

प्रधान महालेखाकार (लेखा एवं हक.) आंध्र प्रदेश का  
कार्यालय  
27-37-158, 6 व 7 वां तल, स्टालिन सेंटरल मॉल परिसर,  
गवर्नरपेट, विजयवाड़ा - 520002



OFFICE OF THE  
PRINCIPAL ACCOUNTANT GENERAL (A&E)  
ANDHRA PRADESH  
27-37-158, 6 & 7<sup>th</sup> FLOORS, STALIN CENTRAL MALL,  
GOVERNORPET, VIJAYAWADA-520 002

Tender No.PAG(A&E)/AP/CEDP/GPF/2024-25/I/889574/2025  
Date:27-02-2025

### **Notice Inviting Tenders**

The Office of the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada invites bids from interested and eligible bidders for development of a comprehensive web portal to have end-to-end digitization of GPF functions/services ensuring seamless interaction between stakeholders. Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from our official website <https://cag.gov.in/ae/andhra-pradesh/en/tenders> .

Digitally signed by  
BANOTH RAKESH NAIK  
Date: 27-02-2025  
12:38:19

Deputy Accountant General(Admn)

Office of The  
Principal Accountant General (A&E)  
Andhra Pradesh



**SUPREME AUDIT INSTITUTION OF INDIA**  
लोकहितार्थ सत्यनिष्ठा  
Dedicated to Truth in Public Interest

Notice Inviting Tender for  
“Development of Web Portal for GPF Services”

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# 1 General

## 1.1 Notice

The Office of the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada invites bids from interested and eligible bidders for development of a comprehensive web portal to have end-to-end digitization of GPF functions/services ensuring seamless interaction between stakeholders, including subscribers, Drawing and Disbursing Officers (DDOs), and Treasuries.

The Authority inviting the tender will be referred to as “Purchaser” in the sections to follow.

## 1.2 Key Details

Tender inviting Authority/ Purchaser	The Principal Accountant General (A&E) Andhra Pradesh
Tender Start Date	03-March-2025 10:00 am
Cost of the bid document	Nil
Earnest Money Deposit	₹10,000/-
Last date for seeking clarifications	07-March-2025 05:00 pm
Tender Closing Date	12-March-2025 05:00 pm
Date & Time of opening of Technical Bid	13-March-2025 11:00 am
Date & Time of opening Financial Bid	Will be intimated separately to successful bidders after Technical Evaluation
Bid Validity	90 days from date of closure of tender
Expected Duration of the Project	90 days
Contact Details for Queries	Data Manager E-mail: <a href="mailto:cedpap.anp.ae@cag.gov.in">cedpap.anp.ae@cag.gov.in</a> Phone No: 0866-2999406 Ext. 724
Bids to be Addressed to	The Deputy Accountant General (Admn) O/o The Principal Accountant General (A&E) Andhra Pradesh 27-37-158, 6 <sup>th</sup> &7 <sup>th</sup> Floor, Stalin Central Mall, Governorpet, Vijayawada - 520002 E-mail: <a href="mailto:agaeandhrapradesh@cag.gov.in">agaeandhrapradesh@cag.gov.in</a>

## 1.3 Eligibility Criteria (for Technical Evaluation)

### 1.3.1 Essential

- Must be a company registered under the Companies Act, 1956.
- Must not have been blacklisted on CPPP or by any of the organizations in the past.
- Successful implementation of projects on Web based Applications.

### 1.3.2 Desirable

- Experience of working with any Government organization.

- b. Availability of Main/ Branch office in the State of Andhra Pradesh.

#### 1.4 Mode of Submission of Bids

The bids in the formats prescribed may be submitted either by Post or by E-mail.

#### 1.5 Authority

The notice may be withdrawn at any time without assigning any reason. The Purchaser reserves the right to alter the scope i.e., to add/ modify/ remove any item from the scope of the work before signing the agreement.

#### 1.6 Legal Jurisdiction

All the disputes arising under, pursuant to and/or in connection with the selection process and further agreements shall fall under the legal jurisdiction of the courts where the Headquarters of this office is located i.e., Vijayawada.

#### 1.7 Disclosures

This notice is only for invitation of proposals and in no manner guarantee award of the contract. Though due care was taken in the preparation of the bid documents, it is advised to examine the documents carefully before submitting the bids. No claim on account of any errors detected in the tender documents shall be entertained.

## 2 Instructions to the bidders

### 2.1 General

1. A bidder shall submit only one bid. Submitting more than one bid deems all the bids invalid.
2. Bidders are advised to read the bid documents carefully before submitting the bids.
3. Bidders shall furnish all the necessary documents as mentioned in 4.1 to avoid disqualification.

### 2.2 Tender Validity

The bids presented shall be valid for 90 days starting the date of closure of Tender.

### 2.3 Earnest Money Deposit

An amount of ₹10,000/- shall be deposited as Earnest Money Deposit in the form of DD or bank guarantee. Bidders seeking exemption from EMD as per the provisions of General Financial Rules 2017 issued by Ministry of Finance, shall submit certificates supporting their claim.

### 2.4 Preparation of Bids

Technical Bid shall consist of documents supporting eligibility of the bidder, desirable qualifications, and duration of the project.

Financial Bid may be prepared by quoting the prices against each item specified in the “Scope of Work”. The validity of the prices quoted shall be for a period of 90 days from opening of the Financial Bid.

The bids shall be accompanied by the summary forms as per 4.2 and 4.3

### 2.5 Submission of Bids

Technical and Financial Bids shall be placed in separate sealed covers superscribing “Technical Bid for Development of Web Portal for GPF Services” and “Financial Bid for Development of Web Portal for GPF Services”. The covers shall be placed in a single outer cover superscribing “Development of Web Portal for GPF Services”. Bidders sending bids through post shall post the bids in time to reach on or before the Tender closing date mentioned under 1.2.

Bidders wishing to submit the bids through e-mail may prepare separate password protected Technical and Financial bids. The bids may be duly named “Technical Bid for Development of Web Portal for GPF Services” and “Financial Bid for Development of Web Portal for GPF Services” shall be digitally signed and placed into a single zip folder named “Proposal for Development of Web Portal for GPF Services”. The zip file consisting of password protected bids may be mailed to [agaeandhrapradesh@cag.gov.in](mailto:agaeandhrapradesh@cag.gov.in) along with passwords to open the bids.

### 2.6 Quoting of Prices

All the prices shall be quoted in Indian Rupees (INR) (₹) only. Prices shall be clearly mentioned in complete numerals and in words. Prices shall be quoted by clearly mentioning the GST component.

E.g., Rupees Thirty Thousand shall be mentioned as ₹30,000/- (Rupees Thirty Thousand only) not as ₹30 thousand.

## 2.7 Tender Opening and Evaluation

Technical bids will be opened first. Technical Bids will be evaluated for the eligibility of the bidder and whether the bid is presented in complete shape or not i.e., whether the bid is accompanied by necessary documents or not. Clarifications will be sought from the bidders before finalizing the Technical Evaluation.

Bidders who come out qualified in Technical Evaluation will be intimated about the date of opening Financial Bid. Financial Bids of only the Technically qualified bidders will be opened. Clarifications will be sought if there are any calculation errors. Financial Bids will be evaluated on Least Cost System in accordance with the provisions of General Financial Rules, 2017.

## 2.8 Language

The contents of the proposals shall invariably be in English. Contents, if any, presented in any language other than English shall be translated to English and submitted. For all purposes, the English translation shall prevail.

## 2.9 Award of Contract

The successful bidder must enter into an agreement with the O/o The Principal Accountant General (A&E) Andhra Pradesh before taking up the work.

## 2.10 Performance Bank Guarantee

Within 7 days of the receipt of notification of award of contract, the successful bidder shall furnish the performance bank guarantee amounting to 3% of the contract value issued from a nationalized/ scheduled bank in favour of '*Pay and Accounts Officer, Office of the Principal Accountant General (A&E), Andhra Pradesh, Vijayawada*' payable at Vijayawada.

The Performance Bank Guarantee shall be valid for a period of 14 months from the date of completion of the project.

The Performance Bank Guarantee shall be forfeited in case of breach of contract or if it is found after awarding of contract that any information furnished is incorrect.

## 2.11 Handing of Code, Manuals and Training

Source Code developed remains the proprietary of the Purchaser and shall be handed over to Purchaser. After development and installation of the application, the bidder shall provide the Purchaser with comprehensive documentation of the application developed. A detailed user manual should be prepared, and the staff of the Purchaser shall be trained.

## 2.12 Confidentiality

All the development work must be taken up in the premises of Purchaser. Remote connection to the Database may not be provided. Confidentiality shall be maintained in terms of the database.

## 2.13 Terms for Payment

All the payments related to the contract once signed shall be governed as per the General Financial Rules, 2017 issued by Ministry of Finance, Government of India.

## 3 Project Details

### 3.1 Background

The Principal Accountant General (A&E), AP manages General Provident Fund (GPF) accounts of approximately 85,000 employees of the Andhra Pradesh State Government. Currently, the account information is being maintained in an application developed on Oracle database in the back-end and Oracle Forms & Reports in the front-end. The services to the subscribers are delivered through correspondence over Post and e-mail.

The objective of this project is to develop a comprehensive web portal to have end-to-end digitisation of GPF functions/services ensuring seamless interaction between stakeholders, including subscribers, Drawing and Disbursing Officers (DDOs), and Treasuries.

The portal is expected to integrate with the existing AG GPF Package to pull and push data at a fixed frequency through an intermediary server/node.

### 3.2 Scope of Work

- (a) Designing a web portal for delivery of services related to GPF Function, detailed in the sections to follow, to the Employees of Government of Andhra Pradesh.
- (b) Procurement, installation and configuration of an Intermediary Server (IM) for communication between on-site GPF Application and the web portal.
- (c) Integration between Web Application and on-site IM Server.
- (d) Hosting of Web Application at the private cloud space provided by the State Government.
- (e) Security Audit of the application thus developed by CERT-IN empaneled vendor.

### 3.3 Functional Specifications

#### 3.3.1 For Subscribers

**(a) Profile Management:**

- i. View and update profile information.
- ii. Update requests will be forwarded to DDOs for approval.

**(b) Account Information:**

- i. View year-wise ledger cards.
- ii. Download year-wise Annual Account statements.

**(c) Applications:**

- i. Submit applications online for (DDO to take further action):
  - Final withdrawal.
  - Nomination forms.
  - Advances/withdrawals.
  - Queries or correspondence (e.g., missing credits/debits) with an option to attach pdf document.
- ii. Track status of submitted applications.

**(d) Notifications and Downloads:**

- i. Receive updates on application status.
- ii. Download subscriber copies of Final Withdrawal and Residual Balance authorisation.



### 3.3.2 For Drawing and Disbursing Officers (DDOs)

#### (a) Profile Management:

- i. View and update DDO profile.
- ii. Update requests forwarded to Treasury/HOD for approval.

#### (b) Application Processing: (option to attach PDF)

- i. Approve and forward applications submitted by subscribers (e.g., final withdrawal, advances/withdrawals, sanction orders).
- ii. Forward Applications for Admission (new allotment) for AG GPF account numbers.
- iii. Return applications (final withdrawal, allotment, nomination) to subscribers.
- iv. Queries and Correspondence like Missing credits and debits. Etc with an option to attach pdf document.

#### (c) Notifications and Downloads

- i. Download Final withdrawal and Residual balance authorizations issued by AG Office.
- ii. Access reports, like:
  - Unpaid authorizations.
  - Minus balances.
  - Unposted items.

### 3.3.3 For Treasury

(a) Download payment authority copies of Final withdrawal and Residual Balances issued by AG Office.

(b) Access reports, like:

- Unpaid authorizations.
- Minus balances.
- Unposted items.
- Pending alteration memos.

(c) Queries and Correspondence with AG with an option to attach pdf document.

## 3.4 Technical Requirements

### 3.4.1 User Authentication:

Role-based secure login (with OTP) for Admin, AG Users, subscribers, DDOs, and Treasuries. User id will be emp id/ GPF number/DDO ID/TRY ID.

### 3.4.2 Scalability:

Capable of handling approximately 85,000 subscribers and associated stakeholders.

### 3.4.3 Reporting and Analytics:

Provide real-time dashboards and downloadable reports for all stakeholders.

## 3.5 Implementation Phases

### Phase 1: Requirement Analysis and Design

- i. Detailed study of existing workflows.
- ii. Finalization of design and approval by the AG office.

### Phase 2: Development

- i. Develop the web portal with modular architecture.

- ii. Ensure compliance with functionality specifications.

**Phase 3: Testing**

Perform functional, integration, and user acceptance testing.

**Phase 4: Deployment**

- i. Host the portal on a secure government-approved server.
- ii. Provide training to stakeholders.

**Phase 5: Maintenance and Support**

Provide ongoing technical support and updates for at least 2 years.

### 3.6 Deliverables

- a. Fully functional web portal with role-based access for subscribers, DDOs, and Treasuries.
- b. Training manuals and user guides for stakeholders.
- c. Maintenance and support services for a duration of 2 years from the date of completion.

### 3.7 Timeline

Project shall be completed within 3 months from the date of award of contract.

## 4 Annexures

### 4.1 Documents to be submitted along with Technical Bid

1. EMD (Bid Security) / MSME Certificate
2. Registration Certificate of the Firm/Proprietorship, etc.
3. Copy of GST Certificate.
4. Self-attested copy of PAN Card.
5. Name and Specimen Signature of Authorized signatory.
6. Documents showing turnover during the last 3 years for each year (IT Returns, Audited Balance Sheet & P/L account).
7. Details of the Government Ministries/ Department/ Organization/ PSUs etc., (if the firm has working experience with Government Departments during the last 3 years along with the copies of the corresponding work orders.)
8. Details of the Employees with their qualifications, experience, and certifications in Oracle.
9. Call Escalation Matrix.

## 4.2 Summary of the Technical Bid

S. No	Particulars	Details	Page No of the Document
1	Name of the firm		
2	Address of the firm along with contact details		
3	Registration No.		
4	PAN		
5	GST Registration No.		
6	Name of the authorized signatory		
7	Specimen Signature of the Authorized signatory.		
8	Contact details of the Authorized signatory		
9	Whether the firm had enclosed EMD? (Yes/ No)		
9a	If "Yes", details of DD/Pay Order No, Date, Amount and Bank		
9b	If "No", Certificate for claiming relaxation		
10	Whether the Financial Statements (IT Returns, Balance Sheet) for the last 3 years (2021-22, 2022-23,2023-24) are enclosed? (Yes/No)		
11	Details of employees with their qualification and experience		
12	Details of the Government Ministries/ Department/ Organization/ PSUs etc. in which the firm took up work during the last 3 years. (Copies of work orders may be enclosed.)		
13	Call Escalation Matrix		

Certified that the above information is correct to the best of my knowledge. Further, my firm and I have not been blacklisted/disqualified/debarred by any of the Government/Semi Government department or any other agency.

Place:

Date:

Signature & Name  
of the Authorised Signatory with seal

#### 4.3 Summary of the Financial Bid

<b>S. No</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the firm	
2	Address of the firm along with Contact details	
3	Name of the Authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Contact Details of the Authorized signatory	
6	Total cost of the project (In Numerals and Words)	

Place:

Date:

Signature & Name  
of the Authorised Signatory with seal