



Principal Accountant General (A&E) Haryana

Plot No. 4 & 5, Sector 33B, Chandigarh-160 020

www.aghry.nic.in

REQUEST FOR PROPOSAL (RFP)

Title of the RFP:

Change Management in Online Diary Management System (ODMS) Application

Date of RFP:

01.01.2021

Closing Date:

25.01.2021

Tender ID : Admn-IV/Change Mgmt/ODMS/2020-21/341

dated 01.01.2021

RFP response to the attention of:

Deputy Accountant General (Administration)
O/o Principal Accountant General (A&E) Haryana
Plot No. 4 & 5, Sector 33B,
Chandigarh-160 020.

dustakar.rajashekar@cag.gov.in

Phone- 0172-2615281

FACT SHEET

Sl. No.	PARTICULARS	DETAIL
1.	Tender ID	Admn-IV/Change Mgmt/2020-21/SAI/ 341 Dated 01.01.2021
2.	Tender Fee	Nil
3.	Earnest Money Deposit	Earnest Money Deposit of Rs.20,000/- only. Demand Draft in favour of PAO, O/o the Accountant General (A&E) Punjab, Chandigarh from any scheduled commercial bank (to be refunded to unsuccessful bidders within 60 from the date of award of work)
4.	Last date and time for submission of pre bid queries by email at dustakar.rajashekar@cag.gov.in	21.01.2021
5.	Pre bid conference date, time and venue.	11.01.2021 at 15:00 hrs Conference Hall, 1 st Floor, O/o Principal Accountant General (A&E) Haryana, Plot No. 4 & 5, Sector-33B, Chandigarh-160020.
6.	Security Deposit	10 percent of tender amount to be submitted by the successful bidder within 10 days from the date of issue of Letter of Acceptance in form of Demand Draft or Bank Guarantee (as per Annexure-V) valid for a period of six months beyond expiration of contract period.
7.	Validity of bid	180 days from the date of opening.
8.	Last date of submission of bids	25.01.2021 at 11:00 hrs
9.	Date & Time of opening of Technical Bid	25.01.2021 at 15:00 hrs
10.	Date & Time of opening of Financial Bid	01.02.2021 at 11:00 hrs

On behalf of the **President of India**, sealed proposals/quotations are invited under two stage bidding for **carrying out the activity of Change Management in ODMS Application** from eligible and qualified firms with sound technical and financial capabilities in the **Office of the Principal Accountant General (A&E) Haryana, Chandigarh**, on behalf of the **President of India** hereinafter referred to as “**Department**”.

1. Basic Information

- 1.1 **Department** invites responses to this RFP from companies/Agencies for Carrying out the activity of Change Management in ODMS Application.
- 1.2 Prospective bidders may go through the RFP document from the website www.aghry.nic.in and www.eprocure.gov.in
- 1.3 Bidders shall submit Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand Only) in the form of Demand Draft or unconditional Bank Guarantee (which should be valid for a period of 9 months from the last date of submission of bid) in favour of PAO, O/o the Accountant General (A&E) Punjab, payable at Chandigarh.
- 1.4 Responses must be received not later than the time and date mentioned in the Fact Sheet. Responses received after the deadline WILL NOT be considered.
- 1.5 **Department** reserves the right to reject any or all the responses in whole or in part, without assigning any reason.
- 1.6 The RFP is not transferrable.

2. Eligibility Criteria

- 2.1. The company/firm/agency/entity should be registered under Indian Companies Act/Indian Partnership Act/Proprietorship (**Please attach self attested copy of certificate of incorporation**)
- 2.2. Company/firm/agency should be registered under various tax authorities (**Please attach the self attested copies of PAN and GST Certificate as applicable**)
- 2.3. Average annual turnover of the bidder should be more than Rs.50 lakh (**Please attach self attested copies of balance sheet for last 3 years**).
- 2.4. Bidder should have experience in Online Diary Management System (ODMS) application or in any similar application.
- 2.5. Bidder should have experience of Digital Signature incorporation.
- 2.6. Bidders should have experience of mobile base OTP verification projects.

- 2.7. Bidders should have expertise in Aadhar based verification.
- 2.8. On the date of submission of bid, the bidder should not have been blacklisted by any Central/State Government/Public Sector Undertaking or local bodies for unsatisfactory past performance, corrupt, fraudulent and/or unethical business practices. An undertaking in this regard to be submitted by the bidder as Annexure-IV.

3. Scope of work:

- 3.1. Data mapping from Pension Disbursement Cell (PDC)/SBI/PNB/Other banks.
- 3.2. Creation of User IDs for all banking formations in different banks.
- 3.3. Incorporation of bank details in Online Diary Management System.
- 3.4. Facility to Treasury Officer to transfer ePPO to various banking formations (multiple banking formations).
- 3.5. Return of rejected ePPO by Banks/PDC to the office of Principal Accountant General (A&E) Haryana and intimation to various service providers about return (Banking formations, Treasury and DDOs).
- 3.6. Form for transfer of ePPO from one bank branch to another.
- 3.7. Form for transfer of ePPO from one bank to another.
- 3.8. Form for transfer of ePPO from bank to PDC and vice versa.
- 3.9. Process flow for item at mentioned in Para 3.6, Para 3.7 and Para 3.8.
- 3.10. Data modification for pensioner by the banking formations/Treasury/DDO through a structured form.
- 3.11. Incorporation of transmission status of ePPO to bank through online process and its acceptance from SAI/IM server.
- 3.12. Monitoring and reporting.

4. Submission of Response:

Technical bid will be submitted in sealed envelope super scribed as TECHNICAL BID (Tender ID Admn-IV/Change Mgmt/ODMS/2020-21/341 dated 01.01.2021). The envelope containing technical bid will include

- 4.1. Copy of tender document duly signed and stamped on each and every page as a token of acceptance of tender terms.
- 4.2. Duly filled, signed and stamped Technical Proposal Form in Annexure-I.
- 4.3. Self attested copies of PAN and GST registration. In case GST is not applicable, the same may noted on the letter head of the bidder.
- 4.4. Certificate from the Chartered Accountant regarding meeting the criteria at Para 2.1 to 2.3 of the tender document.

- 4.5. Copies of work orders in support of Para 2.4 to 2.7 of the tender document.
- 4.6. A prototype of the procedures to be carried out. Such prototype will have a bearing on the technical evaluation.
- 4.7. Demand Draft/Unconditional bank guarantee of Earnest Money Deposit for Rs.20,000/- in favour of PAO, O/o Accountant General (A&E) Punjab, Chandigarh.
- 4.8. As per Government of India instructions, MSMEs and Startups will be exempted from submitting the Earnest Money Deposit.
- 4.9. **Financial bid** will be submitted in a different sealed envelope super scribed as FINANCIAL BID (Tender ID Admn-IV/Change Mgmt/ODMS/2020-21/341 dated 01.01.2021). Envelope containing the Financial Bid will include only the quotes as per Annexure-II.
- 4.10. Bidders are required to submit financial bid inclusive of all taxes.

5. Evaluation & Selection Criteria

- 5.1. Bids will be evaluated on Quality cum Cost Base Selection (QCBS), where technical criteria as detailed in Statement-1 will be evaluated against a technical score of 70.
- 5.2. The Financial Bid will be considered only for those bidders who obtain an overall technical score 50%.
- 5.3. Marks for each item in the Technical bid have been shown in Statement-1
- 5.4. Technical bid will be opened by the Designated Evaluation Committee in the presence of the bidders or their authorized representatives.
- 5.5. Weightage of technical evaluation will be 70% and financial bid will be 30% with evaluation procedure detailed in Para 5.6 to
- 5.6. Lowest financial bid i.e. L-1 will be awarded full 30 points. The financial scores of L-2 and so on will be determined by using the formula $(L-1 \text{ price}/L-2 \text{ price}) \times 30$ and so on.
- 5.7. The rates quoted in the Financial bid shall be inclusive of all taxes and duties. The quoted rates shall be firm and shall not be subject to any change whatsoever.
- 5.8. Combined points of Technical and Financial evaluation will decide the L-1.

6. Schedule & Timeliness:

Sl. No.	Milestones	Timelines
1.	Mapping of databases	T+30 days
2.	Incorporation of Bank details, other changes in ODMS and Creation of User IDs	T+30+15 days
3.	Designing of various forms as mentioned in Para 3.4 to Para 3.10	T+30+15+15 days
4.	Transmission Status, Monitoring & Reporting	T+30+15+15+5 days
5.	Training and Sign Off	T+30+15+15+5+5 days

7. Instruction to bidders:

- 7.1. The bidders shall bear all costs associated with the preparation and submission of bid and the **Department** will in no case be responsible or liable those costs, regardless of the conduct or outcome of the tendering process.
- 7.2. A pre bid meeting has been arranged on **11.01.2021 at 15:00 hrs** through Video Conferencing or at the office of the **Department** to explain the queries which the bidders may have. All such queries have to be submitted by the prospective bidder at least 3 days before the pre bid through email dustkar.rajashekar@cag.gov.in.
- 7.3. Successful agency will be asked to submit a performance guarantee for 10% of the tender value within 10 days from the date of issue of Letter of Acceptance in form of Demand Draft/Unconditional bank guarantee valid for a period of six months beyond the expiration of contract. (Format of bank guarantee is attached as Annexure-V).
- 7.4. Responses shall be valid for 180 days. Any response valid for a shorter period may be rejected by the **Department** as non responsive.
- 7.5. No bidders shall contact **Department** on any matter relating to its bid, from the time of the bid opening to the time of contract awarded.
- 7.6. **Department** requires that selected bidder must observe the highest standards of ethics during the performance and execution of awarded contract. The undue use of information related to work process may result in termination of the contract. In case the Agency is found guilty for the same, criminal proceedings may also be initiated against the Agency.

8. Terms of Payment:

- 8.1. Payment will be made after successful completion of work.
- 8.2. A certificate in this regard may be obtained from the Designated officer.
- 8.3. Completion certificate should be attached with the invoice.

9. Award of Work: After selection, a Letter of Award (LOA) shall be issued by the **Department** to the selected bidder and the selected bidder shall sign and return the LOA in acceptance thereof. In the event of the LOA duly signed by the selected bidder is not received by the stipulated date, the **Department** may, unless it consents to extension of time for submission thereof, cancel the LOA and the next bidder may be considered subject to their matching of the L-1 financial bid.

10. Termination: In case the selected bidder fails to perform as per the satisfaction of the **Department**, his contract will be terminated. No payment shall be made by **Department** after termination of the contract and all EMD and Security Deposits will be forfeited.

11. Important Terms & Conditions:

11.1. Bidders shall ensure that a prototype of the procedures to be carried out is attached to the Technical bid.

11.2. The successful bidder shall not be entitled to any compensation for any loss suffered by him on account of delay in commencing or executing the work whatsoever the cause for such delays.

11.3. **Compliance with the Law:** The successful bidder shall comply with all the by-laws and regulations of local and other statutory authorities having jurisdiction over the works and shall be responsible for the payment of all fees and other charges and the giving and receiving of all necessary notices, and keep the RFP Inviting Authority informed of the said compliance with the by-laws, payments made, notices issued and received.

11.4. **Force Majeure:** Neither party shall be liable for any defaults or delay in the performance of its obligations under this RFP document and subsequent contracts when such default or delay is due to any event beyond its reasonable control, including act of GOD, strikes, labor dispute, pandemic/ epidemic, cyclone, flood, earthquake, drought, fire, explosion, atmospheric disaster, war, riot, revolution, act or decision of any Governmental Authority, change of law which adversely affect the performance of the parties (Force Majeure events). The party affected by a force majeure event shall promptly and in any case within two days of occurrence or knowledge thereof inform the other party of the nature, probable duration, and impact thereof and both parties shall take all reasonable measures to limit the consequences of the underlying Force Majeure event to a minimum.

11.5. **Arbitration:** If there is any dispute or differences or claims as the case may be, shall be finally settled by binding arbitration under the Arbitration and Conciliation Act, 1996 including all amendments thereof. The arbitration shall be by a panel of three Arbitrators, one to be appointed by each party and the third to be appointed by the two arbitrators appointed by the parties. A party requiring arbitration shall appoint an Arbitrator in writing, inform the other party about such appointment and call upon the other party to appoint its Arbitrator and inform the other party within 60 days. If the other party fails to appoint its Arbitrator, the party appointing Arbitrator shall take steps in accordance with Arbitration and Conciliation Act, 1996, including any amendment thereof.

11.6. **Jurisdiction:** Subject to the aforesaid, the competent court at Chandigarh alone shall have exclusive Jurisdiction to entertain and try any proceeding including matters relating to such Arbitral/ judicial proceedings arising out of and/or relating to the Agreement between the parties hereto.

Sd/-

Deputy Accountant General (Administration)

Form 1- Covering Letter

(To be submitted on the Bidder's letterhead)

Date: _____

To

The Deputy Accountant General (Pension)
O/o the Accountant General (A&E) Punjab
Plot No. 20, Sector-17F,
Chandigarh-160 017.

Ref.: RFP No. _____ **dated** _____

Sub.: Submission of proposal in response to the RFP

Respected Madam,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP No. _____ dated _____ for providing IT manpower in full conformity with the said RFP document.

1. We have read the provisions of the RFP document and terms & conditions that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
2. We agree to abide by this Proposal, consisting of this letter, the Qualification Criteria forms and Proposal form, the duly notarized Board Resolution/Power of Attorney, and all attachments, for a period of 180 days from the date of opening of bid, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. We hereby declare that all the information and statements in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices by any department in Central as well as in State Govt.
6. We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Signature & Stamp of the Bidder

Form 2 – Technical Bid

ANNEXURE-I

S.No.	Particulars	Please furnish the detail
1.	Name of the Bidder	
2.	Name and Designation of the person authorized for submitting the bid	
3.	Full Postal Address: Telephone No: Mobile No : Fax No: E-mail:	
4.	MSME/SME/NSIC registration details (if applicable)	
5.	Start Up Registration if applicable	
6.	Brief Profile of the company (Attach extra sheets if required and upload)	
7.	PAN Number	
8.	GST Number (if applicable)	
9.	No. of ODMS projects completed successfully	
10.	Experience in DSC related projects	
11.	Experience in mobile OTP based verification	
12.	No. of Aadhar based verification projects completed.	
13.	Time proposed to be taken for completion of work.	
14.	Manpower deployment on the project	

Signature and Stamp of the Bidder.

Form 3 – Financial Bid

ANNEXURE-II

Sl.No.	PARTICULARS	Amount in Rs.
1.	Charges for the entire scope of work as mentioned in Para 3.1 to Para 3.12 of the RFP document.	
TOTAL AMOUNT		
Amount in words :		

Signature & Stamp of the bidder.

Note: Rates quoted shall be inclusive of all taxes and duties.

Form 4 – Undertaking regarding blacklisting/non-debarment

ANNEXURE-III

(To be printed on the letter head of the company/firm/agency)

To

Deputy Accountant General (Administration)
O/o the Principal Accountant General (A&E) Haryana
Plot No. 4 & 5, Sector-33B,
Chandigarh-160 020.

Respected Madam,

We hereby confirm and declare that we, M/s-----, 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.

There are no complaints against us regarding delayed supply and refusal of supply for which supply order granted by the client or Govt. department.

For

Authorized Signatory

Date:

Form 5 – Format of Bank Guarantee

ANNEXURE-V

Format for Bank Guarantee

(To be printed on the Bank's letterhead)

Reference No. _____ Date _____

Bank Guarantee No. _____

To

Deputy Accountant General (Administration)
O/o the Principal Accountant General (A&E) Haryana
Plot No. 4 & 5, Sector-33B,
Chandigarh-160 020.

Ref: Tender No. _____ **Dated:** _____

Against agreement vide advance acceptance of the Tender No. _____, Dated _____ covering Change Management in ODMS Application (hereinafter called the said 'agreement') entered into between The Deputy Accountant General (Administration), Office of the Principal Accountant General (A&E) Haryana (hereinafter referred as Department) and M/s _____. This is to certify that at, _____(Name of the Bank), we are holding in trust in favor of the Department, the amount of Rs. _____(Rupees only) to indemnify and keep indemnified the Department against any loss or damage that may be caused to or suffered by the Department by reason of any breach by the Firm of any of the terms and conditions of the said agreement and/ or in the performance thereof. We agree that the decision of the Department, whether any breach of any of the terms and conditions of the said agreement and/ or in the performance thereof has been committed by the Firm and the amount of loss or damage that has been caused or suffered by the Department 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 Department.

We _____ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said agreement by the Firm i.e. till _____ (viz. the date up to 24

months after the date of successful commissioning and acceptance by the department) 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 Department before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Department.

It is fully understood that this guarantee is effective from the date of the said agreement and that we _____ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the Department.

We undertake to pay to the Department any money so demanded notwithstanding any dispute or disputes raised by the Firm 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 Firm shall have no claim against us for making such payment.

We _____ (Name of the Bank), further agree that the Department shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the Firm from time to time or to postpone for any time of from time to time any of the power exercisable by the Department against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said agreement 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 Firm or for any forbearance by the Department to the said Service Provider or for any forbearance and/ or omission on the part of the Department 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 Firm.

Date _____

Place _____

Signature _____

Witness _____ **Printed Name** _____

(Bank's common seal)

Form 6 – Technical Parameters and their weightage

STATEMENT-1

Sl.No.	Particulars	Criteria	Points Awarded	Points Awarded
1	Experience certificate in ODMS projects (in number of works undertaken and completed successfully)	1	8	20
		> 1 and ≤ 3	15	
		> 3	20	
2	Experience certificate on working with Digital Signatures			5
3	Experience on working with mobile based OTP verification			4
4	Experience on working with Aadhar based verification			6
5.	Proportional weightage for time proposed to be taken for completion of work.	10 weeks	5	10
		8 weeks	7	
		6 weeks or lesser	10	
6.	Manpower deployment on project.	Less than 3	5	10
		More than 3	10	
7.	Prototype (to be assessed by evaluation committee)			15
TOTAL POINTS				70

Note: Only bidders who secure minimum 50% of the points i.e. 35, will qualify for the evaluation of Financial Bid.

Form 7 – Address Proof

(Please attach relevant documents as proof in support of above declaration)

Form 8- Financial Details

The turnover of M/s _____ for the financial years as under is certified.

Sr. No	Details to be furnished	
1.	Turnover of Agency (in Rs lakhs)	
a)	FY 2017-18	
b)	FY 2018-19	
c)	FY 2019-20	

It is certified that M/s _____ meets the following criteria.

- 2.1 The Company/Firm/Bidder should be registered with appropriate Registration Authorities, such as Income Tax and GST (if applicable)
- 2.2 Average turnover of the Company/Firm/Bidder during last three financial years should be more than Rs. 50.00 lakh.

Signature & Stamp of the Chartered Accountant.

Form 9- Detail of Digital Signature related work undertaken.

Sr. No	Name & Address, Phone No. of Client	Period of Contract	Whether Govt./Semi Govt. / Corporation/ Board/Govt. PSUs	Value of Engagement

Form 10- Detail of mobile based OTP verification related work undertaken.

Sr. No	Name & Address, Phone No. of Client	Period of Contract	Whether Govt./Semi Govt. / Corporation/ Board/Govt. PSUs	Value of Engagement

Form 11- Detail of Aadhar based OTP verification related work undertaken.

Sr. No	Name & Address, Phone No. of Client	Period of Contract	Whether Govt./Semi Govt. / Corporation/ Board/Govt. PSUs	Value of Engagement

Form 12 – Registration with Taxation Authority

(Please attach copy of PAN card and GST as proof in support of above declaration)