



OFFICE OF THE ACCOUNTANT GENERAL(A&E), KERALA,
THIRUVANANTHAPURAM

ITS Cell/3-36A/Pension CM/20-21

22-10-2020

TENDER NOTICE FOR CHANGE MANAGEMENT IN SAI PENSION MODULE

Sealed bids are invited from Service providers / Developers for Change Management in SAI Pension Module (Annexure II). Change Management has to be done as per the details contained in the Annexure I of this notice. Vendor should have sufficient prior experience in undertaking this kind of projects.

The Cover containing the quotation should be addressed to the Deputy Accountant General (Admn), Office of the Principal Accountant General (A&E), Kerala, Thiruvananthapuram – 695 001 by Speed Post / Registered post with superscription “Inviting bids for Change Management in SAI Pension Module” and should reach this office on or before 09-11-2020, 11.00 AM. Those who wish to submit the bids directly should deposit the same in the box kept for this purpose in the General Section of this office. Quotation will be opened at 02.00 PM, on 09-11-2020 by Competent Authority of the OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E), KERALA, MG ROAD, THIRUVANANTHAPURAM 695 001 in the presence of such bidders who may wish to be present.

Following details shall be specified in the bid:

1. Experience of the company in the relevant field (Enclose Proof)
2. Details of experience in undertaking these types of project.
3. Estimated total time for the execution of the project in all respects.

4. The Monthly charges per person per calendar months should be quoted.
5. Amount quoted should be all-inclusive i.e., including service tax if any.
6. Period of Warranty or extended warranty may be specified.
7. Boarding & lodging for on-site execution has to be borne by the company.

The work should commence in a mutually agreed date within a month on receipt of work order. The detailed terms and conditions of the project are specified in the Annexure X to this notice.

Sd/-

Deputy Accountant General (Admn.)

Annexure I

- SAI Pension is basically used for Processing of the Pensions cases of Kerala State Government employees, All India Service officers (Kerala Cadre), Kerala State Judicial Officers, Teaching and administrative staff of Kerala Aided institutions, Teaching staff of UGC Colleges, Personal Staff of Ministers, Part time Pensioners, SLR workers etc. This Pension Module is rule based application programming and this required to be customized as and when the rules governing the processing of the pension cases are changed due to issue of Government orders.
- SAI Pension Implementation: 18th June 2007
- SAI Application Server: Redhat Linux 5.2 / Application Oracle 10 G
- SAI Database Server: Redhat Linux 7.1 / Database Oracle 11 G
- SAI Database was upgraded to 11G in 2016
- SAI Pension front-end: Oracle Forms and Reports
- SAI Pension Back-end: Oracle SQL Database
- Annual Retirement: 25000 Fresh Pension Cases (approximately)
- Total Volume: 35000 / 40000 Cases Annually

Presently the database containing a total record of 4 lakh records in the master files (Total rows of Database 46997435)

Annexure – II

Scope of Work

| Sl. No | Description | Remarks |
|--------|--|---|
| 1. | Change in Qualifying Service | As per GO. (P) No. 130/2020/Fin. 01st October 2020 there is a Major change in calculation of Qualifying Service. Earlier less than 6 months of service will be ignored and 6 months and above will be taken as one year. Now, as per the GO, service up to 3 months only will be ignored and 3 months and above will be taken as one half year (Six monthly Service). The earlier provision of 9 Years and one day makes 10 Years is still in operation but 29 years and one day & 32 years and one day will be treated normally. Since we have to calculate the QS based on these orders only to those who have retired on or after 01.10.2020 and the earlier rule will continue to be in force for those who have retired prior to this order. We have to get further clarification regarding calculation of QS in respect of Part time and Personal Staff cases from the Government before the modification in the SAI Module. |
| 2. | List of Retiring Employees | Presently we are getting the List of employees Retiring in next one year in every January and July. Now we have requested the list should contain the employees who are retiring in next 24 months . The same may be integrated to SAI Module to facilitate easy identification of the cases received from the Department and also the cases that are yet to be received from the department. As per Headquarters direction this is essential to send the letter to department for submission of Pension cases in time. |
| 3. | Commutation factor / Personal Staff cases | When Government have raised the retirement Age with effect from 01.04.2012 of the Government employees the commutation factor applicable for Personal Staff are 11.10 (56/57 years of Retirement / age at next birthday) This modification has to be carried out for those who personal staff retiring after 01.04.2012 and the earlier commutation factor 11.10 (55 /56 Years of Retirement/age) has to be retained. |
| 4. | Retirement Age of the teaching staff of Medical Education 62 | Now government is also proposing the change of retirement age from present 56 to 57 or higher. Likewise for Part-time employees it is 70 any changes in these types can be modified at our end without any change management. The changes applicable to certain category employees has to be customized from the age of 57 to 65 years |
| 5. | Commutation restoration of | Earlier commutation applicable and restoration of pension to Judicial |

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| | Judicial Staff | officers is same as those of State Government Employees. Later on introduction of NJPC the factor applicable has been changed to the factors applicable to the Central Government employees with the same restoration period. This has again been revised on the basis of the Judgment they are eligible for commutation factor applicable for State Government employees if retiring on attaining the age of 60 years and the restoration will be after 15 years invariably of the factor of Commutation |
| 6. | Field length of Recovery fields | Presently the DCRG recovery table can handle a value below 10 lakhs (8 digits (6,2) and this Should be increased to accommodate up to 99 lakhs (9 digits (7,2). Previously this issue could be managed even by splitting the amount of Recovery in two portion, but now a days the online application is getting rejected due to this reason of recovery of 10 lakhs or above |
| 7. | Part time Pension | For Regular Pensioners having service less than 9 years and those who have not entitled to Ex-gratia Pension were paid Service Gratuity in addition to regular Gratuity. Now the Government have clarified that those part-time employers having less than 10 years of service are eligible only for Gratuity and not eligible for any additional Service Gratuity as applicable to the regular employees. |
| 8. | SSA authority Number | PPO numbers are unique number identifying the Pensioners but in Special Seal Authority PPO Number are getting changed based on year of revision of the cases these make identification of Pensioners difficult to us and to the treasury. This should be changed to the pattern applicable to the regular pension including the GPO / CPO and it should contain hyphenated numbers |
| 9. | QS less than 10 Years | For those regular cases having less that 10 Years of Qualifying Service is showing the Pension Amount this should not get calculated in ordinary Pension cases |
| 10. | Commutation only Cases | When the Commutation only cases are processed the Pension Amount commuted amount and reduced Pension should appear in the relevant fields. |
| 11. | Validations for Online application and authorizations | Presently we are updating some field to suite the requirement of on line application and authorization to process smoothly. These are backend updation these all the items has to be converted to the frontend operation that can be handled by anyone having the administrative privileges This is required for reduction of DBA activities |

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| | | to the minimum and it is advisable also. |
| 12. | Integration to Digital Signature to SAI Module | Presently on verification of SAI Pension we won't be in position to tell whether the online authorization has gone or not and this should be integrated to suite the requirements. |
| 13. | Registration of Revision / DCRG | While registering the Revisions / DCRG etc, the PEN Number, PAN, Aadhaar number available in the Master Data is not getting to copied to the transaction table / applications |
| 14. | PPO Number Digit increase | Presently PPO Numbers (Authorization Numbers) are of 9 Digits. As per the existing coding pattern the first two digits denote type of authorization, second two digits denotes year in which it was issued and remaining 5 digits are sequential serial numbers which can accommodate any number between 10001 to 99999 means only 90000 cases thus it requires to start afresh every 4 th year moreover some authorization are assigned duplicate number which will defeat the sanctity of e-authorization. |
| 15. | Application Number | Presently application Number are of 10 digits once the PPO is changed this has to be changed at least to 11 Digits |
| 16. | File ID No. | Presently File ID Number are of 10 digits once the PPO is changed this has to be changed at least to 11 Digits |
| 17. | Date of 01 st of any month | In cases where any of Date of Birth or Date of Voluntary Retirement or Date of Death if falls on the of 1 st of the moth the validation for ceiling, minimum of Pension / Family Pension will not populate properly. At present we have to manage these issues by making these cases as special cases. This may be fixed. |
| 18. | Further Pay Commission | The Required customization for introduction of New / Additional Pay commissions have already completed during the last customization except for the multiplication factor & date of option which may also be completed during this phase. |

Annexure X

AGREEMENT FOR CHANGE MANAGEMENT IN SAI PENSION MODULE

This agreement made on - - - - - between Principal Accountant General (A&E), Kerala, Thiruvananthapuram (Indian Audit & Accounts Department, hereinafter called P.A.G. (A&E), Kerala and -----, a COMPANY registered

under the Indian Companies Act 1956 (hereinafter called COMPANY), having its registered office in <place> and which expression shall be deemed, unless repugnant to the context thereof, to include its successors and assigns.

THIS AGREEMENT WITNESSETH AS FOLLOWS:

NOW, THEREFORE, in consideration of the mutual undertakings, promises and covenant set forth in this contract, the parties hereto have mutually agreed to the terms and conditions hereinafter set forth.

SCOPE OF THE AGREEMENT

1. DEFENITIONS

In this agreement, unless the context otherwise requires, the following definitions shall apply;

“Principal Accountant General”, means head of the office of the Principal Accountant General (A&E), Kerala, Thiruvananthapuram

“C&AG” means Comptroller and Auditor General of India,

“Contract Price” shall mean the sum or sums as mentioned in clause 6 under title Professional Fees of the agreement.

“Contract” shall mean contract and all attached exhibits and documents referred therein, all terms and conditions, thereof, together with any subsequent modifications thereto.

“HQ/s” shall mean the Office of the Comptroller and Auditor General of India, New Delhi.

2. WORK TO BE DONE

During contract period the company will do the work as detailed below: -

2.1 as Detailed in Annexure I

3. TERMS CONDITIONS

3.1 Company agrees for insertion/deletion/amendment of any clause in the agreement as desired by the Principal Accountant General(A&E), Kerala.

3.2. Company agrees to do the modification in forms and reports in already developed package wherever necessary to complete the work as detailed in Clause 2 above.

3.3 Company agrees to complete the work within prescribed period as given in time schedule in clause 8 in the agreement.

3.4 Company agrees to complete the changes in the application software wherever required and implemented in the software.

3.5 Company agrees to complete the work strictly according to specification and implement the package to the satisfaction of the Principal Accountant General(A&E), Kerala.

4. OBLIGATIONS OF COMPANY

4.1 Company shall finish the work within time schedule as provided in Clause 8

4.2 Company shall provide complete source code, user manual and documentation of modifications/changes done in the packages.

4.3 Instead of hard coded programming, parameterization approach shall be adopted in the Pension Application and Change Management.

4.4 Company shall also evolve a strategy in consultation with the P.A.G (A&E), Kerala so that necessary changes can be made in future as per requirement.

4.5 Company shall submit weekly progress report regarding work done to P.A.G (A&E), Kerala

4.6 The company shall also provide O.S. Application Support relating to modification/changes for Six months after the implementation of these changes.

5 OBLIGATIONS OF A.G. (A&E), KERALA

5.1 The P.A.G (A&E), Kerala shall

a) Ensure that the hardware equipment is operated in proper conditioned environment.

b) Provide full and free access to the Software Package and hardware equipment to COMPANY representatives, P.A.G (A&E), Kerala, shall make available the system on “single user mode” to COMPANY engineer, whenever the situation demands.

c) Provide SUPERVISOR & USER’s login ID’s by changing the password to COMPANY. After completion of the work, the P.A.G (A&E), Kerala may restore original passwords.

6 PROFESSIONAL FEE

6.1 The P.A.G (A&E), Kerala shall pay Rs.----/- per month + Service Tax total amounting to Rs.----/- for Change Management (Rupees in words--- only) on account of works to be done as detailed in Clause 2. The cost is in lump sum and include taxes applicable on the date. No additional charges will be payable.

6.2 The amount of penalty if any imposed by the P.A.G (A&E), Kerala as per clause 7.2 shall be, deducted from the amount payable to the COMPANY.

6.3 The vendor will have to make their own arrangements for the stay of their engineers.

6.4 No boarding charges will be provided to the engineers of the company.

7 TERMS OF PAYMENT/PENALTY

7.1 The amount payable to the Company on account of professional fee shall be paid by the P.A.G (A&E), Kerala only after successful and satisfactory completion and implementation of the job work assigned through this agreement and shall be paid after three months of completion of work .

7.2 Principal Accountant General may impose penalty on account of unsatisfactory completion of work or for non-completion of work or for delay in completion of work. Penalty/liquidated damages should include 0.5% penalty for delay of every week or part thereof subject to a maximum of 2%. The delay shall not be for more than four weeks. In the event of the vendor's failure to complete the work even after four weeks delay relating to completion of work, the Liquidated Damages shall be imposed at the discretion of the Principal Accountant General per week or part thereof subject to maximum of 5% at each stage of payment. Decision of Principal Accountant General in this regard shall be final.

7.3 Deduction on account of tax i.e, TDS etc shall be made according to rules from the amount payable to the COMPANY.

8 TIME SCHEDULE

8.1 COMPANY shall strictly adhere to time schedule from the date of execution of this agreement i.e. the development/change management including module testing, bug fixing, documentation etc. shall be completed in time period / man months. COMPANY shall submit weekly progress reports of the status of the work done to the P.A.G (A&E), Kerala.

9 WARRANTY

9.1 The COMPANY shall be responsible for satisfactory completion of job work now being assigned through this agreement and agrees to provide warranty for smooth functioning of the modification/changes made in the package for a period of six months after implementation. Any bugs/problems/issues during warranty period shall be attended through telephone/email/remote access or through personal visit in case it remains to be resolved through other modes of support within three days. Company shall

give details of the contact person/help desk to the Principal Accountant General (A&E), Kerala.

10 TERMINATION OF THE AGREEMENT

10.1 The P.A.G (A&E), Kerala reserves the right to terminate this agreement without assigning any reason by giving a notice to the COMPANY at any time. A notice shall be considered as duly given if sent to the company by the P.A.G (A&E), Kerala through post by registered letter addressed to vendor.

11. COMPANY LIABLE FOR DAMAGE DONE AND IMPERFECTIONS

The COMPANY shall be liable for any damage done and imperfection due to negligence.

The decision of the Principal Accountant General (A&E), Kerala will be final and binding for imposing penalty due to damage and negligence on the part of the COMPANY.

12.FORCE MAJEURE

12.1 Notwithstanding anything else contained in the agreement, neither party shall be liable for any delay in performing its obligations hereunder if and the extent that such delay is the result of an event of Force Majeure.

12.2 For the purposes of this Clause, 'Force Majeure' means and includes wars, insurrections, revolution, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strike in relevant industries, act of God, and such other acts or events beyond the control of the COMPANY /The P.A.G (A&E), Kerala, intervening after the execution of this agreement and impeding its reasonable performance but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the COMPANY or The P.A.G (A&E), Kerala.

12.3 If a Force Majeure situation arises, the COMPANY shall promptly notify the P.A.G (A&E), Kerala in writing of such conditions the cause thereof and the likely duration of the delay. Unless otherwise directed by the P.A.G (A&E), Kerala in writing, the COMPANY shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13 SUB CONTRACTS

13.1 The COMPANY shall not enter into any sub-contract with any person for the performance of any part of the contract.

14 CONFIDENTIALITY

14.1 COMPANY shall treat all information/material/document as confidential obtained from The P.A.G (A&E), Kerala during the course of performing necessary work relating to contract and shall not divulge such information to any person.

14.2 COMPANY shall not, without the P.A.G (A&E), Kerala's prior written consent, make use of any document/information/material necessary for performing the terms of contract.

14.3 Any document of information or material given to the COMPANY necessary for the completion of work shall remain the property of the P.A.G (A&E), Kerala and on completion of the work all such documents/information/material shall be returned by the COMPANY to the P.A.G (A&E), Kerala.

14.4 Any violation of above cited CONFIDENTIALITY clause from 14.1 to 14.3 will attract the termination of contract and initiation of legal proceedings against the COMPANY.

15 ARBITRATION

15.1 The P.A.G (A&E), Kerala and the COMPANY shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract.

15.2 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 with regard to:

- i) the constitution of the terms and conditions
- ii) the respective rights and liabilities of the parties
- iii) any matter or thing arising out or in relation to or in connection with these terms and conditions

Either party shall give written notice to the other of the same or such dispute or differences shall be referred for the sole arbitration to any persons appointed by the Comptroller and Auditor General of India. The decision of such Arbitrator shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment on grounds that the person appointed is a Government

Servant. The provisions of the Arbitration and Conciliation Act, 1996 and rules, there under as amended from time to time shall apply to the arbitration proceedings.

In witness whereof, the parties to this agreement have put their hands/signatures on the date, month and year first written above.

Signed on behalf of

Office of the Principal Accountant General (A&E), Kerala.

By _____

Signature _____

Title _____

i. Witness _____

ii. Witness _____

Signed on behalf of
the COMPANY ie.....

By _____

Signature _____

Title _____

i) Witness _____

ii) Witness _____