Inviting Expression of Interest for Enterprise Travel Portal for Balmer Lawrie & Co. Ltd.

BL/IT/TTP/2016-2017/E001 dated 04.08.2016

21, Netaji Subhas Road, Kolkata 70001

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EOI Document Schedule and Address

S. No.	Particulars	Description
1	EOI reference number	BL/IT/TTP/2016-2017/E001 dated 04/08/2016
3	Date of Publishing of EOI in the website	04/08/2016
4	Last date and time of receiving applicants' clarifications in writing	22/08/2016
5	Last date and time for submission of EOI	26/08/2016, 17:00 hrs
6	Date and time of EOI Opening	29/08/2016, 15:00 hrs
7	Place of EOI submission & opening of EOI.	Balmer Lawrie & Co. Ltd., 401-402 , Welldone Tech Park, Sector 48,, Gurgaon -122002
8	Name and address for Correspondence.	Mr. Ashish Pandey, Manager (IT), 401-402 , Welldone Tech Park, Sector 48,, Gurgaon -122002 Mobile No : +91 9007079912 Email id : pandey.a@balmerlawrie.com

Expression of Interest (EOI)

To,

M/s _____

_____

Dear Sir/Madam,

Balmer Lawrie & Co. Ltd. invites EOI for "Enterprise Travel Portal" for Tours & Travel Division.

1. EOI document can be downloaded from web site www.balmerlawrie.com
2. It shall be the responsibility of the persons submitting the EOI to ensure that the EOI has been submitted in the formats and as per the terms and conditions of the EOI documents. In the event of any doubt regarding the terms and conditions / formats, the person concerned may seek clarifications from the authorized officer of BL. In case any tampering / unauthorized alteration is noticed in the response submitted from the EOI Document available on the BL's Website, the said EOI shall be summarily rejected and the company shall have no liability whatsoever in the matter. However, deviations, if any, proposed by the participant may be separately indicated for acceptance in a deviation note or otherwise to BL.
3. EOI Participants are expected to submit all necessary documents in support of participation to this EOI. However, in case any further document/ clarifications is found necessary for proper assessment, the participant shall be requested to furnish the same.
4. A participant can have more than one response to EOI (if needed) based on alternative solutions and approach.
5. No cognizance shall be taken for references by the participant to various clauses of Contract / tenders awarded earlier by BL.
6. There should be no conflict of interest of participants with BL. EOI response of any participant may be rejected if a conflict of interest between the participant and BL is detected at any stage.
7. Contact Person Mr. Ashish Pandey (Manager-IT), Balmer Lawrie & Co. Ltd, 401-402, Welldone Tech Park, Sector 48, Gurgaon -122002, Cell – 900 707 9912, e-mail – pandey.a@balmerlawrie.com.
8. Participants are expected to observe the highest standard of ethics during the participation and execution of this EOI. In pursuit of this policy, BL will reject a response to EOI if it determines that the Participant being considered for evaluation has engaged in corrupt or fraudulent practices in competing for the Contract.

    For the purposes of this provision, the terms set forth below are defined as follows:
    (I) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action in the procurement process or in Contract execution; and
    (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence the procurement process;
    (iii) "Collusive practice" means designs to establish bid prices at artificial, non-competitive levels to deprive BL of the benefits of competition.

9. EOI Document submission. The participants are requested to provide supporting documents and information as desired in Pre-Qualification Criterion of the EOI Document (Refer Section 4 and Section 5). The Delivery Plan and Schedule should also be enclosed along with Document. Entire set of documents should be submitted in sealed envelope marked as Technical Bid. The

participants have to submit their bids in hard and soft copy latest by end of last date and time of submission as mentioned in EOI document schedule.

10. Clarifications of EOI documents

    Participant can seek any clarification on EOI document through written mail to pandey.a@balmerlawrie.com at least 4 working days prior to final submission date of EOI document clearly mentioning the participant name and contact no.

    BL may at its sole discretion amend the EOI Documents at any time prior to the deadline for submission of EOI bid. However in case of such amendment, the EOI submission date may be extended at the discretion of BL. Amendments made prior to submission of EOI bid will be provided in the form of Corrigendum to the EOI Documents and will be issued and uploaded in the web-site only.

11. The participant may modify or withdraw its EOI after submission, provided that written notice of the modification or withdrawal is received by BL prior to the deadline prescribed for EOI submission.

12. Opening of EOI

    a. EOI's will be opened as per the plan or with the updated plan as deemed suitable to BL.

13. Preliminary examination of EOI

    a. BL will examine the EOI's to determine whether they are complete, whether the documents have been properly signed and in order. Any EOI's found to be non-responsive for any reason or not meeting the criteria specified in the EOI Documents will be rejected by BL and shall not be included for further consideration.

    b. Prior to the detailed evaluation, BL will determine whether each EOI is complete, and is responsive to the EOI Documents. For the purposes of this determination, a responsive EOI is one that conforms to all the terms, conditions, and specifications of the EOI Documents.

14. Clarifications

    During the EOI evaluation, BL may, at its discretion, ask the participant for a written clarification of response to EOI, which the participant is bound to provide within stipulated time i.e. 3 days.

15. Cancellation of EOI

    Balmer Lawrie reserves the right to accept or reject any First (Original) or Updated EOI, and to annul the process and reject all EOI's at any time without incurring any liability to the affected participant or any obligation to inform the affected participant of the grounds for such action.

16. Transfer of EOI bid document

    Transfer of EOI submitted by one participant to another participant is not permissible.

17. Compliance with company law

    The Participant must declare whether the proprietors/ partners of the firm/ Directors of the limited company has any relation with any director of BL including its subsidiaries and Joint Ventures and if so, the details or the relation thereof must be disclosed in the bid response.

18. EOI Evaluation will be done by a prescribed committee of BL.

19. Confidentiality - You are required to maintain strict confidentiality and not to disclose our name during the course of study. In case it becomes necessary to disclose our name then written confirmation shall be obtained from us.

20. The Company reserves the right to alter / modify the scope of study or cancel the proposed study without assigning any reason.

EOI Submission Procedure –

The EOI should cover all the points mentioned in **section 4 and 5**. **Response to EOI should be hard copy documents with relevant literature to support, accompanied with a CD/DVD containing ALL soft copies and relevant literature to support as well.**

ALL PAGES OF EOI DOCUMENT and SUPPORTING DOCUMENTS SHOULD HAVE PROPER OFFICE SEAL AND SIGNATURE FROM AUTHORIZED PERSONNEL OR PARTICIPATING ORGANIZATION.

All documents should be put in an envelopes which should be sealed and super-scribed thereon

 "Expression of Interest for Enterprise Travel Portal for Balmer Lawrie & Co. Ltd. Reference BL/IT/TTP/2016-2017/E001 dated 05.08.2016" with full name, address, contact number and e-mail of the participant.

And addressed to:

Ashish Pandey, (Manager IT),

401-402, Welldone Tech Park,

Sector-48, Sohna Road, Gurgaon-122002 (Haryana)

Mobile No: +91 9007079912

The Company shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the tenderer is found to be false/fabricated/bogus, the participant is liable for black listing, forfeiture of the procedure, cancellation of work and criminal prosecution.

The participant found defaulting in submission of requested hard/soft copies of documents to the EOI Inviting Authority on or before the stipulated time in the EOI will not be permitted to participate in the EOI.

The participant has to keep track of any changes by viewing the Addendum / Corrigenda issued by the EOI Inviting Authority on time-to-time basis at www.balmerlawrie.com . Only at the time of inviting EOI, there will be a paper ad. There will be no further paper advertisement on this. Interested participants have to keep referring to the website for further information. The Company calling for EOI shall not be responsible for any claims/problems arising out of this.

Successful participant shall be responsible for completion of the contract in all respect.
Balmer Lawrie reserves the right to accept or reject any EOI or part of EOI or to reject all EOI without assigning any reasons thereof.

This is merely a request for EOI and carries no commitment / obligation to award the contract. EOI does not obligate BL to pay any costs incurred by respondents in the preparation and submission of the EOI. Furthermore, the EOI does not obligate BL to accept or contract for any expressed or implied services. Queries/Clarifications should be addressed by email to pandey.a@balmerlawrie.com
Please acknowledge receipt and confirm your participation in this tender.

Thanking you,
Balmer Lawrie & Co. Ltd

1. Introduction

Founded by two Scotsmen, George Stephen Balmer and Alexander Lawrie, in Kolkata, Balmer Lawrie& Co. Ltd. (BL) started its corporate journey as a Partnership Firm on 1st February 1867. Traversing the 146 years gone by, today Balmer Lawrie is a Mini-Ratna I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas, Govt. of India, with a Gross turnover of Rs. 2843 crore and a profit before tax (PBT) of Rs.220 crore. Along with its six Joint Ventures in India and abroad, today it is a much-respected transnational diversified conglomerate with presence in both manufacturing and service sectors. Balmer Lawrie is a market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, Travel and Vacations and Logistics Services. It also has significant presence in most other businesses, it operates, viz, Performance Chemicals, Logistics Infrastructure etc. Each major business is recognized as a Strategic Business Unit and operates with a high degree of operational autonomy. This EOI is focused primarily to cover entire business of **Travels and Vacations** SBU.

2. Purpose of the EOI

2.1 BL is in process of implementing an integrated complete Enterprise Travel Portal Application to cater all kinds of businesses, packages, be it B2B or B2C for Travel and Vacations SBU.

2.2 The objective of this document is to implore Proposal from Interested Parties providing software/product solutions who are eligible as per BL criterion and offer such product/services.

2.3 Evaluation of EOI's will be helping BL to understand the product/software and organizations capability to deliver the proposed solution.

2.4 A brief understanding of manpower deployment needed from both BL side and participant side to execute the Project.

2.5 Timelines and phased goals to execute the project is also expected in this EOI.

Note – Response to the EOI doesn't warranty any award of contract or preference by BL to the participants in case if future EOI or Tender happens. The purpose of EOI is solely limited to understand the nature of product/solution, timeline and expertise availability in market place. BL Management and EOI evaluating committee recommendations will be final.

3. Current Travels and Vacation Business

3.1 Currently Tours and Travels business is run using following applications –

3.1.1 Mid Office application which caters to Self-Booking Tool (B2B segment) and Agent Booking (both B2B and B2C) as well. Mid Office is integrated with various API's from service providers like Airlines, Hotels, and Insurance etc.

3.1.2 A dedicated travel site http://balmerlawrietravel.com to cater to all travel related business needs.

3.1.3 CASH-X application which is primarily an accounting software.

3.1.4 Amadeus based GDS is also used to book tickets directly.

3.1.5 SBT's (Self Booking Tools developed by BL) which is used in conjugation with BL customers ERP systems.

3.1.6 A Contact Center which is contracted to a vendor for day to day Travel and Vacations Business (This is to be phased out as Balmer Lawrie will be moving to its own call center which will be working on Avaya based platform).

3.1.7 An ongoing implementation of a package for Vacations business is in progress which will cater to selling of various packages to customer.

3.1.8 Train tickets are directly booked from IRCTC website using travel agent credentials.

3.1.9 Booking over calls, e-mails or hard copy are acceptable format in Balmer Lawrie.

3.1.10 Other ancillary portals/products/software/functions to run day to day business.

4. Scope of Work

Note – This is not final SCOPE but the starting point to understand the product and its offering. The SOW should be termed as indicative but not exhaustive. There is a separate excel sheet for Section 4.5 which should be filled in response, both hard and soft copies of the excel should be provided.

4.1 To have in place ready to deploy complete Enterprise Portal product with customization as required for SBU Travels and Vacations. This will cater to all primary business needs of customer and businesses (B2B and B2C)

4.2 Primary objective is to achieve better management, incur least cost and effort and the growth in business volume and profitability.

4.3 EOI participant should respond on capabilities of –

4.3.1 Capabilities of the product/solution offered.

4.3.2 A brief project plan covering details and time lines customization, installation, configuration, testing, commission Supply with customization, Installation, Configuration, Testing, Commissioning, and Training of end users during deployment, post go live hand holding with all system support for stabilization of Enterprise Travel Portal.

4.3.3 A pre-requisite check list to prepare Balmer Lawrie to arrange for resources like hardware, software, man power etc.

4.4 Proposed Product/Solution should be analyzed in terms of these points –

S.No.	Product/Solution Parameters	Evidence
1	Demonstrate capability to handle most of the functional requirements with customization	Through Demo and Discussions
2	Product/solution should have direct capability to seamlessly integrate with SAP all products, Contact Centre and legacy systems with ease	Provide documentary evidence from OEM/customer
4	Product/solution should be running in minimum three Tours and Travel based companies	Provide documentary evidence from OEM/customer

3	Product solution should be capable to integrate with multiple GDS at the same time.	Provide documentary evidence from OEM/customer
4	Product/solution should have consolidate database.	Provide documentary evidence from OEM/customer
5	Product/solution should be capable enough to provide data and integrate for/with next level business analytics and big data analysis.	Provide documentary evidence from OEM/customer

4.5 **Functional Requirements (This is an indicative list not exhaustive)**

Note – Use separate attached excel sheet to the Tender marked as Annexure 4 Functional Requirements to fill this data. Response should be provided both in hard and soft copies.

S.No	Functionality	Available (Yes/No/Partially)	Customization Needed (Y/N)	Comments
1	Complete Travel Management. Responsive store front with product listing with ability to edit the product details on the fly in the live system.			
2	Cabability to book Domestic and International Air Travel (Multi GDS with LCC)			
3	Capability to have Itinerary Preparation			
4	Capability to book Railways tickets directly or through the API/connectors/middleware of IRCTC			
5	Capability to book Sea Travel/cruise directly or through the connectors/aggregators/middleware			
6	Capability to book Hotels directly through the the connectors/aggregators/middleware			
7	Capability to book Car/Self Rental/Transfers directly or through connectors/aggregators/middleware			
8	Capability to book Bus directly or through connectors/aggregators/middleware			

9	Capability to built in visa processing system and to integrate (in future) if connectors provided by other countries			
10	Capability to deal with all travel related aspects of FOREX, the conversion rates to any currency should be live			
11	Capability to have insurance from the system and to charge it either clubbed or separately. Ability to integrate directly with insurnace providers as well			
12	Capability to build group travels, arrange, manage and draw costing/profitablity analysis out of them			
13	Capability to build tour packages, arrange, manage and draw costing/profitablity analysis out of them			
14	Real-time search and booking from multiple sources in single platform viz, Air, Rail, Cars, Bus, Cruise, Hotels etc.			
15	Capability to switch to different currencies as and when defined by users. Capability of using real time currency conversion rates. Capability to split currencies in single itinerary/invoices.			

16	Flight Search Functionality in the site: domestic, International and Low Cost Carrier Search •One way •Round trip •Special Fares •Multi destination •Multi currency •Calendar Search •Flexi date Search •Auto ticketing •Cross sell • Graph Based Search			
17	Hotel Search Functionality in the site: domestic, International with various option •Domestic Search •International Search •Star Rating wise •Hotel Name •Display in multiple currency			
18	Single Sign-On facility from Corporate Intranet (Capability to reach the Enterprise Portal from other B2B customer website using customer credentials and link)			
19	For B2B or offline customer booking scenarios capability to store and upload data either in file format (excel, csv, tab delimited or any other) or to fetch data directly from customer database through a middleware/web service.			
20	For B2B, capability to store or fetch travel policy and rules as per customer matrix.			
21	Capability to capture budget value for B2B and handling of booking as per the pre-defined policy and rules.			
22	Integration with all kind of systems including all customers systems, BL			

	SAP, BL legacy systems, All BL Travel Applications, BL HRMS system etc.			
23	iOS/Android/Windows based mobile APP catering to all the functionalities of Enterprise Portal for end customers.			
24	Application should have capability of approval system for corporate employees, flight status, weather, disaster info, web check in, social networking site check in etc.			
25	Traveller profiles should get imported into PNRs automatically – Passport / Visa / Preferences / Frequent Flier/Meals/Seat			
26	Capability to book and bill insurance separately to customer.			
27	PNR Hold/release facility for GDS carrier by staff member (with time Limit and auto release facility)			
28	Option to book LTC-80 fare online. Provision to allow/disallow to book less than LTC 80 Fare on AI operational sector. On AI Non-operational sector Cheapest fare booking restriction can be allowed/disallowed. Special Sectors Booking allow/disallow on non AI. Capability to change policies as per Government rules.			
29	Book and import PNR/Booking from any GDS/Supplier system. And this import PNR/Booking will automatically calculated the markup and commission on the basis of setting for all provided services.			
30	Provision to book Waitlist Ticket with auto Ticketing facility within time limit			
31	Provision to save the booking of customer at any point in time and continue later. Auto cancellation of PNR with time limit on/off facility Client wise Grade Wise			
32	Capability to preview Seat Map			
33	Capability to preview Meal Menu			

34	Queue Management for Flights, Hotels, Rail, bus, Insurance, Crusie, Packages, Cars, Mislenous services			
35	Integration with Light Ticketing Module of Amadeus			
36	Customer Account Management - Capability to provide meal preference			
37	Customer Account Management - Option to update frequent flyer number airline Wise			
38	Customer Account Management - After the ticket is issued, there should be an option for the client/customer to view, print and email the eticket/booking.			
39	Customer Account Management - Option to print Invoice / Voucher			
40	Provision for online cancellation the GDS PNR from the system. Also Void			
41	Online cancellation LCC PNR from the system.			
42	Cancelled GDS/LCC credit note should automatically be generated, with processing fees calculation from customer master and airlines cancellation charges from GDS/LCC.			
43	Can cancel the other services (Hotel, Car, bus, Rail, Cruise) online from the system. Also to get this triggered automatically with agreement from customer if the initial travelling is cancelled.			
44	Generate Deal Tickets, Commissionable by Airline(IATA Discounts)			
45	Set Corporate fare for LCC and GDS			
46	Automated passing of Tour-codes/ deal code / corporate code/Defense Fare Code with Booking Date and Travel Date configuration. Expiry alerts of codes with e-mail to the support staff.			
47	Check Customer credit limit and restrict issuing ticket if there is not credit limit client wise. An alert/notification should be available in the system and sent to client registered id.			

48	Possible to update the deals and system checks whether the deal is applied while issuing the ticket			
49	Possible to refund the ticket from the system.			
50	System should automatically generate invoice once the ticket/booking is issued.			
51	Possible to print invoice/booking with header & without header. Header & Footer can be customized client wise .			
52	Possible to have option to club multiple tickets into one invoice.			
53	Possible to make receipt when the payment is received from corporate customer.			
54	Possible to make advance receipts and later it should allocated to invoices.			
55	Possible to have different mark-ups for different types of customer like Customer Level;Vendor Level;Default Markup			
56	Possible to have different commission for different types of customer like Customer Level;Vendor Level;Default Markup			
57	Possible to take reports of all the receipts for a particular period. Cash and card separately.			
58	Possible to send statement bulk and individually			
59	Possible to send detailed invoices to specific customer who should contain the ticket details also.			
60	Possible to generate the report of Ticket / booking of various services on the basis of date wise, agent wise, branch wise etc.			
61	Summary & Detailed Daily Sales report by Cash, Credit Card, credit, staff, branch, airline wise, region wise, Customer wise			
62	Report of all the un invoiced transactions can be generated using product solution			
63	Can issue Air Ticket with incorporating the insurance with e-ticket			

64	Possible to send E-ticket/booking/weather/misc details to customer email and SMS to his mobile number for all services provided by Application.			
65	Online Cancellations / ability to track amendments in each booking/ticket with complete history details.			
66	Ability to Sort / Filter of ticket/booking on various criteria.			
67	Multiple payment options: BTA, Credit Card, Debit Card, Deposit, internet banking, international cards, travellers card, popular wallets, through points			
68	Ability to have Reward/Points system in customer profile, policy and business can be tailored to different customers or customer groups differently			
69	Ability to display and sell Published Fares, Coupon fare & GDS Private Fares			
70	Find Top routing details for future planning for pre buying.			
71	Track business productivity and profitability through real time integrated dashboard providing information about businesses/segments to higher management			
72	Define user roles to control access levels for each employee and create group of roles: · Accounts · Travel administrator, · IT · Travellers · Call Center · Sales			
73	Ability to configure other services Hotel/Visa/Insurance/Tour Packages/ Car/Bus/Rail/Cruise.			
74	Ability to configure setting, easily maintain Airline mark-ups/ commissions client / Agent Wise			

75	Travel desk / Front desk / Call Center interface for handling the customer services/booking on the basis of provided access right.			
76	Customer Relationship Management and their facility.			
77	Accounts Receivable and Payable reports, analytics and visual charts enabling you to track your travel expenditure.			
78	Automated Commercials computation, ensuring 100% transparency, elaborate for this.			
79	Department -wise / Location-wise / Band-wise / product-wise/ Staff wise real-time reports			
80	Real-time missed Saving reporting for better management.			
81	Automated Passport / Visa Expiry email alerts			
82	IP restricting ensures security of bookings and customer profiles			
83	Limited access can be configured to avoid misuse and mistakes			
84	Send News Letter to our agent, client and customer			
85	Can send Air fare / Hotel /Car/bus quotation from system to the customer through mail.			
86	Ability to include Processing Fee as per Contract – Airline Wise, Sector wise, Legs Wise.			
87	Ability to raise Interest Billing in case of delay in payment –Client wise on/off facility			
88	Corporate-wise Audit Trail Report, Travel Policy Deviation Report, Budget Utilisation Report, Expense Management report			

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89	Is also provided a facility to maintain package selling in this application with all facility to handle complete package with cost details. - add/modify Flight Details with expenditure - add/modify Hotel Details with expenditure -add/modify bus/car details with expenditure -add/modify miscellaneous details with expenditure -Take printout for both customer format / company format. And able to did some modification on the basis of company package management work flow.			
90	Hotel Inventory Management system – Automated and Static with Joint inventory and individual inventory mapped with Packages or departure hub.			
91	MIS Report as per the formats provided in the excel sheet. Airlines-wise Sales (net of taxes) TOP 10 CORPORATE CUSTOMERS TOP 10 AIRLINES SALES Airline Sales & Revenue (net of taxes) Retail Sales & Revenue Refund/Sale/Receipt Report Airline wise Sales - Corporate			
92	Provision to generate the Daily Sales Report from the system by Branch Supplier/BSP Detail/Summary Date wise Customer Category wise Consultant Service			
93	Should be able to send required data booking/Invoice data our BL SAP FI-CO.			
94	Provision to maintain the Rate of Exchange, so to calculate the foreign currency services into Indian currency			

95	Provision to add any advertisement into application and configure it to display it on Portal			
96	Provision to add any announcement, So that it will be automatically display in Portal			
97	24x7 production support in case of any issue.			
98	Database backup in term of reporting for each financial Year			
99	Facility for generating the report of previous financial year			
100	Demo of application need to provide on the basis of agreed integrated facility.			
101	Offer Omni-channel customer experience including the ability to manage Call Center Support and sales desk			
102	Offer personalization for end users based on their transaction / browsing history and preferences			
103	Support multiple storefronts for different user groups (travellers, admin, sales, call center, etc.) with			
104	common backend			
105	Centralized web application administration			
106	Standard Integration with SAP ERP, CRM and other online / social media Marketing solutions in the future			
107	Offer pre-built content to support features specific to travel industry			
108	Offer Retail like experience to the end customer			
109	Ability to integrate with BL Contact Center platform as and when needed			
110	Ability to define proper user roles and authorization in order to eliminate fraud and have better control over entire portal			
111	Ability to define proper user roles and authorization in order to eliminate fraud and have better control over entire portal			

4.6 **Hardware & Other Software Licensing Scope**

4.6.1 The participant will have to clearly tell all the system requirements to run the products/application for mobile/web/client/others applications. Be it Servers/Rack/Server OS/Desktop OS/Mobile OS/etc, minimum RAM, Memory, compatibility. Complete Server configurations needed and pre-requisite by Balmer Lawrie needs to be provided as well. Like space/power/bandwidth requirement. Complete sizing and formulating of hardware, servers, software's or any another equipment is what we are looking at from participants.

4.7 One of the principle objective of this EOI is to have single application to cater to all Balmer Lawrie needs which implies that BL expects to have capabilities of all the existing system and ancillary components to be in Enterprise Travel Portal application.

4.8 **Project Plan with Timelines**

4.8.1 A brief project/program plan has to be submitted with outline of all the activities required to achieve the end result of Enterprise Travel Portal application. Project can be divided into phases for better understanding.

4.8.2 A resource allocation plan from the participant for deployment of software/product and services. Allocation plan should also entail the manpower requirement from BL side to execute the project.

4.8.3 A brief should also be provided about the deployment of manpower both from BL and participant once the system goes live, like the number of resources and positions needed to support the application.

4.8.4 A clear cut stabilization time of the application, warranty/guarantee period of the application is also needed. Resource allocation need to be provided as well.

4.8.5 Type of support which will be provided during the warranty/guarantee period and SLA's to monitor the same. Application will be running 24 * 7 * 365.

4.9 **AMC Details**

4.9.1 A brief should be provided that what all services will be covered in AMC once the warranty/guarantee period is over.

4.9.2 Type of support which will be provided during the warranty/guarantee period and SLA's to monitor the same. Application will be running 24 * 7 * 365.

5. Pre-Qualification for Participants to EOI

The participants to the EOI should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the EOI document. The participant should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The EOI must be complete and shall be submitted as per **Annexures**. Applicants not meeting the Eligibility criteria will not be considered for evaluation of EOI.

Eligibility Criteria:

The invitation to EOI is open to all Applicants, who qualify the following Eligibility Criteria:

S.No.	Criterion	Acceptable Evidence
1	The company should not be currently blacklisted by any Govt. Department/ bank / Institution in India or abroad.	A declaration on company letter head with proper seal and signature
2	The company should have been in existence in the last 5 years.	Certificate of Incorporation or equivalent certificate for the same
3	The participant should have implemented the Proposed Enterprise Travel Solution with at least 3 (three) customer / organization having more than 300 crores turnover. OR More than 2 Lakhs of air segments sold per year by a customer with more than 100 agents/in house users and 500 registered concurrent users who have at least made a single transaction with the application. Data point will be taken during the last 5 years from the EOI closing date.	Copies of work completion certificate issued by their customer should be enclosed as supporting. If the work is ongoing (Phase wise) then OEM certification should be provided. Customer/OEM certification wherever applicable.
4	Minimum annual turnover of the participant shall not be less than INR 100 Crores (Indian Rupees Hundred Crores only) each year, during last three consecutive financial years ending 31.03.2016. Any sort of consortiums will not be accepted.	A certified copy from Chartered Accountant should be enclosed as supporting document. If last three annual reports are available then please share them as well.

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5	The participant should have company's own local support team in at least 01 metro/major cities in India.	Provide Evidence with registered office addresses
6	The Participant shall submit an undertaking from OEM(s) (if participant is not the owner of product) for supply of the products and upgrades for a period of at least 7 years after successful commissioning and also give an undertaking on authenticity for software solution being supplied through this EOI.	OEM Certification
7	Copies of valid Sales Tax/Service tax/PAN / PF registration Certificates should be enclosed along with proposal.	Self-Explanatory

Annexures to be accompanied with Proposal

Annexure: 1 Information Pertaining to Applicant

A. Background Information			
Name			
Corporate Office Address			
Contact Person			
Contact Number			
Fax Number			
E-mail id			
Nature of Business			
Kolkata Office Address (if any)			
Contact Person			
Contact Number			
Fax Number			
Email Id			
Date of incorporation			
No. of employees			
Number of offices			
Network of offices at Metro cities and also within India that provide sales & support for the scope of work for the tender and manpower of the same.			
Annual revenue in the last three Financial Years in India (Please attach annual reports)			
Does the company have business with any other unit(s) of BL (If yes, attach details).			
B. Experience			
Number of Successful domestic Implementation of proposed Solution in the recent past with customer reference	Please add additional pages as required		
Turnover (last 3 years)	FY1(`/L)	FY2(`/L)	FY3(`/L)
Profit After Tax	FY1(`/L)	FY2(`/L)	FY3(`/L)
C. Details of Certificate			

Income Tax	Copy of Registration Certificate / Pan card of Organization
Central Sales Tax	Copy of Registration Certificate
State Sales Tax	Copy of Registration Certificate
VAT	Copy of Registration Certificate
Service Tax Registration	Copy of Registration Certificate
Provident Fund	Copy of Registration Certificate

Annexure 2 Declaration regarding Clean Track by Applicant (Duly Notarized)

(On Applicant's Letterhead)

To   **Date:**
Chief Information Officer
Corporate IT
21 Netaji Subhash Road, (N S Road) Kolkata – 700 001 (India)

Dear Sir,

EOI: Ref:BL/IT/TTP/2016-2017/E001

I have carefully gone through the Terms and Conditions contained in the above referred EOI. I hereby declare that my company/firm is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent and authorized officer in my company/firm to make this declaration.

Or

I declare the following

S. No.	Country in which the company is debarred/ blacklisted/ case is pending	Black listed/debarred by Government / Semi Government Organization/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

                                                                                            (Signature of the Applicant)
                                                                                            Printed Name
                                                                                            Designation
Date: Seal
Business Address:

Annexure 3 : Manufacturer's Authorization Form

[The Applicant shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Applicant shall include it in its EOI]

Date:

To:

WHEREAS

We ………….. , who are official manufacturers/OEM vendors of ………….having factories at ……………… do hereby authorize ………………. to submit an EOI / Proposal, the purpose of which is to provide the Goods and Services included within the scope of work indicated in EOI document , in response to which this proposal is being submitted.

We hereby extend our full guarantee and warranty, with respect to the Goods and services offered by the above firm.

We also confirm that we provide the necessary product support as per Tender Warranty Terms even in absence of participant in future if the participant gets awarded a contract at a later stage.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Dated on day of,

Annexure 4: Functional Requirements

Please refer attached excel sheet with tender document for this