

EXPRESSION OF INTEREST

Indian Railway Catering and Tourism Corporation

(A Govt. of India Enterprise)

EXPRESSION OF INTEREST FOR POWERING THE HOTEL CONTENT ON IRCTC WEBSITES

BACKGROUND: Indian Railway Catering and Tourism Corporation Limited is a public sector undertaking under Ministry of Railway specially formed to handle value added catering and tourism services for Indian Railways. More than 6.5 million railway tickets are booked through IRCTC website, www.irctc.co.in every month. IRCTC's registered user base is over 12.5 million as on 31/10/2009. IRCTC tourism portal www.railtourismindia.com provides a range of travel & tourism services to customers including All Inclusive Rail tour Packages, Tourist Trains, Holiday packages, Hotels & Cab rentals. IRCTC intends to rope in a Hotel content supplier for the following websites -

www.irctc.co.in

www.railtourismindia.com.

We would like to invite hotel content Management companies to power our Hotel booking engine. However, IRCTC reserves the right to input some content of its own Budget hotels on its websites or hotels contracted by its in-house hotel contracting team. The period of the agreement would be for two years, from 06-12-2010 – 05-12-2012.

INVITATION: IRCTC invites Expression of Interest from reputed Online Travel Agencies/ Consolidators of online Domestic Hotels content in below mentioned fields along with their statement of credentials, highlighting their expertise and experience, including duly audited financial statements for the last 3 years. Details of offices across India with their addresses, contact numbers and telephone numbers etc must be also submitted. The EOI must be accompanied by the following details along with substantiations for meeting the Minimum Eligibility Criteria as stipulated below.

The bids are to be submitted in a sealed packet. Sealed bids with requisite Earnest Money Deposit (Demand Draft of Rs.1,00,000/- drawn on any scheduled bank payable at New Delhi in favour of Indian Railway Catering and Tourism Corporation Limited) shall be received at the Office, Indian Railway Catering and Tourism Corporation Ltd. Ist Floor, Internet ticketing Centre, State entry Road, NDLS Station, (Paharganj side), Connaught Place, New Delhi, on or before 15th Apr'2010; 12.30 p.m. EMD amount would be adjusted against the upfront commission of 30 lakh (of first year) for the winning party. The bids shall be opened in the presence of one of the representatives of the bidders who choose to witness the opening on the same day at 12.45 p.m. at the same address. The successful bidder shall be intimated about the award of the work and Earnest money deposit of the unsuccessful bidders shall be returned without interest on the amount deposited after decision of the case. The bid shall remain open for acceptance for 120 days from the date of opening of bid. IRCTC reserves the right to reject any /all bids without assigning any reason and shall not be bound to accept the highest offer.

Selection of the Successful Bidder: The successful bidder would be selected on the basis of highest commercial bid i.e. maximum flat percentage with all minimum eligibility conditions being fulfilled as per the format enclosed as given below.

Financial/Commercial Bid

Financial/Commercial terms.

Bidder should quote one flat percentage commission value on Total Hotel transaction value (including services charges if any) done on the IRCTC websites (Slab wise commission would not be accepted).

Note: Payment with the successful bidder would be settled on a fortnightly basis.

ELIGIBILITY CRITERIA & CONDITIONS:

1. Fulfillment Support: Bidder is supposed to provide all the fulfillment of the hotel bookings done. In order to ascertain the capability of the bidder details on the following may be provided.

- Number of in-house operation and sales staff for managing hotel booking should be indicated,
- Complete process flow chart for hotel fulfillment should be indicated,
- How the sales and bookings would be conducted, complete process should be explained.
- Extra charges, upgrades in case of book outs
- Write up on Inventory management and Booking fulfillment,
- Handling of post sales queries,
- Explain Refund process

2. Call Centre Support: Bidder is required to confirm that it will provide IRCTC branded support to the users, the inbound fulfillment support both on e-mails and phones through a dedicated telephone number (inclusive of all logistic costs related to it).

3. Other Synergies: The bidder should be willing to enter into other mutually beneficial arrangements like powering the hotel content for IRCTC tour packages across India and selling of IRCTC tour packages on commission basis.

4. Previous Experience: The bidder should have previous successful experience in supplying the hotel content via web services (XML API). The bidder must have implemented a minimum of two projects of online hotel content supply to other websites. The web addresses of the same shall be indicated and print screens of the same may be attached in support thereof. The Process flow of the proposed content supply should be indicated.

5. Technical Support in building of a booking engine: Bidder is required to advise/ help IRCTC in developing the booking engine for its websites. Write up on the capabilities of the bidder in this regard should be furnished.

6. Price Parity and Discounting Flexibility: That IRCTC would be provided a price parity with front end B2B channel of the content provider i.e. Customer websites. It will also allow IRCTC the flexibility of discounting, under pricing or over pricing the rates, permitting the IRCTC to offer discounts on hotel bookings e.g. vouchers to be redeemed against tickets. The bidder should be willing to build this logic in the business rule engine on our site.

7. Quality and Breadth of Hotel Inventory:

- Bidder should have an online inventory of minimum of 1000 hotels on as their own contracted hotels.
- In terms of the breadth of the inventory, bidder should have hotels available in minimum of 100 cities.
- Inventory should cover all category hotels (Budget hotels to five star)

- Details of sub-contracting, if any, for sourcing of inventory, should be furnished
- Write up on creating and maintaining of hotel content should be furnished.
- The bidder must have online bookable inventory of at least 5 different hotel properties below Rs 1000/- price range in each of the cities listed below (Please provide a list of hotels) -

Delhi	Chennai	Goa	Mumbai	Bangalore	Agra
Ooty	Tirupati	Kolkata	Jaipur	Hyderabad	Mysore
Shimla	Shirdi	Kodaikanal	Manali	Amritsar	Chandigarh

Apart from above IRCTC expects the applicants to meet the following eligibility criteria as a business entity:

- 1 Must be a reputed individual company / partnership firm/ proprietorship firm duly registered in India.
- 2 Bidder would be required to pay Rs 30 Lakh upfront as minimum guaranteed commission payable for the first year within 15 days of the issuance of the acceptance by IRCTC. For the second year the 30 lakh commission would have to be paid by the bidder, six month before the commencement of the second contract year. In case of termination of the contract by IRCTC this amount is refundable on pro-rata basis. However the whole amount would be forfeited in case of the default in services by the bidder.
- 3 Must have minimum annual turnover (i.e. Gross transaction value) of Rs.5 crore in last financial year from Hotel business. The firm is to submit certificate from their auditors in this regard.
- 4 Should submit last three years audited Profit & Loss statement and balance sheet as on duly certified by CA. They are also required to submit their copy of last three years Income Tax return.

Arbitration : In the event of any dispute or difference arising under these conditions of the contract or in connection with this contract (except as to any matters, the decision of which is specifically provided for by these conditions) the same will be resolved by Arbitration, as per the provisions of 'The Arbitration and Conciliation Act – 1996.' The venue of the Arbitration shall be Delhi. All questions, disputes and or differences arising under or in connection with this agreement or in touching or relating to or concerning the services, shall be referred to the sole arbitration of the officer/officers or persons nominated by the Managing Director/IRCTC, whose decision in this regard shall be binding. The EOI's may be sent by post in a sealed envelope by 15th Apr'2010; 12:30 AM marked -

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Group General Manager (ITS)

Indian Railway Catering and Tourism Corporation Ltd.

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Or Visit us at: www.irctc.co.in / www.railtourismindia.com