

**SARDAR VALLABHBHAI PATEL NATIONAL POLICE
ACADEMY
(Government of India : Ministry of Home Affairs)
Hyderabad – 500 052**

OPEN TENDER NO : 4165/HK-3/2020

**REQUIREMENT OF GUEST FACILITY MANAGEMENT APPLICATION FOR
SARDAR VALLABHBHAI PATEL, NATIONAL POLICE ACADEMY,
HYDERABAD**

Date of Tender Enquiry : 17/06/2020

Closing date & time of submitting bids :10/07/2020 at 1000 Hrs.

Website: <http://www.eprocure.gov.in>

SARDAR VALLABHBHAI PATEL NATIONAL POLICE ACADEMY
(Government of India : Ministry of Home Affairs)
Hyderabad – 500 052

OPEN TENDER
(e-Tender)

1. SVP National Police Academy, Shivrampally, Hyderabad, invites **e-bids** under two-bid system from reputed firms for **Requirement of Video Content Management Application** for the Academy. The technical specifications is attached as Annexure.

2. Salient features of the tender enquiry are as follows:-

(a)	Tender No.	4165/HK-3/2020
(b)	Description of stores	Requirement of Guest Facility Management Application (As per Technical Specification at Annexure) with three years warranty support for the Academy
(c)	Type of Tender	Open Tender
(d)	Bid System	Two Bid System (Two cover Technical Bid & Financial Bid)
(e)	Earnest Money Deposit	Term Deposit/Bank Guarantee for Rs 47,500/- (Rupees forty seven thousand five hundred) drawn from any of the Commercial Banks in favour of the 'The Director, S.V.P National Police Academy, Hyderabad which should valid for a period of 180 days from the date of opening of tender.
(f)	Delivery schedule/ completion period	Delivery/ Installation/ integration should be completed within 60 days from the date of work order.
(g)	Terms of Delivery	Free on Rail/ Road (F.O.R) Destination, SVP NPA, Hyderabad.
(h)	Warranty	03 years warranty support.
(i)	Bid validity	Bid should be valid for 180 days from the date of opening of bid.
(j)	Address of correspondence	The Administrative Officer (Admn) SVP National Police Academy, Shivarampally, Hyderabad, Telangana – 500052

3. Interested manufacturers/ authorised dealers/ service providers/ suppliers dealing with above items/ services can download the tender document from CPP Portal (www.eprocure.gov.in) and bid can only be submitted through the same website. Bid submitted other than CPP Portal will not be accepted. Important dates related to this tender are furnished below for information.

S.No.	Particulars	Date	Time
1.	Date of online publication of tender	17/06/2020	1800
2.	Starting date for downloading Tender document	17/06/2020	1805
3.	Bid submission starting date	17/06/2020	1810
4.	Bid submission closing date	10/07/2020	1000

5.	Closing date & time for submission of original copies of EMD	10/07/2020	1700
6.	Opening of technical bids.	13/07/2020	0900

4. The Eligible bidders should have the valid digital signature certificate (DSC) issued from any agency authorised by Controller of Certifying Authority (CCA), Govt. of India.

5. The bids are invited online under two cover system (Technical bid (Cover 1) and price bid/ bill of quantity (BOQ) (Cover 2) from eligible bidders.

6. Bidders can access and download the tender documents from CPP Portal and can fill them with all relevant information and submit the completed tender document online on the website: <http://www.eprocure.gov.in>. The downloading of tender documents shall be carried out strictly as provided on the website. No editing, addition, deletion of matter shall be permitted. If such action is observed at any stage, such tenders are liable for outright rejection.

7. Tender shall be submitted online only at CPPP website. Bidders are advised to refer the Bidders manual kit for e-submission of the bids online through the Central Public procurement portal available at the website: <http://www.eprocure.gov.in>. Aspiring Bidders/ Suppliers who have not enrolled/ registered in e-procurement should enrol/register before participating through the website <http://www.eprocure.gov.in>. The portal enrolment is free of cost.

8. All the documents as per tender requirement should be uploaded online and further, no documents will be accepted offline. However, Term Deposit/Bank Guarantee (EMD – Earnest money deposit) hard copy should be sent to SVP National Police Academy before the due date of opening. Bidders who are not submitting any of the required documents online will summarily be rejected.

Terms and Conditions

9. The TIA (Tender inviting authority) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour. For any queries regarding e-tendering process, the bidders are requested to contact over phone : 120-4200462, 08826246593, 040-24234426 or send a mail over to cphp-nic@nic.in.

10. Conditional tender/bid will not be accepted. Bidder should clearly indicate additional charges involved in operation of contract, if any. Offers with stipulation like “if applicable” will be treated as vague and shall be ignored.

11. Delivery/ installation/ integration is to be completed within 60 days from the date of Work Order failing which, penalty @ 0.5% of the Work Order value will be recovered per day subject to maximum 10% of contracted value from the payment unless extension is obtained in writing from the office on valid ground prior expiry of starting schedule given in work order. If the tenderer applies for the extension period to carryout service/supply, the extension can be granted on valid grounds only once and up to a maximum of 30 days. Further in case of inordinate delay of 21 days from the date of Work Order, the Work Order stands cancelled and penal action as per provision of contract will be initiated without further notice.

12. The date of placing the work order shall be the date of dispatch of order or the delivery thereof to the tenderer, when such order is being delivered through some other person.

13. No interest will be allowed on the Earnest Money Deposit or security deposit so remitted and no claim shall be entertained in respect of the same. It may specifically be noted that ordinarily payment will be made only after completion of work with the satisfaction of the Academy and that no advance payment can be arranged.

14. **Bid Validity.** The Bid/ Tender submitted shall necessarily remain valid for 180 days. If any bidder withdraws his tender before the said period, SVP NPA shall without prejudice to any other right or remedy, be at liberty to forfeit the bid security submitted alongwith the bid.

15. **Performance Security Clause.** The successful bidder shall have to deposit a performance security of 5% of the contract value of the work order rounded up to next hundred in the form of account Term Deposit Receipt/ Bank Guarantee from a nationalized/ scheduled commercial bank in favour of the Director, SVP NPA Hyderabad payable at SBI Shivarampally, Hyderabad within 14 days of the issue of Letter of Acceptance order for due performance as per the provisions contained in GFR – 171. Failure on the part of the firm to deposit the performance security within stipulated time the purchaser reserves the right to cancel the Work/Supply Order. Performance Security submitted by the bidder will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. No interest will be payable for “Performance Security.”

16. The Director, SVP National Police Academy reserves the right to order full or part thereof of the items/services enclosed or accept/ reject any or all the bids without assigning any reason.

17. **Payment of Bills.**

(a) The contractor should submit bill to the indenter immediately after completion of the work for payment.

(b) Bills submitted by the contractor will have GSTIN printed on it. Any bill received without GSTIN printed on it will be liable to be rejected.

(c) All payment would be made though e-payment. Hence, organisation details in specified format must be submitted alongwith the bills.

(d) No advance payment or payment against the proforma invoice will be made. Payment will be made only after completion of work with satisfaction of the Academy.

18. Prices shall be quoted in Indian rupees only.

19. The prices once accepted by the Academy shall remain valid till the successful execution of the complete order to the satisfaction of the Academy. The

Academy shall not entertain any increase in the prices during the currency of contract (including extendable period, if any).

20. The bidder should provide service support through online / in person. Should provide the required contact details of the service support.

21. Following scanned documents in **pdf file** format must be uploaded in separate covers duly sealed and stamped.

First Cover (In pdf): -

- (a) All the pages / documents (including NIT) comprising the bid must be properly numbered, signed and stamped by the person/s authorized to do so.
- (b) Firm Registration Certificate as per the Companies Act of India.
- (c) Banker details.
- (d) Details of previous experience/ supply.
- (e) GST Registration.
- (f) **Previous year IT Return and Annual Audit Report of last three years.** The cumulative financial turnover of the bidding firm during the last three years, ending on 31 March 2020 should be at **Rs 56,64,000/-** (or equivalent in foreign currency at exchange rate prevalent on 31 March 2020) the as per the annual report (audited balance sheet and profit & loss account) of the relevant period, duly authenticated by a Chartered Accountant/Cost Accountant in India or equivalent in relevant countries.
- (g) Bidding Firm (manufacturer or principal of authorised representative) should not have suffered any financial loss for more than one year during the last three years, ending on 31 March 2020.
- (h) Scanned copy of EMD Term Deposit Receipt drawn in favour of 'The Director, S.V.P. National Police Academy, Hyderabad' submitted in portal followed by original copy before closing of tender date at the address of the Administrative Officer (Admn.), SVP National Police Academy, Shivarampally, Hyderabad. Offers received without the prescribed EMD will be rejected summarily.
- (i) The details of the Tender document and EMD should be filled and uploaded online. Earnest Money Deposit (EMD) for **Rs.47,500/- (Rupees forty seven thousand five hundred only)** (Refundable) should be deposited in form of **Term Deposit Receipt/Bank Guarantee** drawn on any nationalized bank in favour of Director, SVP National Police Academy, payable at SBI, Shivarampally, Hyderabad which should be **valid for a period of 180 days** from the date of opening of tender. **Bids without EMD will not be considered.** Tender Reference Number or details should be mentioned on the backside of the original EMD and the same should be sent to SVP National Policy Academy, Hyderabad before due date of opening of the tender. **Submission of EMD through online due to Covid-19 situation**, the bidder may remit through RTGS to Director NPA Administration Account No. 52020141259 SBI SHIVRAMPALLY IFSC CODE SBIN0020335 and proof of which may be attached to their bid document accordingly.

(j) The documents also required to be uploaded as per Technical Specification attached as 'Annexure'.

Second Cover: -

(k) **Financial bid (In excel file like BoQ):** - The value of work quoted by firm shall be including all taxes, labour charges, if any, are to be quoted explicitly both in words and figures. The Price Bid/ BOQ template must not be modified or replaced by the bidder; else the bid submitted is liable to be rejected for this tender. **L1 will be based on the lowest overall value for the work quoted by the bidder.**

22. **Opening and Evaluation of Technical Bids.**

(a) The Tender Committee appointed by the Competent Authority of Academy will open all Technical Bids in the first instance on the appointed date and time at SVP NPA Hyderabad.

(b) During evaluation of the bids, the purchase committee may, at its discretion, ask the Bidder for clarifications of its bid. The clarification of the bidder shall be in writing.

(c) No bidder shall contact the committee member on any matter relating to its bid from the time of the bid opening to the time the purchase order is placed. If the Bidder wishes to bring additional information to the notice of the Purchaser it should be done in writing.

(d) Any effort by a bidder to influence the Purchaser in its decisions on bid evaluation, bid comparison or purchase order decision will result in rejection of the bid.

(e) The results of the evaluation of the Technical Bids along with the date of opening of the Financial Bids will be uploaded in the portal. The purchase committee may at its option to choose to open the financial bids immediately after the opening and evaluation of the Technical Bids.

23. The department may ask for production of original document submitted by the bidder for verification to confirm the correctness. If any document submitted by firm/bidder is found to be fake/not legitimate at any stage of tender, the penal action as per provision of contract will be initiated.

24. **Taxes and duties.** Bidder shall be entirely responsible for all taxes (including TDS), duties, license fees etc. incurred until delivery of the contracted products/ services to the Academy.

25. **Penal Action for Non-Compliance of Terms and Condition of the Contract.**

(a) EMD of a tenderer is liable to be forfeited if he withdraws his bid (any time after deposition of tender or before accepting the contract).

(b) EMD of a tenderer may also be forfeited if the tenderer derogates any terms/conditions of the tenders, raises conditions with malafide intention to delay/scuttle tender procedure or quotes fictitious/unrealistic rates.

(c) If a contractor wilfully neglects or fails to perform or observe any condition of the contract or attempts to cheat or indulge in fair practices with the motive of making undue gain, the Director may impose a ban on future contracts by the SVP National Police Academy with that contractor.

(d) In case a contractor fails to comply with work order placed by the Academy or to perform his part of the contract to the entire satisfaction of the department or fails to abide by the terms of the contract, the contractor shall be liable to all following actions or any of the following actions, as may decided by the Director to this Academy :-

(i) Forfeiture of Performance Security in whole or in part.

(ii) To make good the loss caused to the Government.

(iii) Cancellation of the contract without any prior notice to the contractor.

(iv) Debarment from entering into contract with the Academy for period specified by the competent authority.

(e) In event of contractors performance security deposit being reduced by means of forfeiture, the contractor within 15 days from the date of intimation of the reduction shall restore the performance security to the original value, failing which, the Contract Operating Officer will recover the amount involved from any amount due to the contractor by the government or from any other assets of the contractor held with the Academy.

(f) All losses sustained by the government due to failure, omission or neglect of the contractor may be realised from the performance security or any other amount , which may be due to be paid to contractor from the Academy.

(g) In case of rejection of any item by the Academy or in case of neglect, failure or delay on the part of the contractor to comply with any demand or indent placed by the Academy, the Academy may without prejudice to any other action which the department may take under the terms of the contract, will be at liberty to procure or purchase such items from any other source. Any expenditure (which may include transportation and their incidental charges) incurred in excess of the contracted rate shall be borne by the contractor or recovered from his security deposit and/or from any amount which may be due to be paid to the contractor by the Academy.

(h) The bidder will be blacklisted by the Academy in case of breach/non-compliance of terms and condition of contract.

(i) The Director SVP NPA reserves the right to cancel the order without pre notice, forfeit the security deposit or recover any damages for any breach of contract.

26. **Right to Cancel the Order.** The Director, SVP National Police Academy reserves the right to cancel the work order without any financial repercussion on either side and without seeking the consent of the supplier at any stage of purchase process. No further correspondence in this matter will be entertained.

27. **Demonstration of Offered Project.** The bidders should provide technical demonstration of the item offered, in case the TPC so desires. Failure to offer demonstration shall entail rejection of bid forthwith.

28. **Arbitration Proceedings.** Any dispute arising out of the contract at any time between the parties hereto touching or arising out of this contract shall be referred to an arbitrator to be nominated by the Director, SVP National Police Academy and the decision and award of such arbitrator shall be final and binding upon the parties hereto and the provision of the Indian Arbitration Act 1996 shall apply to the Arbitration proceedings.

29. **High Court for Settlement of Dispute.** If the dispute between the parties not settled by the Arbitrator, it should be subject to the jurisdiction of the High Court of Judicature at Hyderabad.

30. **Death of Contractor (Sole Proprietor).** In case of death of a contractor or sole proprietor of a firm, his/her legal heir (s) may be permitted to operate the contract already approved in favour of the deceased and are operational or operating the current contract approved in favour of the deceased :-

- (a) Death Certificate of the deceased contractor.
- (b) Willingness certificate on an affidavit that the legal heir (s) and accredited agent (s) is/are willing to continue the operation of existing contract (s) at the existing terms and condition of the contract.
- (c) Legal Heir Certificate/Succession Certificate from the Court of Law.

Yours faithfully,

(R. Jayanthi)
Administrative Officer (Admn.)
SVP NPA Hyderabad

Copy to: Programmer with a request to please get the above requirement posted in NPA Website and provides a link

Gram: 'POLACADEMY' e-mail:administrator@svpnpa.gov.in Tel: 91-040-24015151 to 24015158 Fax: 91-040-24015179

**Technical Specifications for Development of
Guest Facility Management System**

The Academy is a premier training institution having in-house guest facilities for the visiting guest faculties / course participants. It has nearly 500 guest rooms categorized under nearly 7 buildings. These guest rooms will be allotted to officers who visit the Academy on official and private trips. The Academy is look for development of an integrated software to manage these guest house facilities. The offered product should be highly customizable to the needs of the Academy.

A. The software should have the following modules

- a. Reception
- b. Inventory
- c. House-keeping
- d. Admin module

A) Reception Module :

The reception module facilitate to register the guest/ participant with their details. The Academy will different guest such as, as a course participant, as a guest speaker / faculty, or as an officer on official duty or officer on his personal work. For some of the courses, when the participant is allowed to get his family at a later date, billing should have provision accordingly. Room details Chart – It should have complete room details with status (Reserved from/Occupied upto/Available/Under Repair Room). Provision should be made for arrival and departure details of the officer. The room tariffs would be changing periodically, a provision should be made in the master data.

- a. It should also show under cleaning room status and supervisor able to change the status to Available after cleaning and ready the room in all respects.
- b. Check-in Details – The page should contain mandatory columns to be filled while checking-in of the guest. The details should be as following :
 - i. Name, Rank
 - ii. Complete Address
 - iii. Guest Category (Course Participants of...../Guest Speakers/Academy Guests/Guests on Private Visit/Guest on official visit/Faculty Guest/other)
 - iv. Stay period
 - v. Accompanying details, if any (Name/Age/Relation)

- vi. Photo (Through webcam)
- vii. ID Scan

- c. Billing Details – Bills should be generated separately as lodging, boarding and other charges as per category of the guest mentioned while check-in.

- d. Payment Details (Cash/Swipe/Cheque/Credit)

- e. Course Participants Bill and Course Guest Speakers Bill – Should generate only lodging and boarding charges in one bill addressed to Director SVP NPA for submitting through concerned course director.

- f. Should generate various reports (Monthly/quarterly/yearly) – Occupancy details category wise, individual room occupancy details, etc

B) Inventory Module – In this module, individual room-wise inventory should be available along with details of all consumable and non-consumable items right from stock held at store to room should be available. Periodical reports / consumption wise reports should be generated for better management.

- a. Non-Consumable items available in individual room –
 - i. List of items
 - ii. Purchase and Issue date with purchase cost
 - iii. Any repair (Date-wise with expenditure and other details)
 - iv. Condemnation details
- b. Consumable items available in individual room –
 - v. List of all items with numbers
 - vi. Issue date
 - vii. No. Of washings (in case of all linens)
- c. Misc. Details –
 - viii. Specially issued items for rooms
 - ix. Any specific details about room

C) House-keeping Module –

House keeping of the Guest houses is a regular activity which is very important. As human involvement is there and lapses may occur intentionally / unintentionally, a daily close monitoring of the activities need to be done with minimum efforts by the supervisory officer. The software should be designed with good algorithm in such a way that any lapse / left out works should be highlight to the supervisory officer. Details of the activities should be captured very relatively.

- a. General Cleaning of rooms – It should have daily cleaning chart on following charts
 - i. Room Cleaning, dusting, Mopping etc.
 - ii. Changing of Towels/Bed sheets/Pillow Cover

- b. HK of Common Areas –
 - i. All lobbies
 - ii. Reception
 - iii. Surrounding area
 - iv. Front area
 - v. Open Lounge at ground floor
 - vi. Lounge
 - vii. Dining Hall
 - viii. Common Rest Rooms
 - ix. Lifts
 - x. Terrace of building
 - xi. Facade Cleaning
 - xii. Water tank cleaning
 - xiii. Gas pipe-line checking
 - xiv. Fire Extinguishers (Date of filling)

D) Admin Module

- a. Provision should be given for user role management such as creating new users, role wise
- b. Each Guest house will its own users to manage the facility.
- c. Auto-backup of the database should be done on scheduled timeline.
- d. Various reports should be able to generate such provisions shall be made role wise / user wise.
- e. Should able to create new guest house instance along with rooms and their naming.

Besides above requirement and standard features of any good hostel management software, we require the following features -

1. The Product shall function from our campus only, and the data cannot be published on any cloud platform.
2. The application should be scalable so that, any new infrastructure is added in the Academy, the application should allow to provision the requirements automatically.
3. A provision should be made while designing the application, if the application is made public, the user can submit a request for allocation of the room along with his arrival and departure details. In such cases, the request shall go to the supervisory officer for acceptance / rejection of the request. On acceptance / rejection, a SMS / mail should be generated to the requested officer automatically.
4. In general the room will be allotted to one officer only, however in case of

big events in the Academy, the room will be allotted to two persons. Hence such provision is required in allotment along with separate billing etc.

5. As we have different named Guest houses with different room capacities. The product should support to create multiple Guest houses with its room capacities. The admin / supervisory user should be able to view all the guest houses in a single screen with room status indication.
6. The officer should be able to submit complaints online / or at the front office, which to be generated a daily report and sent to a registered mail. The officer should be able to inform his absence for the Lunch/Dinner to facilitate the messing.
7. The officer should be able to submit a feedback on all activities/facilities.
8. The product should support all other standard features such as housekeeping, Hostel inventory, room inventory, reception, etc.
9. The product should generate all kind report for administration / accounting / complaint resolution purposes.
10. Provision should be made to interface with the other sections of the Academy, such as senior course section and Motor Transport section for tracking the participant / guest movement.
11. Mobile app also should be made for supervisory officers.
12. The product should be completely web-based application with all security features. Any good platform such as Java / PHP should be used along with scripting languages. Open source DB should be used.
13. The vendor should use the best DB optimization methods and should be light weight application.
14. The product source code, DLLs, plugins and any dependencies etc., developed should be handed over to the Academy completely. The Academy is the owner of the code and its dependencies.
15. The developed product will be under support warranty for a period of 3 years. Any changes / updates should be done at no additional cost.
16. The bidder should have a minimum of 5 years' experience in development of software product to reputed organizations / institutions.
17. Should have done atleast one or more government / PSU's software projects in the last three years.
18. Valid satisfactory completion letters should be produced from the respective customers of such claimed projects.
19. Should have regular on-board developer team having atleast 15 members. A dedicated team should be provided for quick deliveries and continuous support by the vendor on award of the contract.

20. The vendor should develop the product on Java PHP, open source database applications. The Academy will not pay any additional fee for any of the software / databases used by the vendor for development of the product. The final technology to be adopted will be decided by the Academy.

21. The vendor must demonstrate the projects handled using the different technologies, before the technical team of the Academy.

22. The vendor should have a minimum turnover of 30 lakhs per annum only in the development software projects. A valid proof in this connection should be submitted.

23. The proposed application is web based which can be accessed from any where on internet, and also easily portable onto mobile devices. Should be secure enough to use on public internet. The vendor should provide a certificate to this effect.

24. ADMIN CONTROL PANEL

- a. The admin can add/ remove/ deactivate the master data / users.
- b. Admin can add the Announcements / notices on the home page.
- c. All the features related to master data will be dynamic in nature and will be updated from time to time from admin side.

25. The general requirements of the site will be :-

- i. Search should be available by name, room nos etc parameters.
- ii. Statistics of occupancy should be made available.

. Proper data validations should be deployed during entering the data.

. The developer should facilitate to add / delete any features required during or after completion of the project for a period of one year.

. The developer should provide the source code / tools used at the time of installation of the project, which become the property of the Academy. This should not be used any where in the bidders future projects.

. The vendor should develop the software based on the infrastructure available at the Academy. The application should function efficiently with ease and speed in accessing the data from the server.

. Any relaxation in the above guidelines / finalization of the technologies will be taken by the Academy, which to be abide by the bidders.
