I/10131/2023

Government of Tripura
Directorate of Youth Affairs & Sports
Shiksha Bhawan, 4th floor
Office Lane, Agartala, Tripura (West)

Dated, ___/___/2023

NOTICE INVITING SPOT QUOTATION

Short "Notice Inviting Spot Quotation" are invited on behalf of the Education Youth Affairs & Sports Department from interested agencies having Department of Information & Technology, govt. of Tripura empanelment registration for software & application development for developing 2 (two) nos. mobile applications at Directorate of Youth Affairs & Sports, Shiksha Bhawan, 4th floor, Office Lane, Agartala w.e.f. 27.09.2023 (11 A.M.) to 06.10.2023 (02 P.M.) during office hours (except holidays) and will be opened on 07.10.2023 at 3.30 P.M. if possible.

Details eligibility of agency will be available in the Notice Board at Directorate of Youth Affairs & Sports, 4th Floor, Shiksha Bhawan, Office Lane, Agartala and departmental website.

Director
Youth Affairs & Sports
Govt. of Tripura

Minimum Eligibility Criteria

The call for quotation/EoI is open to all bidders who qualify the eligibility criteria as given below:

i. Legal entity: Agency should be a company/ LLP incorporated in India under the Companies Act, 1956 and subsequent amendments thereto or a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 based in Tripura. Relevant document has to be submitted.

ii. The agency must be recognized as Start-Up either by Department for Promotion of Industry and Internal Trade (DPIIT), Govt. of India or Directorate of Information Technology (DIT), Govt. of Tripura. Start-Up registration certificate must be submitted.

iii. The agency/startup must be Empaneled by of Directorate of Information Technology, Govt of Tripura for development of Websites/apps/portals. Empanelment Certificate to be Submitted.

iv. The agency must have experience in developing Five number of Web-based platform for any Government of Tripura Department/ Organization. The agency must upload relevant work order.

v. The agency must have an average turnover of 20 Lakhs INR for the last three financial years. Turn over certificate in ATC has to be submitted.

vi. The agency must have in existence for more than 5 years from the date of issuance of the Call for quotation/EoI document.

vii. The agency should upload copy of GST and PAN.

viii. The agency has not been blacklisted by any Central / State Government department/ PSUs (self-declaration to be submitted).

Documents to be submitted

SL	Documentary Evidence
1	Agency Registration Certificate/Incorporation Certificate
2	Start-Up recognition certificate
3	Empanelment Certificate by DIT, Govt of Tripura
4	Proof of development of Web-based platform
5	Turnover certificate in ATC.
6	Copy of PAN and GST Registration
7	Self-declaration of non-blacklisting
8	Any other document as per terms and conditions of this tender document

Scope of Work: Web-Based Portal for Youth and Sports Clubs Management, Monitoring, and Evaluation

Project Overview:

This project involves the development of a comprehensive web-based portal for the Youth Affairs and Sports Department, Government of Tripura. The portal aims to facilitate efficient management, registration, monitoring, and evaluation of Youth Clubs and Sports Clubs across districts and subdivisions. The portal will categorize clubs based on sports categories, allowing seamless data organization and analysis.

1. Requirements Gathering and Analysis:

- Conduct extensive consultations with the Youth Affairs and Sports Department to gather detailed requirements for the portal.
- Identify key features, user roles, workflows, and reporting needs to ensure effective management and oversight of Youth and Sports Clubs.

2. System Design:

- Design a user-friendly and intuitive portal interface that prioritizes ease of use and accessibility for different user groups.
- Create a database schema that enables efficient data storage, retrieval, and categorization based on districts, subdivisions, and sports categories.

3. Development:

- Develop a secure user registration and login system, ensuring data protection and access control based on user roles.
- Implement a club registration module allowing clubs to register, submit necessary documents, and update their profiles online.
- Create a dashboard for Youth and Sports Department officials to monitor and evaluate club activities, progress, and performance.
- Incorporate data entry forms for clubs to submit activity reports, achievements, and other relevant information.
- Design a robust search and filtering mechanism that enables data retrieval based on districts, subdivisions, and sports categories.
- Develop data visualization tools, such as graphs and charts, to help Department officials analyze club activities and trends effectively.

4. Monitoring and Evaluation:

- Enable Department officials to review and evaluate club activities, providing feedback and recommendations for improvement.
- Develop an automated notification system to remind clubs about upcoming reporting deadlines and necessary submissions.

5. Reporting and Analysis:

- Create standardized reports that aggregate club data based on districts, subdivisions, and sports categories, facilitating informed decision-making.
- Implement data export capabilities for generating custom reports and sharing information with other government departments and stakeholders.

6. Testing:

- Conduct rigorous testing of the portal to ensure functionality, security, performance, and compliance with government regulations.
- Verify compatibility across different browsers and devices to guarantee a seamless user experience.

7. Deployment:

- Deploy the portal on a government-approved hosting environment, considering scalability, security, and data privacy requirements.
- Configure server settings, domain setup, and SSL certificates to establish a reliable and secure platform.

8. Training and Documentation:

- Provide comprehensive training sessions for Department officials on effectively utilizing the portal's features, data management, and reporting tools.
- Develop detailed documentation outlining system functionality, user guides, and troubleshooting procedures.

9. Support and Maintenance:

- Offer post-launch support to address any issues, bugs, or inquiries arising from portal usage.
- Provide ongoing maintenance services, including updates, security patches, and enhancements as per government guidelines.
- Project Timeline:
- The estimated project timeline for the development of the Web-Based Portal for Youth and Sports Clubs Management, Monitoring, and Evaluation is X months from the project initiation date.

Functional Requirements Specifications Documents:

Shaheed Bhagat Singh Youth Hostel

Contents

1. Introduction

1.1 Purpose

Shaheed Bhagat Singh Hostel stands as a distinguished governmental endeavor, epitomizing a comprehensive array of facilities. This establishment thoughtfully provides separate accommodations for both young women and men, ensuring a haven of security and comfort.

Yet, in this digital age, where lodges and hotels seamlessly employ booking system software, the hostel finds itself at the threshold of a transformative upgrade. Recognizing the evolving needs of its patrons, the hostel aspires to transcend its current absence of a room booking system. With a forward-looking perspective, the hostel envisions the introduction of an advanced software solution that aligns with contemporary trends. Enabling swift and hassle-free reservations, especially in times of unforeseen exigencies, this software promises to elevate the hostel's operational efficiency and accessibility. By embracing this technological stride, Shaheed Bhagat Singh Hostel reaffirms its commitment to providing an exceptional and seamless experience for its visitors, underscoring its relevance in the ever-evolving landscape of hospitality.

1.2 Client Focus

The Hotel Room Booking System Software has a wide-reaching scope, aiming to meet the requirements of both customers and hotel staff. It is designed to simplify room reservations for a seamless experience. The software prioritizes customer needs by offering easy booking, browsing, and reservation management. Additionally, it provides hotel staff with tools to efficiently manage room availability, rates, and customer bookings, creating a unified solution that enhances the experience for both clients and administrators.

2. Guest Requirements:-

2.1 Registration and Login:-

The customer-oriented aspects of the system will empower users with the ability to create accounts through a seamless registration process. These accounts will serve as gateways to personalized experiences, allowing users to access their booking history and preferences. Registered users will be provided with secure login mechanisms to safeguard their data.

2.1 Browsing and Searching

The software will offer an intuitive interface that enables customers to search for available hotel rooms based on an array of parameters desired check-in/out dates to room type preferences and budget constraints. The search feature will use advanced algorithms to quickly go through a big list of choices and show results that match what the user wants.

2.2 Room Selection

Upon receiving search results, customers will have the luxury of diving deeper into specific room options. Detailed room profiles will be available, showcasing high-resolution images, comprehensive lists of amenities, bed configurations, and occupancy limits. This will empower users to make informed decisions when selecting the room that best suits their needs.

2.3 Reservation

Once a room is selected, the software will guide customers through the reservation process. Customers will have the flexibility to specify the number of guests accompanying them and input payment information securely. The system will then process the booking and furnish the user with a unique booking reference that can be used for future inquiries.

3. Super Guest User Module:-

#	User	Action	Object	Functional Description
3.1	Guest	Input	Login	The logins will be generated in the system. Forgot password and change password functionality should be added wherein a user can modify their password through OTP sent to

				their registered mobile numbers.
3.2	Guest	View	Landing Page	User should be able to view the dashboard and will be able to view the room availability. • Check-in and checkout dates, followed by a "Check Availability" feature to promptly display room options. • After that Present comprehensive room details below showcasing the current room availability status in real-time.
3.3	Guest	View	Hotel List	Upon reviewing the available rooms, proceed to select your desired room through a facilitated process.
3.4	Guest	View	Select room	Enable guests to initiate the room booking process by clicking the "Book" option conveniently positioned on the right-hand side.
3.5	Guest	View	View Page	Upon clicking "Book," guests' access room details, including images, facilities, and rules. Subsequently, they confirm the booking and select room quantity.
3.6	Guest	View	Details Submission	When guests wish to book a room, they should click "Book Now." This will take them to a page

				where they can provide their details for the booking in a simple and straightforward manner.
3.7	Guest	View	Payment	After inputting their details, guests will encounter the payment method section. Here, they can opt for either offline payment, where payment is settled upon arrival, or online payment, an advance payment made during the room booking process.
3.8	Guest	View	Submit	Upon providing all required information, guests are required to finalize their booking by submitting the details.

4. Hotel Staff (Administrative)

4.1 Dashboard

When hotel staff log in, they'll see a main dashboard showing important info. This includes how full the hotel is, who's checking in and out soon, and details about reservations. This live picture of data will help staff handle things smoothly.

4.2 Room Management

The software's admin part will let hotel staff easily handle room listings. They can add, change, or remove rooms, with lots of details like room types, descriptions, good pictures, and a list of things provided. There's also a way to see which rooms are free on certain dates, making it simple for staff to manage.

4.3 Rate Management

Hotel staff will possess the power to set and modify room rates dynamically. This versatility will allow rates to be adjusted based on factors such as peak seasons, room types, special promotions, and additional amenities. The software will empower staff to optimize revenue streams by tailoring rates to meet market demands.

4.4 Reservation Management

The reservation system will give hotel staff tools to handle customer bookings. They can see, change, or cancel bookings when necessary. The system updates itself to show room availability right after bookings or cancellations.

5. Super Admin User Module

#	User	Action	Object	Functional Description
5.1	Administration	Input	View	Upon entering the system-generated login user ID and password, the administrator gains access to the dashboard for viewing and managing the platform's operations.
5.2	Administration	View	Dashboard View	Upon accessing the dashboard, the administrator will have a comprehensive view of the entire booking landscape, including booking times, total revenue generated, and detailed breakdowns of total bookings.
5.3	Administration	View	Booking History	Below the dashboard, there's a section for booking history. When

				you click on it, you'll find various choices like "All Bookings," "Completed," "Processing," "Confirmed," "Cancelled," "Paid," and "Unpaid." These options help you sort and keep track of different booking statuses in a simple way.
5.4	Administration	View	Booking History – All Booking	When the administration accesses the "All Bookings" option, they will be able to view a comprehensive list of bookings along with detailed guest information.
5.5	Administration	View	Booking History - Completed	After checking all the booking details, the administrator can click on the "Completed" button to see the full information about bookings that are finished and done.
5.6	Administrator	View	Booking History - Processing	After reviewing the completed booking details, the administrator can navigate to the "Processing" option, enabling

				the examination of bookings that are currently underway and not yet finalized.
5.7	Administrator	View	Booking History – Confirmed	Upon selecting the "Processing" option, the administration gains the ability to view confirmed bookings that have attained completion from both the customer and administrator perspectives.
5.8	Administrator	View	Booking History - Cancelled	Upon concluding their activities within the administration interface, the user can proceed to the "Cancelled" option. Here, they will have the capability to access a comprehensive overview of total cancelled bookings, encompassing details about the originating party (customer or hotel staff) and the associated reasons.
5.9	Administration	View	Booking History - Paid	Following the administration's completion of the review process in the

				"Cancelled" dashboard, they can seamlessly transition to the "Paid" dashboard. Here, they will have the ability to examine payment information, encompassing the total amount paid for each booking and the corresponding payment method (offline or online).
5.10	Administration	View	Booking History - Unpaid	Upon concluding their tasks in the "Paid" dashboard, the administration can proceed to access the "Unpaid" dashboard. Here, they will have the opportunity to review information about customers who have not yet made payments.
5.11	Administration	View	Manage Room	Upon finalizing the booking history assessment, the administrator will be directed to the "Manage Room" page. In this section,

				they will have the capability to observe the list of rooms or rooms currently available.
5.11	Administration	Add Room	Manage Room	After checking the "Manage Room" page, the admin will find an "Add Room" button in the top right corner. This button lets them create new room listings.
5.12	Administration	View	Listed Room	Within the "Listed Room" view option, the administration will have the ability to inspect the customer-facing room listings to ensure accurate representation and alignment with the intended room details.
5.13	Administration	View	Edit	Upon accessing the listed rooms, the administration can initiate edits to various aspects, including descriptions, images, and room availability.
5.14	Administration	View	Delete	At any given time, if a listed room is not prepared for guest occupancy or

				the desire is to restrict guest access, the administration dashboard offers the capability to either delete or hide the room from customer view.
5.15	Administration	View	Recent Booking	In the "Recent Booking" section administrators can view and access details of recent bookings along with customer information.
5.16	Administration	View	My profile	Subsequently, the "My Profile" option allows the administrator to modify their profile information.
5.17	Administrator	View	Change Password	Furthermore, administrators can update their password through the "Change Password" option, by entering their current password, new password, and confirming the new password on their profile page.
5.18	Administrator	View	Log Out	Concluding all tasks, administrators can execute a

				logout action from the panel, finalizing their session.

6. Manger Dashboard

An additional manager panel will be established, mirroring the administrator's functionalities, allowing managers to carry out similar actions within the system.

7. System Architecture

The front-end, the interface that customers and staff interact with, will be developed using a combination of HTML, CSS, and JavaScript. The back-end, which manages the logic and data processing, will be powered by a dynamic server-side scripting language (e.g. PHP). The heart of data storage and management will be facilitated by a robust relational database system (MySQL), ensuring secure storage and retrieval of sensitive customer data.

8. Conclusion

The Hotel Room Booking System Software is designed to transform how hotel room reservations work. It will have a wide range of features for both customers and hotel staff. The requirements outlined here give a full picture of what the software will do. This innovative system aims to make booking hotel rooms easier and more efficient for everyone involved, improving the experience for both customers and hotels.