



**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)  
CHHATTISGARH, RAIPUR**

**No. IT Cell/Change-Management/D-15**

**Date: 23.09.2022**

**NOTICE INVITING TENDER**

The Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur invites bids for incorporation of some changes and addition of some features into its VLC Accounts and GPF application Software in 11g applications.

Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from CPP Portal and our official website <https://cag.gov.in/ae/chhattisgarh/en>. Separate technical and financial bids in the prescribed format (as annexed) in sealed envelopes superscribing with “Technical Bid” and “Financial Bid” should be put in a single cover which should be superscribed as ‘**Tender Documents for Change Management of VLC and GPF application**’ and submit the same personally or through post/courier along with required documents to the Sr. Deputy Accountant General (Admin., Accounts & VLC), Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur, Pin-492005, so as to reach on or before 14/10/2022 upto (4.00 PM). Technical Bid will be opened first and after the acceptance of the technical bids by this office, the financial bids of the qualified vendors will be opened. For further enquiries please contact Sr. Accounts Officer/VLC, Phone – 0771-2281451 Ext. 305.

EMD of Rs. 10000/- (Rupees Ten Thousand Only) in the shape of demand draft will have to be deposited at the time of submission of Tender Form. The bids without Earnest Money Deposit or with incomplete information would be summarily rejected. However, Bidders who are eligible to be exempted from depositing EMD according to Rule-170(i) of GFRs, 2017 should submit scanned documentary proof of exemption thereof along with technical bid online through CPP portal. Besides, they have to send an attested hardcopy of the same valid exemption certificate(s) by Speed Post or Registered Post along with technical bid to Sr. Deputy Accountant General (Admin., Accounts & VLC), O/o The Principal Accountant General (A&E), Chhattisgarh, Raipur-492005 on or before date i.e. closure time for uploading of the bids. The validity of the Demand Draft must be up to 6 (Six) months starting from the date of submission of the bids. The demand draft should be drawn in favour of ‘**Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur**’. Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made therein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government of India.

**While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.**

Necessary queries/consultations regarding '**Tender Documents for Change Management of VLC and GPF application**' requirements, if any, may be made during working days (Monday-Friday) between 2pm to 5 pm to Sr. Accounts Officer/VLC, Phone – 0771-2281451 Ext. 305.

The cost of bid document is nil.

Sd-  
Sr.Deputy Accountant General  
(Admin., Accounts & VLC)  
Office of the Principal Accountant  
General (A&E) Chhattisgarh, Raipur.

## Tender Document

Tender documents contain the following:

### 1. INVITATION OF BIDS

This invitation to tender is for change management involving incorporation of some changes and addition of some features into its VLC Accounts and GPF application Software.

#### **(a) Essential –**

The bidder(s) must be a company registered under the Companies Act, 1956 and **must** be an Oracle Channel Partner.

#### **(b) Desirable –**

Should have either developed Government Accounting software application using Oracle database or carried out Change Management there in any Government Department.

1. The Bid document placed in sealed Envelope superscribed as ‘**Change Management of VLC and GPF application**’ should be submitted on or before 14/10/2022 upto (4.00 PM). Please ensure that all the documents as prescribed in various sections are enclosed with the bid document.

2. All bids must be accompanied by a Bid Security of Rs 10,000/- (Rs.Ten thousand only for contract in the form of Bank draft payable by Bank draft/Banker’s Pay Order in favor of ‘**Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur**’ or in the form of Bank Guarantee from any Nationalized/ Scheduled/Commercial bank. However, Bidders who are eligible to be exempted from depositing EMD according to Rule-170(i) of GFRs, 2017 should submit scanned documentary proof of exemption thereof along with technical bid online through CPP portal. Besides, they have to send an attested hardcopy of the same valid exemption certificate(s) by Speed Post or Registered Post along with technical bid to Sr. Deputy Accountant General (Admin., Accounts & VLC), O/o The Principal Accountant General (A&E), Chhattisgarh, Raipur-492005 on or before date i.e. closure time for uploading of the bids

The requirements of all relevant sub sections of the tender document may be complied with.

### 2. BACKGROUND, SCOPE OF WORK AND INSTRUCTIONS TO BIDDERS

#### **(a) Introduction**

The Principal Accountant General (A&E), Chhattisgarh, Raipur (Purchaser), plans to select service provider for Change management involving incorporation of some

changes and addition of some features into its VLC Accounts and GPF application Software.

The decision of purchaser shall be final to select service provider for placing the work/purchase order OR not to select any service provider at his/her discretion.

**(b) Background of Existing Project**

This department has an Accounting System running in Oracle 11g with LINUX RED HAT 5.6 Operating System (3tier architecture) for VLC Accounts and GPF application. 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. It will also have to be ensured that user interface i.e., look & feel and user operations at front end remain same.

**(c) Scope of Work:-**

Following are the changes / additions required in the package.

**CHANGE MANAGEMENT REQUIREMENT**

**VLC (Accounts) Forms/ Reports:**

	Problem	Requirement
1.	<ol style="list-style-type: none"> <li>1. In Part-I of MCA generated forms, columns such as sector RRA, RRB, RRC should also contain Total Revenue Receipt column.(Forms/Reports)</li> <li>2. Data on Revenue and Capital Expenditure for GDP Estimates should contain columns for both Gross and Net Figures. (Forms/Reports)</li> <li>3. Various Monthly Key Indicator reports to be generated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Forms/Reports to be modified.</li> <li>2. Forms/Reports to be modified.</li> <li>3. Reports to be generated.</li> </ol>
2.	<ol style="list-style-type: none"> <li>1. Forest cheque pairing report.</li> <li>2. Receipt &amp; Expenditure report of Forest deposits (8443-109) and Forest remittance.</li> <li>3. Consolidated Abstract- Receipt. (Reports)</li> <li>4. Consolidated Abstract- Payment.(Reports).</li> <li>5. Modification in Broadsheet and remittance Broadsheet.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reports to be modified/created.</li> <li>2. Reports to be modified/ created.</li> <li>3. Reports to be modified/ created.</li> <li>4. Reports to be modified/ created.</li> <li>5. Modification in Broadsheet.</li> </ol>
3.	<ol style="list-style-type: none"> <li>1. In Irrigation Department, 12 accounts in month 06/2021, 03 accounts in month 07/2021, 13 accounts in month 08/2021, 06 accounts in month 09/2021 are</li> </ol>	<ol style="list-style-type: none"> <li>1. Forms to be modified/ generated.</li> </ol>

	<p>shown as Pending Accounts for Authorisation in VLC module after Authorisation already been done.(Forms).</p> <ol style="list-style-type: none"> <li>2. Modification in Cheque Drawn Schedule (Form 78) to incorporate check to stop posting of accounts in inactive Division.</li> <li>3. In works Form 80 modification/New form has to be developed for insertion of Karmakar Tax, Royalty etc. in PWD, PHE, WRD, RES.</li> </ol>	<ol style="list-style-type: none"> <li>2. Forms/Reports to be modified.</li> <li>3. Forms/Reports to be modified/ generated.</li> </ol>
4.	<ol style="list-style-type: none"> <li>1. Our office is taking closing balances of Finance Accounts as the following year's opening balances in respect of heads closing to balances. As opening and closing balances reflected in VLC system does not match with Finance Accounts due to non-inclusion of Proforma adjustments made on the grounds of apportionment, rectification of errors etc., the closing balances of VLC system are not used as the following year's opening balances in respect of heads closing to balances. Closing balances of the previous year has to be the opening balance of the next year. Hence a form has to be developed for inserting the classification.</li> <li>2. At present our office is preparing Finance Account manually. The figures are taken from various sources of VLC module through different reports. As per the directions of the Headquarter office, generation of Finance Account should be directly from the VLC system (with rounding) to the possible extent without any manual intervention which has to be taken in change management. All the Statements and Appendices has to be generated from the VLC system directly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Forms to be modified/new form has to be developed for entering the current balances and also for proforma adjustments.</li> <li>2. All the Statements and Appendices has to be generated from the VLC system directly for which new reports has to be prepared both in whole figure as well as in rounded figure and if necessary forms has to be prepared for feeding data. If required a form for processing has also to be developed. Output should be in excel/pdf/word.</li> </ol>

	<p>3. Information on Minus Expenditure- New Report has to be generated for DAA (Detailed Appropriation Account) depicting minus expenditure amount.</p> <p>4. Information on Scheme wise Saving/Excess under a Particular Grant- New Report generating information on scheme wise Savings/Excess under a particular grant.</p>	<p>3. Reports to be created.</p> <p>4. Reports to be created.</p>
5.	Closing balance (CB) appearing at the end of year in the BROADSHEET related to “Chhattisgarh Bhavan” is not been depicted as opening balance due to technical fault. This issue to be resolved during change management.	Report has to be modified/ generated.
6.	As E-kuber is implemented in all treasuries of Chhattisgarh state, a new suspense head Major Head 8658-102-TF is operated for the failed transactions in the monthly treasury account. A broadsheet of the same head has to be generated.	A broadsheet of particular head has to be generated.
7.	<ol style="list-style-type: none"> <li>1. An interface needs to be developed to insert data treasury wise or for all treasury directly or for DMP file received for part treasury in server from client machine (having internet) as and when it is received from treasury.</li> <li>2. Another interface needs to be developed for e-vouchers, complied accounts of work, forest, RES, where the vouchers can be downloaded from IFMS cloud to middleware server (connected to LAN) to make them available for end user i.e TC Section.</li> <li>3. An interface needs to be developed for inserting LOP received from State Govt. in soft copy, to discontinue manual feeding of LOP data by CT section.</li> <li>4. A report should be developed to ensure treasury have closed the account for the First list/ Second List of the month.</li> <li>5. A report to check how many treasuries are processed and inserted.</li> </ol>	<ol style="list-style-type: none"> <li>1. New interface has to be developed.</li> <li>2. New interface has to be developed.</li> <li>3. New interface has to be developed.</li> <li>4. Reports to be created.</li> <li>5. Forms/Reports to be modified/developed.</li> </ol>

	<ol style="list-style-type: none"> <li>6. Report related to DDO allotment needs modification, as the report does not mention new allotment, name change of DDO or inactive DDO.</li> <li>7. Updation of rejection of voucher into VLC database.</li> <li>8. Monitoring of Active and Inactive DDO's for VLC system.</li> <li>9. Updation of department codes in VLC system as per Budget Book.</li> <li>10. Provision in VLC software for capture of data pertaining to details of funds transferred to DDO's Bank Account in form of (Forms/Reports)</li> <li>11. A report has to be prepared for funds transferred to DDO's Bank Accounts in accordance to headquarters quarterly KRA report.</li> <li>12. Forms/Reports consisting of annual disclosure of Bank accounts of Government departments/other bodies.</li> <li>13. Any additional Forms/Reports as per requirement felt by this office.</li> <li>14. Any DBA activity arising during the process of change management.</li> </ol>	<ol style="list-style-type: none"> <li>6. Forms/Reports to be modified/developed.</li> <li>7. Forms/Reports to be created.</li> <li>8. Forms/Reports to be created.</li> <li>9. Changes to be made as per system requirement.</li> <li>10. Forms/Reports to be created.</li> <li>11. Reports to be created.</li> <li>12. Forms/Reports to be created.</li> <li>13. As per official requirements.</li> <li>14. As per system requirements.</li> </ol>
8.	<ol style="list-style-type: none"> <li>1. Posting of PD accounts is currently done manually in VLC module. This posting has to be done through Automatic preparation of Broadsheets for all Major Head after closing of Monthly Accounts</li> </ol>	<ol style="list-style-type: none"> <li>1. Forms/Reports to be modified</li> </ol>

	(Forms/Reports). 2. Subsidiary Loan Register has to be prepared (Forms/Reports).	2.New forms/reports to be prepared.
9.	<p>DAA Suspense:</p> <ol style="list-style-type: none"> <li>1. Previous F.Y. wise pending list should be zero upto 15th Account in report.</li> <li>2. Automatic preparation of Broad Sheet of all MH after closing of monthly Account.</li> <li>3. Pending DAA Suspense Report of all MH either Accounting method or Non Accounting method (i.e. through suspense slip) before closing of DB-2.</li> <li>4. Pending DAA Suspense Report of all MH either Accounting method or Non Accounting method (i.e. through suspense slip) after closing of Monthly Account.</li> <li>5. Report generation Section wise and facility to provide export to excel format.</li> <li>6. Clearance of particular month pending through 'concerning year form' only. Restrict the clearance other than 'concerning year form'.</li> </ol> <p>OB Suspense</p> <ol style="list-style-type: none"> <li>1. Automatic preparation of Broad Sheet of all MH after closing of monthly Account.</li> <li>2. Generation of Pending list with voucher code/Try wise/DDO wise with nomenclature in report.</li> <li>3. Removal of OB suspense which is cleared in J.E. /TE i.e. MH 2006 &amp; others by pending list of OB Suspense.</li> <li>4. Raising &amp; Clearance of OB suspense month wise through VLC module in report.</li> <li>5. Report of OB suspense by Year wise break up with old clearance as per KRA format.</li> <li>6. Clearance of particular month pending through 'concerning year form' only. Restrict the clearance other than 'concerning year form'.</li> </ol> <p>Treasury Suspense</p> <ol style="list-style-type: none"> <li>1. Automatic preparation of Broad Sheet of all MH after closing of monthly Account.</li> <li>2. Pending Try Suspense Report either Accounting method or Non Accounting method before closing of</li> </ol>	<p>1.Reports to be modified.</p> <p>2.Reports to be modified.</p> <p>3.Reports to be modified.</p> <p>4.Reports to be created.</p> <p>5.Report to be developed and exported to excel.</p> <p>6.Forms/Reports to be modified.</p> <p>1.Process to be generated.</p> <p>2. Reports to be created.</p> <p>3. Necessary changes to be incorporated in module.</p> <p>4. Necessary changes to be incorporated in module.</p> <p>5. Reports to be developed.</p> <p>6. Necessary changes to be incorporated in module.</p> <p>1. Reports to be created.</p> <p>2. Reports to be created.</p>



	<p>DB-2.</p> <ol style="list-style-type: none"> <li>3. Pending Try Suspense Report after closing of monthly Account either A/C method or Non A/C method (i.e. through Suspense slip).</li> <li>4. Generation of report Section wise and facility to provide export to excel format.</li> <li>5. Raising &amp; Clearance of Try suspense month wise through VLC module in report.</li> <li>6. Difference of LOP and SOP before inserting Data in report.</li> <li>7. Report of Treasury suspense by Year wise break up with old clearance as per KRA format.</li> <li>8. Clearance of particular month pending through 'concerning year form' only. Restrict the clearance other than 'concerning year form'.</li> </ol> <p>AC/DC Bill:</p> <ol style="list-style-type: none"> <li>1. Report of AC/DC Bill should be Treasury wise/DDO wise/Department wise with nomenclature.</li> <li>2. Facility to provide export to excel format in report.</li> <li>3. F. Y. wise report of AC/DC Bill and TC wise pendency report also.</li> <li>4. Totaling of each Department pending AC/DC amount with Major head in report.</li> <li>5. Year wise break up of pending item and amount of clearance of AC bill in report.</li> </ol>	<ol style="list-style-type: none"> <li>3. Reports to be created.</li> <li>4. Reports to be created.</li> <li>5. Reports to be created.</li> <li>6. Reports to be created.</li> <li>7. Reports has to be developed with different parameters as per KRA</li> <li>8. Necessary changes to be incorporated in module.</li> </ol> <ol style="list-style-type: none"> <li>1. Reports to be created.</li> <li>2. Reports to be created.</li> <li>3. Reports to be created.</li> <li>4. Reports to be created.</li> <li>5. Reports to be created.</li> </ol>
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	<p>UC's:</p> <ol style="list-style-type: none"> <li>1. Facility to provide export to excel format in VLC module in report.</li> <li>2. Monthly pending Report with nomenclature to be generated.</li> <li>3. F.Y. wise UC generation /Clearance &amp; TC wise pendency in report.</li> <li>4. Totaling of each Department pending UC's amount with Major head in report.</li> <li>5. Year wise break up of pending item/clearance item and amount in report.</li> </ol> <p>Without Budget:</p> <ol style="list-style-type: none"> <li>1. Report TC wise/Section wise with VLC ID/Name.</li> <li>2. To find Voucher wise complete details by VLC module in report.</li> <li>3. Report generation without budget before DB-2 closing.</li> <li>4. Report generation after monthly Accounting.</li> </ol> <p>JE:</p> <ol style="list-style-type: none"> <li>1. New forms for JE same as TE form with scheme name.</li> <li>2. Search engine with Abstract number by VLC Module.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reports to be created.</li> <li>2. Reports to be created.</li> <li>3. Reports to be created.</li> <li>4. Reports to be created.</li> <li>5. Reports to be created.</li> </ol> <ol style="list-style-type: none"> <li>1. Reports to be created.</li> <li>2. Reports to be created.</li> <li>3. Reports to be created.</li> <li>4. Reports to be created.</li> </ol> <ol style="list-style-type: none"> <li>1. Forms to be created.</li> <li>2. Necessary changes to be incorporated in module. Reports to be developed</li> </ol>
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	<p>Validation of Voucher:</p> <ol style="list-style-type: none"> <li>1. Section wise Report and monthly Report by VLC module.</li> </ol> <p>HBA, MCA and Computer Broadsheet:</p> <ol style="list-style-type: none"> <li>1. Preparation of broadsheet automatically.</li> <li>2. Preparation of Calculation Sheet in different 3 ways as per rule.</li> </ol> <p>Loan :</p> <ol style="list-style-type: none"> <li>1. Preparation of broadsheet automatically.</li> </ol> <p>GIS Broad sheet:</p> <ol style="list-style-type: none"> <li>1. Develop Form through VLC module &amp; Preparation of broadsheet automatically.</li> </ol> <p>Grant related sanction entry form:</p> <ol style="list-style-type: none"> <li>1. Facility to provide option of page no in 'sanction entry form' to ease work of TC/Forest/WAD/ITA section.</li> </ol> <p>Detailed Appropriation Account:</p> <ol style="list-style-type: none"> <li>1. Grant wise report is available but MH wise report to be generated.</li> <li>2. Facility to provide export of above report to excel format.</li> </ol>	<ol style="list-style-type: none"> <li>1. Report to be developed and exported to excel.</li> </ol> <ol style="list-style-type: none"> <li>1. Forms/Reports to be developed.</li> <li>2. Forms/Reports to be developed/modified.</li> </ol> <ol style="list-style-type: none"> <li>1.Necessary changes to be incorporated. Forms/Reports to be developed.</li> </ol> <ol style="list-style-type: none"> <li>1.Forms/Reports to be developed.</li> </ol> <ol style="list-style-type: none"> <li>1. Necessary changes to be incorporated in module.</li> </ol> <ol style="list-style-type: none"> <li>Reports to be developed and exported to excel.</li> </ol>
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	<p>Suspense Slip:</p> <ol style="list-style-type: none"> <li>1. Generation of suspense slip through VLC module (Forms/Reports).</li> </ol> <p>Refund of Revenue</p> <ol style="list-style-type: none"> <li>1. It should be booked under MH-Sub MH. There is no provision to post under Sub MH. Hence modification is required.</li> </ol> <p>HBA, MCA and CA Interest:</p> <ol style="list-style-type: none"> <li>1. During posting, interest is booked under (DAA susp 8658-111). Hence it should be cleared during same posting month under Final Head to avoid generation of DAA suspense (Forms/Reports).</li> </ol> <p>Link card:</p> <ol style="list-style-type: none"> <li>1. A prescribed format has to be generated through VLC Module (Forms/Reports).</li> </ol>	<p>1. Forms/Reports to be developed.</p> <p>1.Necessary modification to be incorporated in module.</p> <p>1.Necessary modification to be incorporated in module.</p> <p>1.Forms/Reports to be developed.</p>
10.	<ol style="list-style-type: none"> <li>1. Validity date in DDO.</li> <li>2. Correction in Broadsheet pertaining to Major Head 8443-108.</li> <li>3. Debit slip entry in the VLC for making of Demand Drafts for inward claims of various Railways and Ministries.</li> <li>4. Process of surrendering of unspent amount to Statistical Department.</li> <li>5. Flagging of pending OB Suspense amount in VLC module.</li> </ol>	<p>1.Forms/Reports to be modified.</p> <p>2.Forms/Reports to be modified/created.</p> <p>3.Forms/Reports to be modified.</p> <p>4.Process to be modified/created.</p> <p>5.`Forms/Reports to be modified/created.</p>

## GPF Module

	Problem	Requirement
1.	In GPF module approx. 20 Forms/Reports need modifications.	Forms/Reports need modifications.
2.	The quarterly reports pertaining to credit/debit is to be modified for both users (AIS & NON-AIS).	Reports to be modified/developed.
3.	The Report of Consolidated Broad Sheet pertaining to credit/debit is to be modified for both users (AIS & NON-AIS).	Reports to be modified.
4.	System check has to be developed in GPF module for insertion of data received from state government.	System checks to be developed.
5.	System check has to be developed in GPF module to prevent allotment of multiple GPF account number to the subscribers.	System checks to be developed.
6.	Forms/Reports to be generated for monitoring of clearance of Performa adjustments amount.	Forms/Reports to be developed.
7.	Any additional Forms/Reports as per requirement felt by this office.	As per requirements of this Office.
8.	Any DBA activity arising during the process of change management	<ol style="list-style-type: none"> <li>1. Trouble shooting of database performance.</li> <li>2. Database space management and hanging the log location.</li> <li>3. Managing and administering Oracle application server.</li> <li>4. Any other DBA requirement as</li> </ol>

		felt by this Office.
9.	GPF Accounts of subscribers showing Taxable and Non-Taxable contribution	<p>Generation of Form CAM-47, Form CAM-49 and (Reverse) MISSING CREDITS/DEBITS.</p> <p>New process has to be developed along with requisite forms/reports. Subscriber ACKNOWLEDGEMENT SLIP has to be developed.</p>

#### **(d) Deliverables**

##### Project Plan

1. Check List for temporary site for testing
2. Updated System Manual.
3. Installation Manual
4. System Administration Manual
5. User Manual
6. Test Plan including documentation of the test results and review reports after bug fixing and fine tuning, if any.
7. Source Code
8. Training
9. Implementation/Warranty support.

#### **(e) Tentative Time Frame:-**

The work will be taken up and completed in all respects within four months from the date of commencement.

#### **(f) Documents comprising the bid**

1. A letter on the bidder's letter head i.e. describing the technical competence and experience of the bidder certifying the period of validity of bid from the last date of opening of bid.
2. The corporate profile of the bidder (printed corporate brochure is preferred).
3. Latest audited annual financial results (balance sheet and profit & loss Statement) of the bidder for the last 3 years.
4. The amount of bid security should be Rs. 10,000/- (Rs. Ten thousand only). The bid security should be in form of Account Payee Demand Draft, Fixed Deposit Receipt, Bankers cheque or Bank Guarantee from any of the commercial banks. The bid security will remain valid for a period of 45 days beyond the final bid validity period. The Demand draft should be drawn in favour of Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur. Bid securities of the unsuccessful bidders will be returned after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.
5. Quality certification, company profile and other documents required to establish fulfillment of criterion on technical parameters should be accompanied with the bid.
6. Person signing the bid shall bind the bidder as the 'Constituted Authority of the company.
7. Copy of IT returns indicating last payment details.

**(g) Price**

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

**(h) Bidder's Qualification**

The "Bidder" as used in the tender documents shall mean the one 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.

**(i) Verification of Reference**

Purchaser, if considers necessary, may conduct verification of references 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.

**(j) PURCHASER's right to vary scope at the time of award**

Purchaser reserves the right at the time of award of contract to increase or decrease scope of work with or without any change in other terms and conditions.

**(k) Signing of Contract**

The successful bidder before commencement of the work has to sign a contract 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.

**(l) Performance bank guarantee**

Within 7 days of the receipt of notification of award from Purchaser, the successful bidder shall furnish the performance bank guarantee in the format given in this tender document amounting to 3% of the contract value issued from a nationalized/ scheduled bank payable at Raipur in favour of 'Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur' payable at Raipur.

**(m) 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.



### 3 GENERAL CONDITIONS OF CONTRACT

#### (a) Definition

In this document the following terms shall be interpreted as indicated

Terms	Definition
Purchaser	Principal Accountant General (A&E), Chhattisgarh, Raipur
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 attachments and all documents incorporated by reference therein.
Bidder	The company with whom the order for VLC & GPF change management / 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.

#### (b) Application

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

#### (c) Standard

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

#### (d) 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.

**(e) Performance bank guarantee**

Within 7 days after the receipt of notification of award of the contract from Purchaser, the successful bidder shall furnish performance bank guarantee to the Purchaser, which shall be 3% of the contract value in the form of a bank guarantee bond from a nationalized/scheduled bank as per the norms laid by the RBI in the favour of “**Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur**”.

**(f) 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.

**(g) 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 should undertake that all problems/bugs shall be removed by them 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.

**(h) 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.

**(i) 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.

**(j) 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 Principal Accountant General (A&E), Chhattisgarh.

**(k) Deduction**

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

**(l) Manuals, Data and Information**

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

**Additional Terms and conditions for implementation of Change Management proposals**

The additional terms and conditions for change management proposals are as follows:

1. **Delivery Schedule : :** The vendor should start the work within one week from the date of work order and the entire work shall have to be delivered, installed and commissioned after due testing within the stipulated time agreed to from the date of start of work by the said vendor keeping ample scope of bug fixing, documentation, etc. No request for the enhancement in price or extension of time schedule of delivery or installation would be entertained.
  - a) All work will have to be done in working days i.e. Monday to Friday during office hours 9.30 AM to 6.00 PM.
  - b) **All work of change management will have to be done in the office campus. Database will not be allowed to be made available outside the office through internet or other means/devices.**

2. **Warranty and annual maintenance contract:** Warranty for one full cycle of operations of all changes made and additional made but for a minimum of 18 months period from the issue of completion certificate. All types of defects/bugs/problems will have to be solved free of cost by the vendor during such warranty period. Annual maintenance contract, after expiry of warranty period shall be entered into, if necessary.
3. **Mode of operation: :** The change management should be made only in Oracle 11g compatible with the current upgraded VLC (Including GPF) application.
4. **Payment terms:** 90% payment would be made after completion of the entire work including testing and successful running of the software and after handing over the documents. The balance 10% payment would be made after expiry of the period of warranty. Taxes would be deducted at source wherever applicable.
5. **Manual and Documentations:** The following manuals/documentation is to be provided. All the manuals, original source code will be the property of the Indian Audit and Accounts department.
  - a. A complete set of manual on the operation of change management issues and new/additional screen/reports.
  - b. Administrators manual on the new screen, reports, tables, views and other objects added or modified along with complete details.
  - c. Complete updated source code in soft copy format.
  - d. All documents relating to DBA activities.
6. **Training:** The vendor will provide training to the staffs of this office in the operation of new modules, screens, forms, reports and also administrator DBA training to a few staff.
7. **Penalty for delay in delivery and installation : :** The schedule for delivery and installation is to be strictly adhered to in view of the strict time schedule for implementation of the project as time is essence of the contract. Any unjustified, unacceptable delay in delivery and installation beyond the time schedule shall render the vendor liable for liquidated damages @ 1.5% per week of tender amount subject to a maximum of 5 weeks and thereafter this office holds the option for cancellation of order for the pending work.
8. **Sub Contract:** The vendor shall not assign or sublet any portion of the contract without the written approval of the office.
9. **Completion:** The work will be deemed to be completed only when this office has received in operational condition all of the VLC (including GPF) application software as per the terms of the Contract, whether explicit or

implied and the same is found to be running smoothly and satisfactorily after testing.

10. **Cancellation of the work order:** The work order can be cancelled by this office on account of breach of any of the clause of the work order or on account of incompetence on the part of the vendor to carry out the work as per requirement of this office.
11. **Additional Work:** Any additional work other than those mentioned in the scope of work will be done by the vendor at a rate agreed to if ordered.
12. **Board and lodging:** The lodging/boarding, food, cost of travel expenses etc. will be arranged/borne by the Vendor.
13. **Jurisdiction of courts in case of disputes:** These terms and conditions are governed by law of India for the time being in force. In case of any dispute, the decision of the Principal Accountant General (A&E), Chhattisgarh, Raipur would be final and binding upon both the parties. The cause of disputes must be presented in the writing before him within 15 days of occurrence of such dispute for the purpose of adjudication. If occasion arises, the jurisdiction of appropriate court will be at Raipur.
14. **Arbitration:** In the event of any dispute or differences between the parties whether during the execution of orders or thereafter whether by breach or in any manner in regard to:
  - the constitution of terms and conditions
  - the respective rights and liabilities of the parties hereto thereunder
  - any matter or things arising out or in relation to or in connection with these terms and conditions

then either party shall give written notice to the other of the same, and such dispute or differences shall be referred to the Sole arbitration of any persons appointed by the Comptroller and Auditor General of India. The decision of such arbitration shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment that the person appointed is a Government Servant. The provision of the Arbitration and Conciliation Act, 1966 and rules thereunder shall apply to the arbitration proceedings. Such arbitrations shall be held in Raipur.

15. **Binding:** This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers will result in summary rejection of their tenders.
16. **Bid Security:** The bidders should furnish bid security along with their bids. The amount of bid security should be Rs.10,000/- (Rs. Ten thousand only). However, bidders who are eligible to be exempted from depositing EMD according to Rule-170(i) of GFRs, 2017 should submit scanned documentary proof of exemption thereof along with technical bid online through CPP portal. Besides, they have to send an attested hardcopy of the same valid exemption certificate(s) by Speed Post or Registered Post along with technical bid to Sr. Deputy Accountant General (Admin., Accounts & VLC), O/o The Principal Accountant General (A&E), Chhattisgarh, Raipur-492005 on or before date i.e. closure time for uploading of the bids. The bid security should be in form of Account Payee Demand Draft, Fixed Deposit Receipt, Bankers cheque or Bank Guarantee from any of the commercial banks. The bid security will remain valid for a period of 45 days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract.

**4. BID Details:**

4.1 Bid Particulars

Name of the bidder \_\_\_\_\_

Address of the bidder \_\_\_\_\_

**Contact details of the executive to whom all references shall be made regarding this tender:**

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Fax \_\_\_\_\_

Email address \_\_\_\_\_

**Bidder Seal**

## 4.2 Bid Letter

Date: dd/mm/yyyy

To

The Sr. Deputy Accountant General (Admin., Accounts & VLC)  
Office of the Principal Accountant General (A&E), Chhattisgarh  
Raipur-492005

**Reference:** Tender No. \_\_\_\_\_ Dated \_\_\_\_\_

Sir,

We hereby declare:

i. That we are Oracle partners and fulfil the other criterion specified in the Bid Document. We hereby offer to provide the services at the prices and rates mentioned in the attached commercial 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.

We enclose herewith the complete Bid as required by you. This includes:

1. Bid particulars
2. This bid letter
3. Technical details of services offered
4. Warranty
5. Maintenance and service resource/infrastructure facilities

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. Bid Security in the form of a Bank Guarantee / Bank Draft issued by \_\_\_\_\_ (bank) for an amount of Rupees \_\_\_\_\_ attached with the Bid document. 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** \_\_\_\_\_

**Address** \_\_\_\_\_

**Telephone** \_\_\_\_\_

**Fax** \_\_\_\_\_

**Email address** \_\_\_\_\_

**Details of Enclosures:**

- 1.
- 2.
- 3.
- 4.
- 5.

**4.3 Technical details of Services Offered**

The list of all services (charges or otherwise) should conform to the requirements/scope of work/deliverables and other incidental & ancillary requirements and to be specified by the bidder (s) or the bidder(s) should give an undertaking as under:

Undertaking

We have understood the requirements of this project and shall provide all services as per the requirements of this bid document.

**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**

### **5. TEMPLATES & FORMS**

#### **5.1 Bid Security Form**

Whereas \_\_\_\_\_ (hereinafter called 'the Bidder') has submitted its bid dated \_\_\_\_\_ for change / modification of VLC & GPF package for the PURCHASER (hereinafter called "the Purchaser").

KNOW ALL MEN by these presents that WE \_\_\_\_\_ having our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound unto the PURCHASER (hereinafter called "the Purchaser") in the sum of Rupees for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_ 20\_\_

THE CONDITIONS of this obligation are:

If the Bidder(s) withdraws his bid during the period of bid validity specified by the bidder(s) in the bid; or

If the Bidder(s), having been notified of the acceptance of its bid by the Purchaser during the period of bid validity

i. fails or refuses to execute the Contract Form, if required; or

ii. fails or refuses to furnish the Performance bank guarantee and Security deposit, in accordance with the instructions to Bidder(s).

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

(Authorized Signatory of the Bank)

### BIDDING SHEET (TECHNICAL)

SI No.	Criteria	Whether met? If so, details thereof with supporting documents
1.	The vendor should be an original developer of the software solution. System Integrators, Consultants and franchises of software companies would not be considered.	
2.	The vendor should have software development/service experience of not less than 3 years in the development, implementation and maintenance of VLC and GPF and other related software in Govt./PSU departments.	
3.	The vendor should have minimum turnover of Rs. 2 crore per annum from software development / maintenance related business in last three years.	
4.	The vendor should have experience in working on Government accounting software with latest technology such as client-server, web based etc. (Oracle 11g database application).	
5.	The vendor should have regular employees, professional on their pay roll for carrying out the assigned software development works and the list indicating the qualification and experience should be enclosed.	
6.	The vendor should be ISO 9001:2008 certified.	
7.	The vendor should preferably have undertaken development/rendered support of/for VLC or GPF related software project in IA & AD.	
8.	Whether EMD is attached with the technical bid? Yes/No	
9.	The vendor should be registered with GST regime (copy should be enclosed).	
10.	The vendor should hold a valid and current PAN (copy should be enclosed)	
11.	Documents supporting Oracle Channel Partner.	
12.	The vendor should have at least 02 Oracle certified professionals on its roll and sufficient manpower to handle similar assignments (copy should be enclosed).	

Place:

Date:

Authorised signatory  
(For and on behalf of the Agency/Company)

**BIDDING SHEET (FINANCIAL)**

1.	All inclusive cost in INR	
2.	Tax (Extra)	
3.	Period of validity of quoted rate	

Place :

Date:

Authorised signatory  
(For and on behalf of the Agency/Company)

**PERFORMANCE BANK GUARANTEE**

**Proforma for Bank Guarantee for Contract – Performance bank guarantee**

Reference No. \_\_\_\_\_ Date \_\_\_\_\_

Bank Guarantee No. \_\_\_\_\_

To

THE PRINCIPAL ACCOUNTANT GENERAL (A&E), CHHATTISGARH,  
ZERO POINT, NEAR VIDHANSABHA  
RAIPUR-492005

PAG (A&E) : Selection of agency for Change management of VLC/GPF module

Against contract for Change management of VLC/GPF module as described in para 1.(b) of tender document awarded vide No. \_\_\_\_\_ dated .....(hereinafter called the said ‘contract’) entered into between The O/o the Principal Accountant General (A&E),Chhattisgarh, Raipur (herein called the PAG (A&E) office) and M/s

\_\_\_\_\_ (herein called the Service Provider) this is to certify that at the request of the Service Provider, we \_\_\_\_\_(Name of the Bank), are holding in trust in favour of ‘Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Chhattisgarh, Raipur’ payable at Raipur, the amount of Rs.....(Rupees only) to indemnify and keep indemnified the PAG (A&E) office against any loss or damage that may be caused to or suffered by the PAG (A&E) office by reason of any breach by the Service Provider of any of the terms and conditions of the said contract and/ or in the performance thereof. We agree that the decision of the PAG (A&E) office, whether any breach of any of the terms and conditions of the said contract and/ or in the performance thereof has been committed by the Service Provider and the amount of loss or damage that has been caused or suffered by the PAG (A&E) office shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the PAG (A&E) office.

We \_\_\_\_\_ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during contract the period of eighteen months plus sixty days that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Service Provider i.e. till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ (Name of the Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ (Name of the Bank), notwithstanding the fact that the same is enforced within six months after the said

date, provided that notice of any such claim has been given to us \_\_\_\_\_ (Name of the Bank), by the PAG (A&E) office before the said date.

Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the PAG (A&E) office.

It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the PAG (A&E) office.

We undertake to pay to the PAG (A&E) office any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.

We \_\_\_\_\_ (Name of the Bank), further agree that the PAG (A&E) office shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Service Provider from time to time or to postpone for any time any of the power exercisable by the PAG (A&E) office against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Service Provider or for any forbearance by the PAG (A&E) office to the said Service Provider or for any forbearance and/ or omission on the part of the PAG (A&E) office or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.

Date \_\_\_\_\_

Place \_\_\_\_\_

Witness \_\_\_\_\_

\_\_\_\_\_

Signature

Printed Name

(Bank's common seal)

### CONTACT DETAILS

1.	Name of the Vendor	
2.	Contact Person	
3.	Mobile Telephone number of the contact person as above	
4.	Full postal address for communication	
5.	Fax No. with area code	
6.	Email address for communication	

Place :

Date :

Authorised signatory  
(For and on behalf of the Agency/Company)