

Tender Document

Modification in SAI Application

Tender Id – CRT/Modify/SAI/2022-23/385
Dated 05.09.2022



Accountant General (A&E) Haryana

Plot No. 4 & 5, Sector-33B, Chandigarh-160020

www.aghry.nic.in

1. FactSheet

S. No	Particulars	Details
1	Tender ID	CRT/Modify/SAI/2022-23/385
2	Tender date	05.09.2022
3	Selection Method	Tender will be awarded to the bidder with the lowest of the financial bid among qualified technical bidders will be selected.
5	EMD	Earnest Money Deposit of Rs. 30,000/- only. Demand Draft in favour of PAO O/o the Principal Accountant General (A&E) Punjab, Chandigarh from any of the nationalized scheduled commercial bank.
8	Nodal Officer for correspondence and Clarification.	Deputy Accountant General (Admn) E-mail: agaeharyana@cag.gov.in Tel: 0172-2615281
9	Pre bid Conference	14.09.2022 at 11:30 AM
10	Issue of addendum/clarification (if any)	14.09.2022
11	Last date of bid submission	Proposals must be submitted no later than 21.09.2020 by 10.00 AM to Sr. Deputy Accountant General (Admn)
12	Opening of Technical bid	21 st September 2022 at 12:00 PM
13	Opening of Financial bid	To be notified to successful bidder later.

2. Request for Proposal

Sealed quotations are invited through Limited Tender Enquiry (LTE) from eligible, reputed and qualified IT firm with sound technical and financial capabilities for changes/modification of SAI (System Automation Initiative) for the **office of the Accountant General (A&E) Haryana, Chandigarh** as detailed out in the scope of work of this Request For Proposal (RFP) Document. This invitation to bid is open to all Bidders meeting the pre-qualification criteria as mentioned in this RFP Document.

Background Information:

Basic Information

a) **Office of the Accountant General (A&E) Haryana, Chandigarh** invites responses (“Proposals”) to this Request For Proposals (“RFP”) from companies/Agencies (“Bidders”) for modification work in SAI application as per the scope of work of the RFP.

b) Proposals must be received not later than the time, date at the venue mentioned in the Fact Sheet. Proposals received after the deadline WILL NOT be considered in this procurement process.

c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document will full understanding of its implications.

3. Scope of Work

3.1 Provision of pull back of ePPO (pdf format) after authorization by Sr. AO or administrator.

3.1.1 Provision to call back the authority from the treasury officer needs to be included in SAI.

3.1.2 Authority received back from the Treasury Officer will be cancelled by the Administrator of SAI and at this a watermark will be added on the cancelled authority.

3.1.3 This pull back rights should be with the Sr. Accounts Officer and it should not be shown in the pending work of Sr. Accounts Officer pulling back the authority, after the receipt of authority in the system and provision to issue the

fresh authority if needed should be done within the same application if not possible then old and new application should be tagged together.

3.2 Photograph and signature of fresh pension case to be stored in the master data

3.2.1 In the form “view”the photos and signature of the pensioner in the pensioner's master data there should be a provision to upload the photos and signature of pensioner's in the master data whose photos have not been captured into the SAI-Pension (in case of revision of pension or fresh case)

3.3 Old file records of family pension to be queried through GPO no. also;

3.3.1 In M_Pensioner Screen system (Master table) does not query the data of released benefits in case of Family Pension Payment Orders. Query for retrieving data of those pensioners in whose case only FPPO (Family Pension Payment Order) is issued. FPPO no.or GPO no. can be used for query and retrieval of data.

3.3.2 Form M_Pensioner/M_Pensioner EDP is required to be modified.

3.4 E-PPO to be made readable in any font in any computer for Hindi language:

3.4.1 E-PPO is issued bilingual in Pdf format. In SAI-Pension Hindi version of e-PPO is not readable and requires modifications in the formatting of e-PPO so that it should be independent of the font installed in the machine/mobile of user.

3.5 For NPS retirees no benefits is to be calculated:

3.5.1 In case of NPS system calculates the pension. Program of calculation of Pension in SAI needs to be rectified, as no pensionary benefits to be calculated.

3.5.2 A check box is to be introduced in SAI application for the NPS case to enable no benefits to be calculated.

3.6 DOR/DOD to be incorporated in view/table/procedures:

3.6.1 In the view Tab of pension cases in respect of Accountant/AAO/Branch Officer a field of Date of Retirement/Date of Death required to be added.

3.6.2 Note to include the field DOR/DOD procedure insertion during data entry of case offline/online is required to be modified.

3.6.3 Table Namely : T_MESSAGE_H D R required to be altered

3.6.4 And one fields DOR/DOD (as applicable) is to be added in the table

3.6.5 Two column DOR/DOD is to be added in the form with facility of sorting

3.7 SMS stage wise to be sent to pensioner:

3.7.1 SMS to the pensioner’s are required to be sent on all the stage of pension case process and completed.

3.7.2 Template will be provided by the office of Accountant General, Haryana

3.8 Mobile validation in mobile data:

3.8.1 The field column Telephone no. in the address before retirement and address after retirement should be disabled so that no entry can be made in this column.

3.8.2 In the column mobile no. before and after retirement validation checks is required to be imposed so as to prevent data entry with correct mobile no. in SAI Pension.

- 3.9** Pensioner benefits to be calculated for the basic pay above 2,25,000/-:
- 3.9.1** In case of pensioners having pay more than 2, 25,000 system does not calculate DCRG for this calculation program needs to be modified. All the pensionary benefits to be calculated automatically.
- 3.10** DMS storage for data of revision pension case:
- 3.10.1** Facility regarding automatic updation /tagging of pdf attached with the SAI application in existing DMS is provided, then DMS file could be completed automatically on system trigger, and to enhance day today working.
- 3.11** Fresh Pension case in respect of four Districts is received in this office through Online Management System (ODMS) and all related documents are received electronically through this facility. If these documents along with e-PPO (In authorized cases) creates new file in the existing DMS, then efforts regarding scanning of new file may bereduced.

Changes to be done:

- 3.11.1** A Utility will be developed (event triggered) to download all kinds of data and attachments related to fresh/family pension applications from the State Data Center to local ODMS (Online Dairy Management System) Server of Office of the Principal Accountant General Haryana.
- 3.11.2** A button will be added in SAI Application to access specifically attached pension enclosures directly without any manual intervention and without login to live ODMS.
- 3.11.3** A utility will be developed event triggered to push all kinds of related attachments and payment order on the DMS server automatically from the local ODMS server and SAI Server after the finalization of the' cases received through ODMS.
- 3.11.4** A utility will be developed to access all kinds of related attachments saved on the DMS server through the SAI Server as and when required.
- 3.11.5** A report will be developed to get the details of document pushing logs as and when required.
- 3.12** In Fresh Pension Cases (for online cases) Photos and Signature are being uploaded in the existing SAI system manually by the officials of fresh pension sections:
- 3.12.1** Facility of uploading of Photo and Signature in the existing SAI system through automated system.
- 3.13** As per previous practice the authorities after getting printed and signed by the Branch Officer, were physically dispatched by the concerned Pension Sections and accordingly closing of the same was done manually in SAI application. Now, the authorities are generated electronically and sent without manual intervention through ODMS system:
- 3.13.1** To enhance the working of Pension wing, Facility of automatic closing of application is to be incorporated where e-authority is being generated in SAI application

3.13.2 Online received cases if not processed or completed, data are not stored, the data inserted in the SAI should be stored in the M-Pensioner table.

3.14 New column is to be added in the M_Pensioner master table with Fathers name, UID detail, UCP code and PPP detail of pensioner.

3.15 Old PPO no. required to be linked with the revised pension screen at the time of authorization by the Branch officer.

3.16 DA revision case of last three months (w.e.f. revised DA) retired pensioners to be diarized on change of the DA in the SAI application.

3.17 Field of bank data in the Annexure-A to be captured while closing the application in SAI.

3.18 Generation of Letter automatically:

3.18.1 System generated letters having digital signature of Sr. Accounts Officer addressed to DDOs & Pensioners required in case of approval and rejection of case in SAI.

3.18.1.1 SMS need to be triggered to pensioner with system generated letter in case of rejection of letter.

3.18.1.2 Contents of system generated letter will be provided by this office.

3.19 At the time of generation of Authorities (i.e. PPO, GPO & CPO) by the Branch officer, it is required to authorize all the authorities with only one click under the DSC tab of 'Annexure'.

3.20 During the generation of Pdf, in case of family pension, the detail of complete address is required to be printed on e-FPPO. Presently, the detail of City, State & Mobile no. are not getting printed(in pdf).

4. **Deliverables**

4.1 User manual and Standard Operation Procedure (SOP)

4.2 Technical and design manual (with data backup process)

4.3 Error free source code

5. **Schedule and Timeline**

Sr. No.	Activity	Time Schedule
1.	Study of existing system and gathering of detailed requirements	T+2 Days
2.	Identification of technical platform and designing of screen layouts	T+2+15 Days
3.	Commissioning of the application	T+2+15+15 Days
4.	Training Schedule	T+2+15+15+10 Days
5.	Sign Off	T+60 Days

6. Operation and maintenance

- 6.1 Support on training/ Demo as and when required during warranty period.
- 6.2 Warranty for one year from the date of commissioning.
- 6.3 All technical queries/complains, which may be indefinite, shall be attended immediately during entire warranty/ Support period.

7. Essential Technical Pre-requisite

- 7.1 The registered bidder should be operating with an objective of offering of relevant IT solutions and services that are the subject matter of this tender.
- 7.2 The bidder shall be single point of contact with **office of the Accountant General (A&E) Haryana, Chandigarh** and shall be solely responsible for the execution and delivery of the work.
- 7.3 The Bidder should be registered with appropriate tax authorities such as Income Tax and GST and should submit self-certified copies of valid certificates of registration with these authorities.
- 7.4 The bidder should submit certified copies of their company duly audited Balance Sheet for last three financial years (2018-19, 2019-20, 2020-21).
- 7.5 The bidder must have successfully executed minimum 5 similar projects of changes and modification in SAI application. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead.
- 7.6 The bidder should not have been blacklisted by Central/State Government departments/ undertakings.
- 7.7 At any time before the submission of bids, **office of the Accountant General (A&E) Haryana, Chandigarh** may amend the tender by issuing an addendum in writing or by standard electronics means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required. **office of the Accountant General (A&E) Haryana, Chandigarh** has the right to cancel or modify the tender.
- 7.8 Even though bidders may satisfy the above requirements, they may be disqualified if the bidder has made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures

of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.

7.9 Pre-bid conference will be held on 14.09.2022 at 12.00 P.M.

8. Evaluation of Bids

8.1 Technical Evaluation

8.1.1 The bidder should fulfill the following points to qualify the technical bids (document in support of each submitted information must be enclosed):

8.1.1.1 The firm should have registered office in Chandigarh and tri-city.

8.1.1.2 The firm should have a turnover of 50 lakhs in each of the financial year's i.e 2018-19, 2019-20 and 2020-21.

8.1.1.3 The firm has completed at least 05 similar projects in past 03 years.

8.1.1.4 The firm has an expertise in working in Oracle servers.

8.1.1.5 The firm should not be black listed/ liquidated.

8.1.2 The committee may call the responsive bidder(s) who comply with all terms and conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their prototype is best suited for the work.

8.2 Financial Evaluation

8.2.1 The Financial Bids of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

8.2.2 The Financial Bids shall be opened in the presence of representatives of technically eligible Bidders, who may like to be present.

8.3 Evaluation and Comparison of Bids

8.3.1 The tender will be evaluated on financial bid for the technically qualified bidders only.

8.3.2 In case of tie the decision of the committee will be final and will be accepted by the bidder.

9. General Information

9.1 The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format in 'Annexure-A' along with Earnest Money Deposit (EMD). The financial bid should contain

only commercials as per Annexure-‘B’. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

- 9.2 All information called for in the enclosed form should be furnished against the respective columns in the forms. If information furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as “Not Applicable”. However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.
- 9.3 The responses should be typed or hand written but there should not any overwriting or cutting. Corrections, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder’s authorized person should appear on each page of the application. All pages of the tender document shall be numbered and submitted as a package along with forwarding letter on bidder’s letter head.
- 9.4 The bidder should enclose bid security (EMD) of Rs 30,000/- in favour of the **PAO O/o the Principal Accountant General (A&E) Punjab, Chandigarh** in form of demand draft. The tenders without Earnest Money Deposit shall be summarily rejected. The exemption of EMD as per government rule will be considered. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after the receipt of signed agreement along with performance security. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

The successful bidder shall be required to deposit **performance security** in form of bank guarantee valid for 18 months, equal to ten percent (10%) of contract value within 15 days from the date of the award of the work. The performance guarantee will be returned only after the successful completion of the work. The performance guarantee will be forfeited if the bidder does not complete the work or is charged any penalty for work done is not satisfactory.

- 9.5 Reference, information and certificates from the respective clients certifying

technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned.

- 9.6 The bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information.
- 9.7 Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- 9.8 Bidders may seek clarification regarding the project and/or the requirements for prequalification, in writing through mail within a reasonable time.
- 9.8 The payment shall be paid only after successful completion of work without errors and delays and on the availability of the budget.
- 9.9 Completion will be given after verification by the committee & concerned section/wing.
- 9.10 No additional payment claim will be entertained for any minor work carried out in addition to the scope of work.
- 9.11 Separate work order will be issued for any major work required to be carried out.
10. **Penalties**
- 10.1 The Performance Guarantee will be forfeited if the work is **not completed satisfactory** and within the stipulated time.
- 10.1 The payment as decided by the competent authority will be **deducted** in event of the partial completion of the work.
11. **Force Majeure**
- 11.1 All disputes arising shall be subject to the jurisdiction of Chandigarh alone. The **Office of the Accountant General (A&E) Haryana, Chandigarh** reserves right to award the work/ cancel the award without assigning any reason.
- 11.2 Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Sd/-

Deputy Accountant General (Admn)

Annexure-A
STRUCTURE OF THE ORGANIZATION

1. Name and Address of the bidder

2. Telephone Number/Fax No./Email ID
3. Legal Status (Attach copies of original documents)
4.
 - a) An Individual/Consortium
 - b) A Proprietary/Partnership
 - c) A Trust
 - d) A Limited Company or Corporation
- 4 Particulars of Registration with various Govt bodies and tax authorities (attach self attested photocopies)
 - a) Registration Number
 - b) Place of Registration
 - c) Date of validity (if any)
- 5 Name and titles of Proprietor/Partners/Directors to be concerned with this work.

- 6 Were you or your company ever required to suspend the work for more than 6 continuous months. If yes, give reasons.
- 7 Have you or your partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons thereof.
- 8 Have you or your partner(s) been debarred/ blacklisted for tendering in any organization at any time? If so, give details.
- 9 Area of specialization
- 10 Any other information considered necessary but not included above.

Signature and Stamp of the bidder.

ANNEXURE-B (Financial Bid)
(To be printed on the company's letter head)

To

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

Ref: Tender ID : CRT/ Modify /SAI/2022-23/385 dated 05.09.2022.

Respected Sir,

In reference to the above noted Tender ID, we are giving our best competitive rates (inclusive all taxes) as under:

PARTICULARS

AMOUNT

For modification in SAI as per tender

:

Signature & Stamp of the Bidder.