TATA CHEMICALS MAGADI LTD.

REQUEST FOR PROPOSAL

FOR

HOSPITALITY MANAGEMENT SYSTEM

SEPTEMBER 2017

1. Background

Tata Chemicals Magadi (TCML) is seeking a vendor qualified to provide a hospitality management system to run various hospitality functions within Magadi

2. Project Objectives

a. Magadi Soda Club (MSC) – Membership management
b. Restaurants, Bar and Hotel services management

3. General Tender Requirements

Proposal responses should include:

a. A brief explanation of why the vendor's software best meets the goals and solves the critical requirements of TCML, as described in subsequent sections.
b. Point-by-point response to list of minimum and desirable features.
c. Detailed presentation of the initial and continuing license and support costs
d. Terms of the acquisition of the software.
e. All hardware requirements for servers & clients. NB: TCML will prefer provide virtual Intel based servers for both the live and DR environments as opposed to acquiring new Server hardware.
f. Detailed implementation plan and schedule.
g. At least 5 references of organizations (together with contact persons) of similar or larger size which have used the software proposed by the vendor.
h. Organizational, support and escalation structures

4. Software Installation

Vendor software will be installed on TCML server(s) by the vendor and TCML IT Systems Administrator. Production, testing and DR environments will be established so that users will be able to test the system features now and in the future without affecting production. The software installation process and requirements will be thoroughly documented by the vendor and be available to TCML for review and acceptance prior to the actual installation. Technical and end-user administrator knowledge transfers will be performed to ensure that the TCML staff can maintain the installation or perform a re-install if necessary, and that the end-user can sufficiently maintain business operations.

5. End user Training

End-user training will be provided to approximately 20 people. The End-User Training should cover all aspects of the software including but not limited to data entry, querying, reporting, administrative functions. Each session shall be focused on teaching end users how to perform their specific jobs using the tools provided in the system. Hard copy and electronic reference materials summarizing basic procedures should be provided as part of the training. Training shall be role specific, because each group has specific and unique needs.

6. Administrator Training

A separate detailed administration course for System Administrators should be provided with appropriate electronic reference materials. Additionally, knowledge transfer, including supporting reference materials, will be performed to assure that TCML IT System Administrators can adequately maintain the installation and software.

7. **Go-Live Support**

Full implementation support must be described, including the respondent's plan for on-site start-up assistance and support

8. **Post Implementation support**

The vendor will provide a post implementation review and support plan, to be conducted jointly with the TCML. Additionally, the vendor will provide a quote for annual maintenance and support of the system following at least one year warranty period. The vendor will itemize the terms of this maintenance and support, including but not limited to items covered by support, hours and levels of support, methods of support (i.e. Help Desk, email, on-line, on-site), guaranteed response times, and costs associated with response or development of customized solutions.

9. **Documentation**

The vendor shall provide user documentation, including, but not limited to:

a. Detailed system training manuals which thoroughly explain setup, use, and maintenance of the system.
b. Procedural definitions of system user identity and access management.
c. Planning and installation documentation for product upgrades.
d. A detailed system configuration design.
e. A detailed description of system installation, configuration and integration documentation.
f. Installation instructions for all software components, client computers, peripheral devices, and any other vendor supplied utilities or existing customer assets which are required for the software to be implemented and supported by TCML's Systems Administrator.
g. Record layouts for all files and database tables used in the system.
h. Any special backup, restore, and/or recovery procedures.
i. Access to a vendor supported Web site containing documentation enhancements, bug reports, patches, etc.

10. **Software Warranty and Maintenance**

The vendor Shall provide TCML with at least one (1) year warranty, which will begin when the system is accepted by TCML. The vendor shall warrant all software provided to be free of defects during this warranty period. Any repairs or "bug fixes" required during this period will be made at no expense to TCML.

11. **Scope of works and customizations**

Shortlisted vendors will be invited to conduct live demos of all software features. During this exercise, vendors will be required conduct thorough requirements analysis and document/price any customizations that may be required.

12. **Application Software Requirements**

(a) Security Requirements

i. Each user must gain access to the application through the use of a Log-In and password or biometric authentication.
ii. The delivered application shall provide configurable role-based security for all users of the application, whether internal to TCML, or external.
iii. Based upon the user's role, the application shall control which menus, screens, and functions within screens and data are available in Read-Only or Edit capacities for that specific role.
iv. User security shall be configurable by TCML's System Administrators.
v. The application must contain an audit trail to trace all changed transactions and events.
vi. The application will have a utility to view/report audit trail transactions/events; the audit trail must be secure.

(b) IT Technical Requirements

i. The proposed system must run on the TCML's existing TCP/IP network.
ii. TCML will prefer all software in the proposed system to run on industry standard platforms based on Intel architecture with support for virtualized environments based on Microsoft Hyper V and VMware.
iii. The vendor must provide a detailed specification list for all hardware and third party software/ platforms required for successful implementation. TCML will use the recommended specifications to source for the appropriate platforms/hardware/software.
iv. The system should suffer no degradation of service during system back-up and maintenance functions.
v. The system must work in SAN environment and replicate data to DR site.
vi. The system must be capable of importing and exporting data files in a non-propriety, industry standard format such as ASCII, CSV, XML, or Access.

13. Functional Requirements

Please Indicate your Software compliance status with each of the requirements detailed below.

- **Compliant – Sections where your software complies to all requirements**
- **Partially compliant – Sections where some features are not available (please elaborate)**
- **Not compliant – Sections where feature is not supported and may require new development (please elaborate)**

A. Reservations Management

Item	Information	Description / Software System Requirements
1.	**Room status**	(a) availability (b) reserved (c) checked-in (d) checked-out (e) blocked (f) vacant clean (g) vacant dirty (h) out of order (i) out of service

2.	**Guest Profile Introduction**	a)Profile types b)Profile search c)Creating a new I individual profile d)Creating a new company, travel agents profiles
3.	**Guest Profiles**	(a) Guest name (b) address, (c) email address, (d) fax number, (e) phone number, (f) company (g) Attachments (h) Changes options (i) Credit cards (j) Delete (k) Negotiated rates (l) Note (m) Preferences
4.	**Reservation Options**	(a) Accompanying guest (b) Add on reservation (c) Agent/Company (d) Alerts (e) Billing (f) Cancel option (g) History (h) Package Option (i) Queue (j) Registration card (k) Wakeup calls (l) Room move (m) Routing (n) Shares (o) Traces (p) Waiting list (q) Room plan (r) Floor plan (s) Guest History (t) Room move
5.	Check in	(a) Automatic allocation of rooms to guests on check-in for maximum yield and optimal usage of Room Inventory (b) Accept and post room deposits/key money (c) Print guest check-in card (option to do so in bulk in advance) (d) Multiple guest names and sharers per room (e) Cancel Check-ins (before Night Audit)

		(f) Group check-ins (g) Negotiated room rate (with appropriate authority) (h) Direct Interface with online Credit Card payments (i) Secure web based credit card processing (j) Automatic allocation of breakfasts/meals and other add-on services for inclusive rates (k) Presenting of Reservations with detailed break up of Taxes in booking confirmation emails and Registration cards made available (l) Customization of Check-in/Check-out Cards and Invoices (m)
6.	Check out	a) Account/invoice printing with multiple splits & routings **b)** Late check out with option to extra charge **(Dayroom charges)** c) Combine and share bills between Room Sharers and Group Rooms d) Move charges between accounts and room bills. **e)** Point and click to void or transfer guest transactions (**restricted to seniors)** f) Reinstate checked-out rooms (before Night Audit) **(Restricted to seniors)** g) Group check-outs h) Forms of payment including cheques, debit and credit cards, bill to company i) Recording of a reference number for non-cash payments (cheque number, authorization code etc.) j) Direct Interface with Credit Card Payments k) Secure web based credit card processing l) Payment in multiple currencies m) Receipt printing n) Print Emails & Receipts o) Guest accounts p) Automatic posting of room charges overnight (**Advance bills**) q) Automatic invoice to corporate accounts (when due or monthly) r) Consolidation of Charges on Folio
7.	Optional Online bookings	a) Integrated Web Booking module for the Hotel website b) Enter start/end stay dates and room selection c) View real time room availability and price d) Real time confirmation of booking to customer e) Offer Multiple Price & Packages based on stay dates f) Single & Multiple room bookings with policy based deposits & Guarantees g) Automatic creation of Guest account, enabling them to edit their reservation or book a new one h) Automatic confirmation email with booking details and policies

		i) Trip Connect Instant Booking and Review Express Connect j) Integration with GDS/IDS to sell available rooms k) Channel Management interface like Vertical Booking/Site Minder to sell rooms via Expedia.com, Hotels.com and other OTAs l) Customization of web booking engine with the help of Web API m) Allow/restrict multiple room booking from online Web booking engine n) Allows search of Price and payments from web in multiple currency
8.	Reservation reports	a) Daily/weekly /Monthly /annual occupancy reports b) Arrivals c) Departures d) Guests in-house e) VIPS in-house/Honey mooners (Special guests) f) Occupancy percentage g) Revenue reports h) Bookings report(waiting,tentative,confirmed,expected)
9	**Other features**	**a)** Manage Temporary or Unconfirmed reservations **(Tentative bookings)** **b)** Manage reservations based on Market Segment/Source/Guest Type(**language)** c) Manage your Overbooking and Close allotments on Channels for next day d) Allow overbooking when 3rd party reservation sync e) Give Payment Receipts to your guests against a deposit/payment **f)** Manage Room Sharers and automatic generation of separate invoices by the system(**Privacy)** g) Mark a room reservation as Complimentary h) Flexibility to make the Check-Out mandatory only on zero balance. i) Manage Guest Profiles and Upload Guest documents j) Option to send Auto Email Confirmations at the time of making reservations k) Hide/Un-Hide your Pay Modes/Types for Front desk/POS l) Allows Multiple Currency Payments m) Manage multiple currency Price for Front desk/OTA Channel bookings
11	***Others***	***System vendor to indicate any other available system features not covered above.***

B. Housekeeping

Item	Information	Description / Software System Requirements
1.	**General requirements**	a) List of today's check-ins, checkouts, occupied and vacancies including any repair or maintenance notes b) Manage room status from the housekeeping area. c) Front desk staff can see real time room updated status d) Housekeeper to front desk communications e) Housekeeping assignment to rooms with remarks option f) Take rooms out of inventory - Mark as DNR (Do Not Reserve) g) Report of assignments h) Daily task lists for housekeepers i) Recording and reporting of defects, repairs & maintenance j) Recording that defects have been remedied, repairs and maintenance undertaken k) Block / Book Rooms for 'House Use l) Track and Manage the assigned Trask m) Update housekeeping discrepancies n) Viewing housekeeping statistics o) Turn down management
2.	**Room Status**	a) Vacant dirty, b) Vacant clean c) inspected d) Out of order rooms e) Occupied Rooms f) Reserved rooms &clean g) Not reserved & Dirty h) Not reserved & inspected i) Not reserved & clean
3.	**House Keeping reports**	**a) Number of rooms occupied** **b) Number of rooms out of order** **c) Arrivals list** **d) Departures list** **e) Daily Occupancy reports** **f) Discrepancies reports**
4	***Others***	***System vendor to indicate any other available system features not covered above.***

C. Materials/ Stores/ F&B

Item	Information	Description / Software System Requirements
1.	**General requirements**	a) Manage multiple stores / outlets

		b) Material request c) Material receipt d) Material Issue e) Material return f) Physical inventory reconciliation g) Receipt list h) Issue list i) Expiry item list j) Stock ledger k) Stock summary l) Non moving items m) Stock reconciliation report n) Department wise consumption o) Cost center wise consumption p) Supplier wise VAT detail report q) Price trend analysis r) Level stock report s) Item group wise stock movement t) Min/Reorder/Maximum level stock position u) Gate pass issue v) Material request approval w) Recipe management x) Menu engineering y) Banquet costing z) Yield management aa) Purchase requisition bb) Back office accounting cc) Central products & price administration dd) Sales consolidation & analysis
2.	**POS**	a) Interface with front office system b) KOT bill and settlement c) KOT printing kitchen wise, product group wise, d) Bill reprint and resettlement e) NC KOT/NC Bill-usually for managers or guests where cash is not being paid f) Sales day book, open items, menu list, settlement wise list and tax reports g) Audit reports-KOT audit, bill audit, h) Popularity analysis and summary i) Non popularity analysis j) Discount analysis-for corporate, members and guests k) Guest profile-captured from front office

		l) Outlet product group sales m) Bills are automatically posted to the room n) Bills can be split o) Takeaway and direct sales p) Special menu sales analysis q) Happy hour r) Table and session transfer s) Handover summary t) Waiter sales analysis u) Weekly cover analysis v) Excess/short report w) Tax report x) Supports banquets and event management
3.	**POS Reports**	1. Sales Reports • Top-selling/worst-selling items • Sales activity by day/date range • Sales by employee/product/department • Menu reports (sales by menu item) • Most commonly returned items • Gross profits for week, month, year, etc. 2. Payment Reports • Cash events • Taxes paid • Tips and gratuities • Voided sales • Refunds • Discounts • Payments by payment method (credit card, gift card, check, mobile, etc.) 3.Product Mix Reports & Menu Reports 4.Accounting reports-general ledger reports

	Inventory Reports	5.Guest behaviour reports-contacts, order history 6.Gift Cards & Rewards Reports 1.Materials received report 2.Issue type report 3.P.O status report 4.Requisition status report 5.Vendor category report 6.Closing stock report
4	***Others***	***System vendor to indicate any other available system features not covered above.***

D. Finance

Item	Information	Description / Software System Requirements
1.	**General requirements**	a) Chart of Accounts b) Multiple payment methods - Report per method type c) Credit limits for members d) Stock reports e) Stock takes and variance reports f) Account receivables g) Account payables h) Ledger group and accounts i) Various voucher entries j) Financial statements – Balance sheet, P&L etc
2.	**Finance Reports**	1. Members Statement 2. Tax report (VAT and catering levy) 2. Daily sales report (to include sales by cash, mpesa, visa and invoicing) 3. Monthly expenditure report. 4. Bulk invoicing. 5. Back office customer invoicing and issuance of credit note.

		6. Real time emailling of members statement. 7. Generate credit limits for members and CC 8.Account summary report 9.Ledger balance report 10.Ledger book 11.Opening balance
4	***Others***	***System vendor to indicate any other available system features not covered above.***

A. Member Management

Item	Information	Description / Software System Requirements
1.	**General requirements**	a) Cash Cards b) Bill split c) Bill Retrieve d) Pre Authorized Payments e) Credit Card Payments f) Club Front Desk g) Cash Cards h) Gift Certificates & Rain Checks i) Instalment Billing j) Day Camp k) Reciprocal Club Management l) Gate Security m) Minimum Billing / Prepaid Services n) Prepaid Minimums o) Member Communication tracking integrated to email p) Email statements, including chit detail, directly from the system to any one of the email addresses associated with each member. q) Print or email statements on demand. r) Track initiation fees and even deferred revenue for membership dues. s) Use the Report Generator feature to create custom reporting of any of your custom fields. As well, view any of the standard reports including Member Status Changes, Member Minimums, and Annual Dues Forecast. t) Track your members' itinerary in Hotel, Event Registration, Point Of Sale and more with the Client Itinerary feature.

2.	**Member Reports**	a)Intergrates POS reports b)General ledger accounts
4	***Others***	***System vendor to indicate any other available system features not covered above.***

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