SUPPLEMENTAL/BID BULLETIN NO. 1

Date: August 5, 2024

Title: IB-2024-07-19 SUPPLY, DELIVERY, AND INSTALLATION OF CLOUD-BASED HOTEL PROPERTY MANAGEMENT SYSTEM (PMS) FOR THE BSHM PROGRAM OF THE EVSU-MAIN CAMPUS

Reference No.: 11071226

This bulletin is being issued to revise/clarify certain portions of the bidding documents. This shall form an integral part of the bidding document for the above-mentioned procurement project.

GENERAL QUERIES	AMMENDMENTS/ CLARIFICATIONS
• Is this subscription? It is not mentioned in the Terms of Reference.	• This will be a perpetual subscription type.
• Will the source code be turned over to EVSU?	• Yes, the source code shall be turned over to EVSU.
• On the scope of work, item no. 1 Reservation Management. On page 33 first line, "Collects online payment transaction such as credit card, debit card, etc." So, who will shoulder the transaction fees, the subscription to the bank accounts?	• In this case, a dummy credit card will be used, allowing students to enter credit card details. The actual property management system (PMS) has this feature, but for this particular PMS, students will only use the dummy credit card to complete the transaction.
• On page 33, it said that "Generates confirmation number and sends confirmations to guests after the booking has completed." What will be used to send the confirmation? SMS or email?	• Confirmation details shall be sent through email.
• Is this PMS will be under the domain of EVSU?	• Yes, this shall be in EVSU domain and shall be hosted by EVSU.
• Is there a warranty and support? since the source code will be turned over?	• Yes, there shall be a warranty and support for this PMS.

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ARCHBISHOP LINO R. GONZAGA AVENUE, TACLOBAN CITY, 6500 PHILIPPINES
Email: evsu.bacsecretariat@evsu.edu.ph | website: www.evsu.edu.ph

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GENERAL QUERIES	AMMENDMENTS/ CLARIFICATIONS

Detailed Technical Specifications:
 	
• As mentioned in the scope of work, this system is intended for nonproduction or instructional purposes only. Upon reviewing the entire scope of work and technical specifications, it only points out one dummy hotel named EVSU Hotel. Therefore, is the system only capable of interfacing with the one specified dummy hotel? If the system is limited to a single dummy hotel, please confirm if it will have the flexibility to be adapted for other instructional scenarios or if it is strictly tied to the configuration and details of the EVSU Hotel.
• Additionally, any limitations on the number of concurrent users or reservations that the system can handle should be specified. Understanding the system's capacity to manage multiple users and reservations simultaneously is crucial to ensure it meets the needs of the instructional environment.
• Furthermore, please provide details on user profiles within the system. It is important to elaborate on the types of user profiles that can be created, their permissions, and how these profiles can be managed to ensure that the system can support different levels of access and functionality as required by the instructional setup.
	• The system is only capable of one dummy hotel (EVSU Hotel) and can be adapted to other instructional scenarios such as housekeeping, food and beverage and hotel accounting.
	
	• Number of Concurrent Users: 160 (150 students and 10 faculty)
	
	• **User Profiles**:
	  - Super Admin (2 Faculty)
	  - Admin (8 Faculty)
	  - Users (Students)

Demonstration of a Working Hotel PMS System: • The demonstration of a working Hotel PMS system should be included in the amended Terms of Reference (TOR). If such a demonstration is required, please specify the details and format for presenting the working system. According to Section 23.1(a)(3) of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act No. 9184, a working prototype may be required to ensure that the proposed system meets the technical and functional requirements specified in the TOR. This will help us prepare adequately and ensure compliance with all necessary regulations, including	• Please refer to Annex "A" for particulars on the amended TOR which includes the details for demonstration of a working Hotel PMS.

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GENERAL QUERIES	AMMENDMENTS/ CLARIFICATIONS
transparency, competitiveness, and fairness in the procurement process.	

All statements and formats referring to this clause should be amended/corrected accordingly.

For guidance and information of all concerned.

For further information, please refer to:

(SGD) VINCENT B. CABANTOC
Head, BAC Secretariat
CP No. 0953-355-7046 - TM
Email Add: evsu.bacsecretariat@evsu.edu.ph

Noted:

(SGD) BENEDICTO T. MILITANTE, JR., Ph.D., J.D.
Vice President for Administration & Finance
Chairperson, Bids and Awards Committee

"Building Globally Competitive Professionals"
ARCHBISHOP LINO R. GONZAGA AVENUE, TACLOBAN CITY, 6500 PHILIPPINES
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Terms of Reference

Property Management System (PMS) for the BSHM Program

1. Introduction

CMO No. 62 s. 2017 otherwise known as Policies, Standards, and Guidelines for Bachelor of Science in Hospitality Management (BSHM) laid down the minimum requirements for the institution to be abreast with the current trends and achieve learning outcomes in a particular subject matter. Section 2 of the said CMO states that all State Universities and Colleges (SUCs) must comply with and rigorously adhere to the provisions in order to get a Certificate of Program Compliance. Furthermore, on July 05, 2021, the Commission on Higher Education (CHED) issued the Hospitality and Tourism Management Department of the College of Technology a certificate of program compliance recognizing that the program is fully compliant with CHED's policies, standards, and aligned with the current educational reforms.

2. Overview

In order to retain the Certificate of Program Compliance and in accordance with CMO 62, s. 2017, the BSHM program shall fulfill the minimum facilities and equipment, one of which is the Property Management System (PMS) that will be used for Front Office Operations, Fundamentals of Lodging Operations, and Applied Business Tools and Technology laboratory subjects. A Property Management System is a software application that manages front office function such as reservation, guest check in/checkout, room assignment, managing room rate, housekeeping status, maintenance, billing and invoicing, analytics and reporting.

3. Scope of Work

The scope of the work is to establish a cloud-based, user-friendly, easy to navigate interfaces software to be used by the BSHM students for their Front Office Operations, Fundamentals of Lodging Operations, and Applied Business Tools and Technology laboratory subjects. Given that this system is intended for nonproduction or instructional purposes only, the following major modules or features should be included such as reservation management, front-desk management, housekeeping management, billing and invoicing, channel manager, customer relationship management, point of sales integrations, and reporting and analytics:

1. Reservation Management
   - Create, modify/amend, and cancel reservations easily with an intuitive interface.
   - Manage room inventory, including room types, rates, and availability in real time.
   - Group booking or group blockings and assign room block for events and conferences. Room inventory allotment with cut-off dates or days.
   - Walk-in reservation.
   - Elastic room limits to be sold out of general inventory beyond block
   - Collects dummy online payment transaction such as credit card, debit card, etc.
   - Generates confirmation number and sends confirmations to guests' email after the booking has completed.
   - Reservation management should have the following information that may be required by the system which include: guest name, Date of Arrival, Number of Nights, number of rooms, Date of Departure, ETA (military time), Room Type, Number of Adults and Children, Package type, Room rate, market segment, contact details (phone number/email address) Comments/special request, date and taken by.
   - Cancellation policy of each room rate and type.
   - Property details including room description, room aspects, in room facilities, smoking/nonsmoking, pictures, amenities, rate, room type list and room features included.
   - List of room types and rate codes
   - List of rate availability strategies and restrictions

- User definable products by rate code
- Waitlist capabilities
- Bed configuration
- Multi-currency rates display
- Special request items
- VIP feature
- Method of payment

2. Front desk Management
   - Quick and efficient guest check-in, check-outs and room assignment.
   - Maintain comprehensive guest profile, including guest preferences, stay history, and billing information.
   - Access guest data
   - Manage guest check outs and process payments through integrated payment gateways.
   - View and update room reservation status.
   - Access room status and up-to-date information about all reservation, both current and upcoming bookings.
   - Allocates room automatically and facilitates room change.
   - Posting charges to guest folios
   - Allow to perform night audit.
   - Reception diary
   - VIP feature

3. Housekeeping Management
   - To track and update the status of the room to ensure efficient housekeeping and maintenance, using the standard hotel room status codes.
   - Generate work orders for maintenance tasks and monitor the completion.
   - Include the housekeeping attendant assignment for room cleaning based on a block or floor location.
   - Keeping the record of hotel disruptions and repair activities.

4. Reporting and Analytics
   - To track the key performance indicators (KPI's) such as occupancy rates, RevPAR, ADR, and Revenue.
   - To supply report such as Market Code Statistics, Trial Balance, and Account Receivables
   - Generate night audit reports, room and tax reports, departure/arrival reports, housekeeping reports, No show Report, Room Status report, Special Request Report, Occupancy Forecast Report, Average room rates report, Multiple or Double room occupancy report, guest list by name report, guest list by room report, Travel Agent's Commission Report, Rooms Out of Order Report, Market Segment Report, Daily Room Revenue Summary Report, Daily Revenue Report, Weekly trading Summary Report, Monthly Trading Summary Report, Year to Date Report, In House Activity Report (such as Rooms occupied, expected departures, expected stayovers, expected arrivals, Walk-ins, No Show, Rooms Available, FOC, OOO)

5. Billing and Invoicing
   - Must have a cashiering ID to track each posting and financial reporting.
   - Generate accurate bills and invoices for room charges, additional services and taxes.
   - Handle multiple payment methods, split payments, and integrate with third party payment processors.

6. Channel Manager
   - Synchronize room availability and rates to avoid overbooking or rate discrepancies.
   - Integrate with dummy OTA and booking platforms to manage reservation from multiple channels.

7. Point of Sale Integration
   - Seamlessly integrate with POS terminals for dummy restaurant, bars, and other hotel outlets.
   - Streamline billing for guest charges from various outlets to the guest/room folio.

8. CRM and Customer Data Management
   - Integrate in the system to collect all guest information.
   - Store guest data and provides a database in an accessible format.
   - Individual guest, groups, corporate, source, travel agency, and wholesale profile
   - Multiple address and phone number capability for each profile
   - Membership or club numbers and tracking
   - Comparison and merging of profile
   - Notation for special commission for client, agent, or source.
   - Outstanding history statistics for past and future stays
   - Nightly process to identify duplicate profiles and merge them automatically.

PMS must have the following automated stationery:
- Confirmation Letter
- Cancellation Letter
- Registration Card
- Guest Folio
- Master Folio
- City Ledger
- Payment Receipt
- Paid Out Receipt
- Deposit Receipt
- Currency Exchange Receipt
- Account Receivable Reminder Letter
- AR statement
- AR Folio
- Commission Check

Dummy Hotel Information:

Name of Establishment: EVSU Hotel
Address: Salazar St, Downtown
City: Tacloban City
Postal Code: 6500
Region: 8
Country: Philippines
Phone: (053) 321 1084
Fax: (053) 321 1084
Email: evsuhotel@evsu.edu.ph
Web: evsu.gov.ph
Logo and Hotel Information should reflect not only on the system but to all Front Office stationery.

General Information:
Number of Floors: 12
Number of Rooms: 100
Check out Time: 12:00 NN
Check in Time: 2:00 PM
Number of Beds: 150
Language: English

Amenities:
Gift Shop
Playroom
Gym
Convenience Store
Restaurant
Mini Bar

Room Types:

Deluxe Room
Deluxe Double Room
Premier Room
Premier Double Room

Junior Suite
Executive Suite

Room Rates:

Rack rate
Corporate rate
Negotiated rate
Government rate
Package rate
Complimentary rate
Group rate
FIT rate

PMS Dashboard:

PMS dashboard must be fully customizable to provide an overview of the hotel's essential information in terms of arrivals, departures, In House (Occupied), Max Available Rooms, Complimentary/House Use, Daily Projections, Reservation Activity, Reservation Revenue Summary, Reservation Statistics, rooms availability summary, room maintenance, room sold summary, room status, room summary, VIP Guests, Block overview, and reservation & cancellations.

4. Expected Deliverables

The service provider must provide a PMS configuration cloud service with complete modules/features listed above, as well as Support Service, PMS Cloud Training Service and demonstration of a working Hotel PMS system.

The following should be exhibited upon demonstration:

4.1 Login
4.2 User Access
4.3 Admin Access
4.4 How system works

Prepared by:

(SGD) HARVEY R. ROMAWAK
Head, HTMD

(SGD) STEVE RENOMERON
Faculty, HTMD