOI by the "Bidder(s)"

6. Submission of Proposal

This EOI is advertised through select newspapers and is also posted on website <https://www.mptenders.gov.in/>. Government of Madhya Pradesh to give wide publicity and invite a large number of eligible “Bidders” who have the capability to deliver such services, for their participation in the process of Expression of Interest. The information provided by the “Bidder(s)” will be used by the ‘MPSTDC’ to select potential “Bidder”. The format for submission of EOI application is enclosed as **Annexure 1 to Annexure 3**

Bidders qualifying as per the criteria mentioned above and who are interested in providing the services detailed above may submit their response to this EOI as per formats given in annexure along with relevant Documentary evidence latest by **08.02.2021** at **14:00** Hours at e-Procurement portal of GoMP: <https://www.mptenders.gov.in/>. Any response not containing information for all the parts of Annexure may be rejected.

The proposal must accompany a proof of payment of non-refundable amount of **Rs. 2,000/-** (Rupees two Thousand only) towards EOI Document Fees at the time of submission of the proposal. The fees should be paid online as per instructions given in fact sheet.

Annexure-1 Format of Application Form

(On Applicant Organization's Letterhead)

To,

General Manager - IT,
Madhya Pradesh State Tourism Development Corporation Limited, Board Room, 2nd Floor,
Paryatan Bhawan, Bhadbhada Road Bhopal.
Tel: +91-755-4027192; Fax: +91-755-2775434

Subject: Expression of Interest –System Integrator for Design, Development & Maintenance of Online Travel Aggregator Platform at Madhya Pradesh State Tourism Development Corporation Limited, Bhopal.

Dear Sir,

This has reference to the advertisement published in <give the name of the Newspaper, Edition and the date> pertaining to the above captioned subject.

We are interested in submitting our Expression of Interest for the same. We are enclosing proof for online payment of **Rs.5,000/-** (Rupees One Thousand Only) as application fee for participating in thisEOI.

We would like to clearly state that we qualify for this work as our organization meets all the pre-qualifying criteria indicated by you and our organization is not under a declaration of ineligibility for corrupt or fraudulent practices.

We understand that if the details given in support of claims made by us are found to be untenable or unverifiable or both our EOI will be rejected without any reference to us. We further clearly understand that MPSTDC is not obliged to inform us of the reasons of rejection of our bid.

Yours sincerely

Authorized Signatory

<<Name, designation, contact address, telephone number, email & seal of authorized signatory >>

Note: Bidder has to submit the Authorization letter/Power of Attorney of the authorized person to sign to the Application form and other Documents submitted in response to EOI on behalf of bidder.

Annexure -2 Bidder Profile

S/N	Particulars	Response
1	Company Name	
2	Date of incorporation	
3	Company Head Office Address	
4	Registered office address	
5	Contact person Name	
6	Address	
7	Telephone no.	
8	Mobile No.	
9	Fax No.	
10	e-mail ID	
11	Number of year experience in implementation of similar kind of projects.	
12	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
13	Turnover for Financial Years 2017-18	
14	Turnover for Financial Years 2018-19	
15	Turnover for Financial Years 2019-20	
16	Net Profit (after Tax / Depreciation) for 2017-18	
17	Net Profit (after Tax / Depreciation) for 2018-19	
18	Net Profit (after Tax / Depreciation) for 2019-20	
19	Any Quality Certifications obtained (i.e. ISO, CMM, PCI DSS/PA DSS certification etc.). Submit details.	
20	Office & Service Centre detail in Madhya Pradesh (if any)	
20	Size of the projects implemented in term of project value, no. of location, scope of work etc.	
21	Detail of the manpower proposed for this project i.e. no. of manpower/Resources their Qualification/ experience etc.)	
22	Existing Staff strength of the Company	
23	Whether ready to bid as primary bidder and undertake to provide the products and services indicated in the scope of EOI.	

Annexure -3 Experience

Submit following details separately for each of the implementation site (one duly filled format for each client.).

S/N	Particulars	Response
1	Organization in India where the proposed solution is already implemented by the bidder & running successfully.	
2	Address of a contact person at above Organization	
3	Name	
4	Designation	
5	Mobile No:	
6	Email	
7	Contract date	
8	Number of locations	
9	Time taken for implementation of the solution from the date of Purchase Order / signing of contract	
10	Whether the scope for this engagement covered all the modules indicated in Scope of this EOI. If not, list the modules implemented.	
11	Customer satisfactory letter/client certificate if any.	