

Basic Details

Organisation Chain	Office of the CAG of India AE-Punjab-Chandigarh - CAG		
Tender Reference Number	ITGD01/2025		
Tender ID	2025_CAG_870036_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Lump-sum
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	Bankers Cheque

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Technical bid
2	Finance	.xls	Financial bid

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	11,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	PAY AND ACCOUNTS OFFICER OFFICE OF AG AE PUNJAB	EMD Payable At	CHANDIGARH

[Click to view modification history](#)

Work / Item(s)

Title	Change Managment- Implementation of Revision Module in SAI Pension Application
Work Description	Change Managment- Implementation of Revision Module in SAI Pension Application
Pre Qualification Details	Please refer Tender documents.
Independent External Monitor/Remarks	NA
Show Tender Value in Public Domain	Yes

Tender Value in ₹	0.00	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work(Days)	NA
Location	Chandigarh	Pincode	160017	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	chamber of dag pension Office of AG AE Punjab
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	22-Jul-2025 06:00 PM	Bid Opening Date	12-Aug-2025 11:00 AM
Document Download / Sale Start Date	22-Jul-2025 06:00 PM	Document Download / Sale End Date	11-Aug-2025 11:00 AM
Clarification Start Date	22-Jul-2025 06:00 PM	Clarification End Date	04-Aug-2025 06:00 PM
Bid Submission Start Date	22-Jul-2025 06:00 PM	Bid Submission End Date	11-Aug-2025 11:00 AM

Tender Documents

NIT Document					
	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	Tender document	1420.92	
Work Item Documents					
	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Additional Documents	BOQ.xls	FinancialBid	322.50

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	sumitk.pjb.ae@cag.gov.in	Sumit Kumar	Sumit Kumar
2.	karans.pjb.ae@cag.gov.in	Karan Singh	KARAN SINGH
3.	devendras.pjb.ae@cag.gov.in	Devendra Singh	DEVENDRA SINGH

GeMARPTS Details

Reason for non availability of GeMARPTS ID	Urgent nature of Procurement
Remarks	dropdown not available
Document Name	report_GEM_GARPTS_11072025_75DSEQUA1A23.pdf
Document Size (in KB)	55.95

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	NIL	BoQ Compartive chart decimal places	2

BoQ Comparative Chart Rank Type	NIL	Form Based BoQ	No
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TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	DAG ADMN
Address	PLOT NO 20 SEC 17 E CHANDIGARH

Tender Creator Details

Created By	Karan Singh
Designation	SAO
Created Date	22-Jul-2025 05:23 PM



कार्यालय महालेखाकार (लेखा एवं हक) पंजाब एवं यू टी , चंडीगढ़
प्लॉट संख्या 20, सेक्टर 17-ई, चंडीगढ़

टेंडर संख्या : ITGD 01/2025

वेबसाइट :- <https://cag.gov.in/ae/punjab/en>

ईमेल :- agaepunjab@cag.gov.in

क्र. ITGD/change mgt in SAI /2025-26/01

दिनांक : 22.07.2025

निविदा आमंत्रण सूचना

SAI एप्लीकेशन में revision module स्थापित करने हेतु

कार्यालय महालेखाकार (लेखा एवं हक) पंजाब एवं यू टी , चंडीगढ़ में **SAI एप्लीकेशन में revision module स्थापित करने हेतु** हेतु बोलियां आमंत्रित करता है। निविदा जिसमें पूर्व योग्यता शर्तें एवं कार्यों का विवरण आदि सम्मिलित हैं , www.agpunjab.gov.in, <https://gem.gov.in/cppp> तथा www.eprocure.gov.in से डाउनलोड किये जा सकते हैं तथा पोस्ट/कॉरियर या व्यक्तिगत रूप से **उप महालेखाकार (प्रशा.), कार्यालय महालेखाकार (लेखा एवं हक) पंजाब एवं यू टी , चंडीगढ़ , प्लॉट संख्या 20, सेक्टर 17-ई , चंडीगढ़ 160017** को आवश्यक दस्तावेज सहित बोली जमा करने की अंतिम तिथि तक जमा किये जा सकते हैं।

बोली दस्तावेजों का कोई मूल्य नहीं है तथा अग्रिम की राशि ₹11,000/- (रूपये ग्यारह हजार) है।

वृत्तांत	तिथि
निविदा के प्रकाशन की तिथि	22.07.2025
निविदा से सम्बंधित प्रश्न / सवाल की अंतिम तिथि	04.08.2025
बोली जमा करने की अंतिम तिथि	11.08.2025 up to 11:00 hrs
तकनीकी बोली खुलने की तिथि	12.08.2025 at 11:00 hrs
वित्तीय बोली खुलने की तिथि	13.08.2025 at 11:00 hrs

Sd/-

उपमहालेखाकार (प्रशा.)
कार्यालय महालेखाकार (लेखा हक व)
पंजाब एवं यू.टी.ण्डीगढ़।



**OFFICE OF THE ACCOUNTANT GENERAL (A&E), PUNJAB & UT.,
CHANDIGARH**

PLOT NO. 20, SECTOR 17-E, CHANDIGARH

Tender No: ITGD 01/2025

Website :- www.agpunjab.gov.in

Email :- agaepunjab@cag.gov.in

No- ITGD/change mgt in SAI /2025-26/01

Date : 22.07.2025

NOTICE INVITING TENDER

Change Managment- Implementation of Revision Module in SAI Pension Application

The office of the Accountant General (A&E), Punjab & UT. Chandigarh invites bids for **“Implementation of Revision Module in SAI Pension Application”**.

Tender/bid document containing conditions of pre qualification, detailed scope of work, etc., can be downloaded from www.agpunjab.gov.in, <https://gem.gov.in/cppp> & www.eprocure.gov.in for submitting the same personally or through post/courier along with required documents to Sr. DAG (Admn.) O/o the A.G.(A&E), Punjab & UT, Plot no. 20, Sector 17-E, Chandigarh, Pin-160017 so as to reach on or before last date of submission of bid.

The cost of bid document is Nil and EMD is Rs. 11,000/- (Rupees Eleven Thousand only).

<i>Events</i>	<i>Tentative dates</i>
<i>Date for publication of NIT</i>	22.07.2025
<i>Last date for receipt of Queries from bidders</i>	04.08.2025
<i>Last date for submission of bids</i>	11.08.2025 up to 11:00 hrs
<i>Opening of Technical bids</i>	12.08.2025 at 11:00 hrs
<i>Opening of Financial bids</i>	13.08.2025 at 11:00 hrs

Sd/-

**Sr. Deputy Accountant General (Admn),
Office of AG (A&E), Punjab & UT, Chandigarh**

1. INVITATION OF BIDS

This tender is invited for Change Management of the existing SAI Pension application. The tender documents can be downloaded from the website www.agpunjab.gov.in, <https://gem.gov.in/cppp> or www.eprocure.gov.in. The bid shall be submitted along with Earnest Money Deposit (EMD) amounting to Rs.11,000/- (favor of **“Pay and Accounts officer, office of the Accountant General (A&E), Punjab & UT, Chandigarh”**) in form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee [including eBank Guarantee] from any of the Commercial Banks.

The Bid document placed in sealed Envelope superscripted as **‘Implementation of Revision Module in SAI Pension Application’** comprising of two envelopes i.e. One envelope superscripted as “Technical Bid” (Annexure I) and another as “Financial Bid” (Annexure II) should be submitted on or before the last date of submission of bid. Please ensure that all the documents as prescribed in various sections are enclosed with the bid document.

- 1.1 **Essential** - The bidder(s) must be a company registered under the Companies Act 1956/2013.
- 1.2 **Desirable** – Should have either prior experience of change management in SAI Application deployed in IA&AD or carried out Change Management work in any Government Department.
- 1.3 The requirements of all relevant subsections of the tender document may be complied with.
- 1.4 Sealed Tenders are invited under two bid system (i.e. Technical Bid and Financial Bid), from reputed manufacturers/companies/organizations/firms for **“Implementation of Revision Module in SAI Pension Application”** in this office. The method of submission of tender, amount of Earnest Money/Security Deposit, scope of work and General Terms and Conditions applicable has been mentioned in Section 2 and 3. The change/modification is to be made strictly as per parameters/technical specifications given in scope of work and General/ special Terms and conditions. The terms and conditions and scope of work specific to the tender have been mentioned in Section II. The format for submission of tender has been given in Annexure I (for Technical Bid) and Annexure II (for Financial Bid) of this Notice Inviting Tender.

- 1.5 Place of opening the Tenders: Office of the Accountant General (A&E) Punjab & UT, Chandigarh. Validity of Tenders: 90 days from the date of opening of tender.
- 1.6 The Bidder will not enforce its own condition in his bid. The Department reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without assigning any reason. The decision of the Accountant General (A&E) Punjab & UT, Chandigarh, in this regard shall be final and binding on all.
- 1.7 The tenders completed in all respects must reach this office by Registered or speed post or dropped in the tender box up to Last date for submission of bids. The bid may also be submitted online on www.eprocure.gov.in and in such case, the EMD must be deposited offline and must reach this office by registered post or speed post latest by last submission date of tender. The tenders received after the scheduled date and time will not be accepted.
- 1.8 The bidder shall sign all documents in the bid including the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total no. of page enclosed in bid should be mentioned in the covering letter.

Section-2

BACKGROUND, SCOPE OF WORK AND INSTRUCTIONS TO BIDDERS

Part A- Background

Background of Existing Project

- (a) This department has an application, SAI Pension, with OS Linux Red Hat 7.6 (Maipo) enterprise version, with the Database being maintained in Oracle 12c. The existing system will continue to function till the proposed change management system is completed in all respect, output verified by the user and accepted.
- (b) Interested bidders willing to study the system to assess the volume of work by visiting the office during the office working hours before the last date of submission of bid.

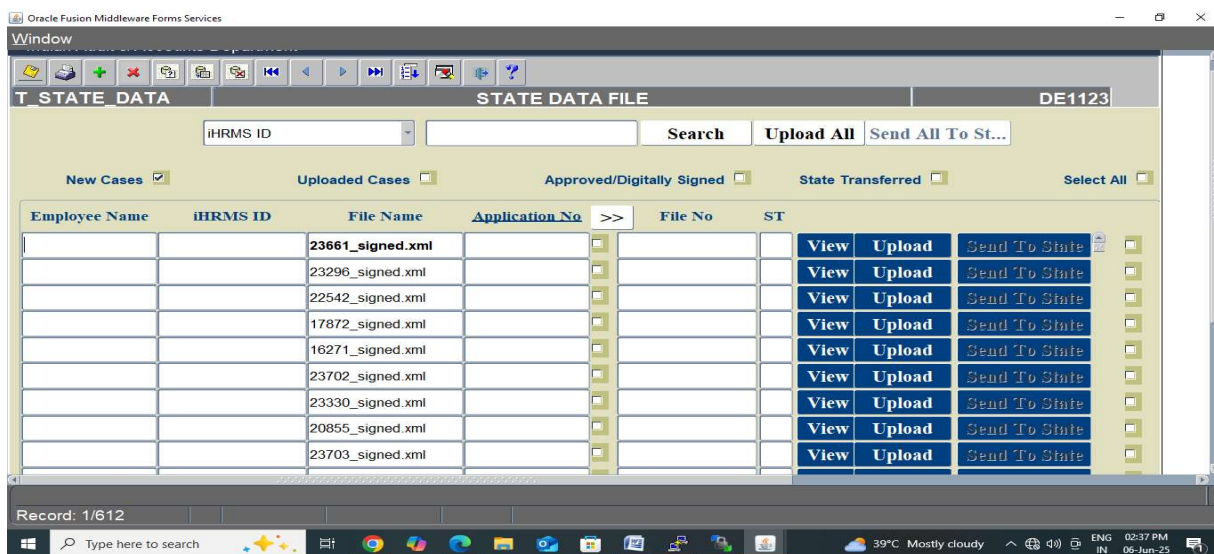
Part B -Scope of Work

2.1 Scope of work

Present scenario for diarizing online fresh pension cases

The fresh (regular/family) cases are being received in this office through the online mode from Apr 2023. The pension case files are being received online in the form of an .xml and .pdf files. The SAI Pension Application has provision for diarizing these cases. The following screen appears for fetching the newly received online cases in the user id of the diarist.

The screenshot shows a web application interface for 'Indian Audit & Accounts Department'. The main section is titled 'STATE DATA' and 'STATE DATA FILE'. It includes a search bar for 'IHRMS ID' and buttons for 'Search', 'Upload All', and 'Send All To St...'. Below this, there are checkboxes for 'New Cases', 'Uploaded Cases', 'Approved/Digitally Signed', 'State Transferred', and 'Select All'. The main table has columns: Employee Name, IHRMS ID, File Name, Application No, File No, and ST. Each row in the table has three buttons: 'View', 'Upload', and 'Send To State'. The status bar at the bottom indicates 'Record: 1/1'.



Once the online files are fetched, as in the 2nd screen shot on first page, individual cases are searched using the iHRMS id of the employee and then the cases are diarised as per the routine procedure. A file id for each fresh case is allotted by the SAI System after diary. This is the current process for diarizing the online fresh cases.

Requirement for diarizing online revision cases

The revision cases are being diarised offline currently. Unlike the fresh cases, the revision cases are diarized using the File ID of the employee as the primary key. The File ID fetches the old data of the case already stored in the SAI system automatically and the case is diarised using this data. Now, these revision cases are also to be received through the online mode using the form as in the screenshots on page 1. As the file id is the primary key for diarizing the revision cases, the .xml file of the online revision cases will have to be customized accordingly.

The above changes are required to be made by the vendor in the system so that the revision cases received online are daired in the system.

2.2 Deliverables

- a. Project Plan.
- b. Check List for temporary site for testing.
- c. Updated System Manual (Copied from existing one if available /Updated) or need to be written a fresh.
- d. Installation Manual.
- e. System Administration Manual.
- f. User Manual.
- g. Test Plan including documentation of the test results and review reports after bug fixing and fine tuning, if any.
- h. Source Code.
- i. Training to all concerned.
- j. Implementation/Warranty support.

2.3 Time Frame:

The work will be taken up and completed within **Three weeks** from the date of commencement. During this period the vendor has to deploy minimum one resource person onsite to attend the work efficiently. The vendor will execute the entire work onsite i.e. at the location of this office (Plot no. 20 Sec17 E, Chandigarh) and no remote access will be provided to vendor for performing offsite operations.

2.4 Warranty

The Service Provider shall submit a warranty for Six Months on-site maintenance from the date of completion of the change management.

2.5 Special terms and conditions

- 1) The SAI Pension Application is running in Oracle 12c on the Server with Linux Operating System Software.
- 2) The company/firm is responsible for re-installation of the application, operating system, databases including Oracle 12c, fine tuning of the database and other connected DBA activities. If any other problems arise due to change management work, then the vendor has to fix the issue.
- 3) The company/firm shall be responsible for making changes, if any required, in the existing forms and reports due to changes presently made to the Database structures, tables, etc. at no extra cost.
- 4) The application as well as Oracle 12C database is available on the Production Server. There is a provision of Training schema in SAI (Pension) Application namely SAI_PUNJAB_TRG. The same may be used for change management work & after testing of the work done on TRG Schema the code may be deployed on the production/line/schema/server. After completion of work, the changes made during change management will be implemented on the production server.
- 5) The vendor can visit the office premises on any working day from 9.30 AM to 5.00 PM to view the data structure & assess the volume of work, before submitting their quotes.
- 6) No travelling allowance, lodging, etc. will be provided to the company/firm.

Part C -Instructions to bidders

2.6 Documents comprising the bid (Technical Bid) (Annexure I)

- i. Minimum turnover of Rs.20 Lakh per year for last 3 Years. CA (Chartered Accountant) certificate to be attached.
- ii. Person signing the bid shall bind the bidder as the “Constituted Authority of the company/firm”.
- iii. Letter of undertaking regarding acceptance of all the terms and condition of this tender document.
- iv. At least three (3) Satisfactory performance certificate regarding development/modification/maintenance of application in Oracle from any Govt./semi Govt. organization or PSU in last 3 years.

2.7 Price

Charges quoted by the bidder must be all inclusive, firm and final, and shall not be subject to any escalation whatsoever during the period of the contract. If service tax/ GST is chargeable it should be indicated with the rates thereof.

2.8 Bidder's Qualification

The "Bidder" as used in the tender documents shall mean the authorized person who has signed the tender form. All certificates and documents received hereby shall be furnished by the service provider.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify that he/ she signs as 'Constituted authority of the bidder.

2.9 Opening of Bids:

All sealed bids will be opened inside office premises on the date of opening of tender. If deemed necessary, Purchaser may seek clarifications on any aspect from the bidder till last date of seeking clarification. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. Purchaser may, if it so desires, ask the bidder to give presentation for the purpose of clarification. All expenses for this purpose, as also for the preparation of documents and other meetings, shall be borne by the bidders.

2.10 Preliminary examination of Bids:

Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

A bid determined as not substantially responsive will be rejected by Purchaser and may not subsequently be made responsive by the bidder by correction of the nonconformity.

Purchaser may waive any minor informality or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

2.11 Verification of Reference

Purchaser, if considers necessary, may conduct verification of references/previous buyers to satisfy themselves on the performance of the services offered with reference to their requirements. Purchasers will satisfy themselves on the veracity of the references to the requirements specified.

2.12 Signing of Contract

The successful bidder has to sign a contract including the conditions provided in the tender document, incorporating all agreements between the parties. The cost of contract form and other ancillary charges shall be borne by the successful bidder.

2.13 Service Period

The initial contract period shall be extended on same terms and conditions, unless amended otherwise, for a further period if purchaser decides to take additional services not included in the scope of work or those included in the other optional services.

2.14 Performance Security

The contractor shall furnish performance security to the purchaser to the extent of 10% of the value of the contract value in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee [including e-Bank Guarantee] from a Commercial bank within 15 days of award of the contract failing which necessary action will be taken by this office.

2.14.1 The PBG shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

2.14.2 No interest is payable on the PBG.

2.14.3 PBG will be forfeited by this office in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.

2.15 Tax Deduction At source: TDS and GST as applicable will be effected from the bills

2.16 Payment: Payment shall be released by O/o the Accountant General (A&E), Punjab, Chandigarh, only after completion of work and receipt of successful test report duly approved by the concerned user section/wing and after final signoff.
No intermediate payment will be done by this office before full and final completion of the work and receipt of satisfactory report.

GENERAL CONDITIONS OF CONTRACT**3.1 Definition**

In this document the following terms shall be interpreted as indicated:

Terms	Definition
Contract	The agreement entered into between Purchaser and the Bidder (s) as recorded in the contract form signed by Purchaser and the Bidder, including all attachment and annexure thereto and all documents incorporated by reference therein.
Bidder	The company with whom the order for SAI change / modification and other ancillary and incidental support services is placed and shall be deemed to include the bidder's successors, representatives (approved by Purchaser), heirs, executors, administrators and permitted assigns, as the case may be unless excluded by the terms of the contract
Contract Price	The price payable to the bidder under the contract for the full and proper performance of his contractual obligations
MM	Man Month

3.2 Application

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract.

3.3 Standard

The services performed under this contract shall conform to the latest international standards.

3.4 Use of Contract document and Information

The bidder shall not, without Purchaser's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the bidder in the performance of the contract.

Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The bidder shall not without Purchaser's prior written consent, make use of any document or information forming a part of this tender except for purpose of performing the contract.

Any document forming a part of this tender, other than the contract itself shall remain the property of PURCHASER.

3.5 Patent Rights

The bidder shall indemnify Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the services or any part thereof.

3.6 Installation and provision of Services

The bidder shall be responsible for suggesting the office concerned on the requirements like switches, UPS points, connectivity, etc. required and final testing & final installation of, provisioning of services and making them fully operational. This will be evidenced by a certificate of acceptance duly signed and/or countersigned by representatives of Purchaser. At the direction of Purchaser, the acceptance test of the system shall be conducted by the

selected bidder in the presence of Purchaser and/ or authorized officials and/ or any other team or agency nominated by Purchaser.

The bidder shall conclude the acceptance test within project plan period, after the installation upgraded system and migration of data, in the presence of nominated officials of the purchaser present at site.

Should the acceptance tests not conclude to the satisfaction of Purchaser as Stated above in this section, the selected bidder(s) shall repair/replace/reconfigure/reprovision the upgraded system, at his cost, the whole or any part of the system as may be necessary for conclusion of the acceptance tests to the satisfaction of Purchaser within a further period of 15 days.

Should acceptance tests still not conclude to the satisfaction of Purchaser, the Purchaser shall have the right to reject the upgraded system in respect of which the acceptance tests are not satisfactorily concluded as provided in this section and to terminate this contract to the extent that relates to such requirements.

3.7 Delivery & Documents

Delivery of the upgraded system and associated documents shall be made by the selected bidder(s) in accordance with the terms specified by Purchaser in their notification of award.

3.8 Maintenance

In addition to the services specified the selected bidder must integrate the system to make the system fully functional. It shall be bidder's responsibility to locate the exact nature of the problem(s)/ fault(s) and rectify the same, if any. The bidder must also take necessary steps to successfully connect all the System upgraded by him. The selected bidder undertakes that all problems/bugs shall be removed by remote support, telephonic support, email support and if necessary by personal visits during the period of warranty. The selected bidder shall provide the contact details like names and telephone numbers of the officials responsible for maintenance of upgraded system in the format prescribed in Section.

3.9 Warranty

The Service Provider shall submit a warranty for Six Months on-site maintenance from the date of completion of the change management. During warranty period complaints/problem reported should be attended within 24 hours. Failure to do so shall attract a penalty of ₹2,000/- per day on the service provider. Further, if the issue remains unresolved for more than three (3) days then the PBG will be forfeited.

This office may also implement additional change management works in the SAI Pension application during the warranty period and this will not hamper the existing warranty.

3.10 Warranty on Services

The bidder warrants that the services provided under the contract are as per the Agreement between the bidder and Purchaser.

3.11 Assignment

The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with Purchaser's prior written consent. The permission, if any, of Purchaser has to be taken before award of the contract.

3.12 Sub Contract

The successful bidder (s) shall NOT subcontract all or any item/portion of the awarded work without written concurrence of the PURCHASER. Such subcontracting, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract.

Purchaser shall have the right to direct the bidder to demonstrate the capacity/capability of the subcontractor to provide the service subcontracted to the desired specifications/requirements. If in the opinion of the purchaser the sub contractor's capacity to provide such services has not been satisfactorily demonstrated the purchaser shall have the right to direct the bidder to change the sub contractor.

3.13 Delays in the bidder's performance

Performance of service shall be made by the bidder in accordance with the time schedule specified by Purchaser in the contract.

Any unexcused delay on the part of the bidder(s) in the performance of his delivery obligations shall render the bidder liable to any or all of the following sanctions:

- Forfeiture of his performance bank guarantee and imposition of liquidated damages, and/or termination of the contract for default.
- If at any time during performance of the contract, the bidder or its subcontractor(s) should encounter conditions impeding timely installation of the software and performance of services, the bidder shall promptly notify Purchaser in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery or provisioning date. Purchaser shall evaluate the situation after receipt of the bidders' notice and may at their discretion extend the bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the installation of software and performance of services is not found acceptable to the Purchaser, the above mentioned clause would be invoked.

3.14 Liquidated Damages during Delivery, Implementation & Warranty and penalty for deficiency in performance

If the bidder fails to provision/deliver any or all of the services within the time period(s) specified in the contract, Purchaser shall without prejudice to its other remedies under the contract, deduct from the Unit contract price, as liquidated damages, a sum equivalent to the 2% of the price of unprovisioned/ undelivered services for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the Unit contract price. Once the maximum is reached, Purchaser may consider termination of the contract. Unit for the purpose of this clause refers to State office (s) including its branch (es), if any. Performance of services shall be within the norms specified in the Agreement forming a part of the contract.

3.15 Termination for Default

Purchaser may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part:

- If the bidder fails to deliver any or all the services within the time period(s) specified in the contract, or any extension thereof granted by Purchaser, OR
- If the bidder fails to perform any other obligation(s) under the contract.

In the event Purchaser terminates the contract in whole or in part, pursuant to above mentioned clause, Purchaser may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered and the bidder shall be liable to Purchaser

for any excess costs for such similar services. However, the bidder shall continue performance of the contract to the extent not terminated.

3.16 Arbitration

Purchaser and the bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, Purchaser and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution. In such event, the first course will be to appoint an Arbitrator with mutual consent of both the parties. Failing which, the Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings. The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Chandigarh Court.

3.17 Governing Language

The contract, all correspondence and other documents pertaining to the contract, which are exchanged by the parties shall be written in English and shall govern its interpretation.

3.18 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws.

3.19 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by fax/ email and confirmed in writing to the address specified for that purpose in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

3.20 Back up support

Bidder shall ensure appropriate backup available in case his engineers/professionals deployed on the job go on leave or resign from the service.

3.21 Source Code

In case the bidders support professional develops a module/does change management within the scope of work or otherwise as change management, the source code will be property of the purchaser.

3.22 Passing of Property

Ownership shall not pass to Purchaser unless and until the services have been delivered, installed and accepted, in accordance with the conditions of the contract to the entire satisfaction of PURCHASER and Purchaser has made payment for such services to the bidder. Selected Bidder shall have to hand over two sets in softcopy of changed / modified system.

3.23 Deduction

Payments shall be subject to deductions (such as IT & GST) of any amount, for which the bidder is liable as per law under the agreement against this tender.

3.24 Manuals, Data and Information

Complete information relating to installation, maintenance, backup, archiving, etc. should be supplied by the bidder.

4. BID Details:

4.1 Bid Particulars

Name of the bidder _____

Address of the bidder _____

Contact details of the person authorized by the firm for coordination in this bid.

Name _____

Designation _____

Address _____

Telephone _____ Fax No. _____

Email address _____

Bidder Seal

4.2 Bid Letter

Date: dd/mm/yyyy

To

Deputy Accountant General (Admn.)
Office of the Accountant General (A&E), Punjab & UT.
Chandigarh-160017

Reference: Tender No. _____ Dated _____

Sir,

We hereby declare:

- i. That we are reputed manufacturers/companies/organizations/firms and/or Oracle channel partners and fulfill the other criterion specified in the Bid Document. We hereby offer to provide the services at the prices and rates mentioned in the attached financial bid. We do hereby undertake that, in the event of acceptance of our bid, the commencement of services shall be made as per the requirements. We affirm that the prices quoted are inclusive.
1. Bid particulars
2. This bid letter
3. Technical details of services offered as per annexure I.
4. 6 months' on-site warranty.
5. Maintenance and service resource/infrastructure facilities

We agree to abide by our offer for a period of 90 days from the date of opening of the bid prescribed by Purchaser and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender. We do hereby undertake to provision as per these terms and conditions.

We hereby certify that the Bidder is a company and the person signing the tender is the constituted attorney.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Date

Name

Designation

4.3 Undertaking

- (a) We have understood the requirements of this project and shall provide all services as per the requirements of this bid document.
- (b) I/We accept all the terms and conditions of this tender document.
- (c) The 6 months' onsite service warranty shall remain intact even in case the SAI application is migrated to any higher version (As mentioned in Note3 of Annexure I)/in case any further change management is executed in your office.
- (d) I/ We hereby confirm and declare that our firm is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services in past.
- (e) There is no complaint or penalty against us regarding delayed supply and refusal of supply for which supply order granted by the client of any Govt. Department.

Bidder Seal

Also a certificate in the following format shall be provided by the bidder (s):

Certificate

We clearly understand that even if we make occasional use of our hardware/software etc., during development stage/testing stage we will not get any financial benefits nor shall we claim it in any form.

Bidder Seal

Technical Bid

CHANGE MANAGEMENT- Implementation of Revision Module in SAI Pension Application AT THE OFFICE OF ACCOUNTANT GENERAL (A&E) PUNJAB & UT, CHANDIGARH

1	Name of the Company	
2	Address (with Tel. No., Fax no. & e-mail address)	
4	Contact Number	
5	(a) PAN Number	
	(b) GSTN no.	
6	Details of EMD Deposited and cost of Tender (DD/Cheque number, Date, Amount)	

Sr. no.	Particular (copy of supporting documents duly self attested)	Enclosed (Yes or no)	Attached at page no. (Page numbering compulsory)
7	Minimum turnover of Rs. 20 lakh per year for last 3 Years. CA (Chartered Accountant) certificate to be attached.		
8	Letter of undertaking regarding acceptance of all the terms and condition of this tender document (Para 4.3)		
9	At least three Satisfactory performance certificate regarding development/modification/maintenance of application in Oracle from at any Govt./semi Govt. organization or PSU in last 3 years.		
10	Person signing the bid shall bind the bidder as the "Constituted Authority of the company/firm". A authority letter on the company letter head authorizing the person to Sign the bid document shall be Enclosed.		
11	Copy of PAN Card.		
12	Copy of GST Registration.		

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company

will be black-listed and will not have any deal with the Govt. offices in future. I also certify that the period of validity of this Bid is 90 days from the date of opening of the Financial Bid.

(Signature of authorized signatory)

Note 1: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total numbers of page enclosed in bid should be mentioned in the covering letter.

Note 2: In case the vendor intends to claim any relaxation under government provisions than the supporting documents must be enclosed along with the bid.

Note 4: In case the firm want to claim relaxation in EMD/Turnover/Experience then relevant proof must be enclosed. Relaxation will be given as per the latest GOI guidelines.

(Signature of authorized signatory)

Annexure II

Financial Bid

For **Implementation of Revision Module in SAI Pension Application** at the Office of Accountant General (A&E) Punjab & UT, Chandigarh

Format for the submission of bid

Sr.No	Item	Costs (In INR)
1	Implementation of Revision Module in SAI Pension Application as mentioned under “ Scope of work ” including Six Months onsite maintenance warranty from final signoff.	
2	Applicable Taxes	
3	Grand Total	

Grand Total (in words) _____

Signature and Seal of authorized signatory

Dated:

Check List

1. The **Technical Bid** (Eligibility Criteria) 'original' and 'copies' should be placed in one sealed **Envelope I** super scribing '**Technical Bid for _____ Dated _____**' as per requirements mentioned at para 2.6. Please ensure that all the documents as prescribed in Section 2 of Bid Document and other relevant sections are enclosed.
2. The cost of the Bid Document is **Nil**.
3. All bids must be accompanied by EMD in the form of Cheque/Demand draft of **Rs25,000/- (Rupees Twenty Five Thousand only)**. The EMD should be submitted in the Sealed Envelope of Technical Bid "**Annexure I**"
4. The '**Financial Bid**' should be as per the **Annexure II** and other relevant instructions and placed separately in the sealed Envelope II duly superscribed as Financial bid for Tender no .ITGD01
5. All the **pages are duly numbered** and the reference has been made wherever required.
6. It should be ensured that requirement(s) of all relevant sections and sub-sections of the tender document have been complied with.

Key Events & Dates

<i>Events</i>	<i>Tentative dates</i>
<i>Date for publication of NIT</i>	22.07.2025
<i>Last date for receipt of Queries from bidders</i>	04.08.2025
<i>Last date for submission of bids</i>	11.08.2025 up to 11:00 hrs
<i>Opening of technical bids</i>	12.08.2025 at 11:00 hrs
<i>Opening of financial bids</i>	13.08.2025 at 11:00 hrs

Note: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total no. of page enclosed in bid should be mentioned in the covering letter.