



**कार्यालयमहालेखाकार (लेखाएवंहक्र) पंजाबएवंयूटी, चंडीगढ़
प्लॉटसंख्या20, सेक्टर17-ई, चंडीगढ़**

वेबसाइट :- <https://cag.gov.in/ae/punjab/en>
क्र.ITGD/change mgt in SAI /2025-26/38

ईमेल :- agaepunjab@cag.gov.in
दिनांक : 01/12/2025

निविदाआमंत्रण सूचना

Modification of SAI Pension application for End-to-End digitization

कार्यालय महालेखाकार (लेखाएवंहक्र) पंजाब एवं यू टी, चंडीगढ़में **Modification of SAI Pension application for End-to-End digitization** स्थापित करने हेतु हेतु बोलियां आमंत्रित करताहै। निविदा जिसमे पूर्व योग्यता शर्तें एवं कार्यो का विवरण आदि सम्मिलित हैं ,www.agpunjab.gov.in, <https://gem.gov.in/cppp> तथा www.eprocure.gov.in से डाउनलोड किये जा सकते है तथा पोस्ट/कॉरियर या व्यक्तिगत रूप से उपमहालेखाकार (प्रशा.), कार्यालय महालेखाकार (लेखाएवंहक्र) पंजाबएवंयूटी, चंडीगढ़ , प्लॉट संख्या 20, सेक्टर17-ई, चंडीगढ़ 160017 को आवश्यक दस्तावेज सहित बोली जमा करने कीअंतिम तिथि तक जमा किये जा सकते हैं ।
बोली दस्तावेजों का कोई मूल्य नहीं है तथा अग्रिम की राशि ₹25000/- रूपये है।

वृतांत	तिथि
निविदा के प्रकाशन की तिथि	01/12/2025
निविदा से सम्बंधित प्रश्न / सवाल कीअंतिम तिथि	15/12/2025
बोली जमा करने की अंतिम तिथि	22/12/2025 up to 11:00 hrs
तकनी की बोली खुलने की तिथि	23/12/2025 at 11:00 hrs
वितिय बोली खुलने की तिथि	24/12/2025 at 15:00 hrs

Sd/-

**उप महालेखाकार(प्रशा.)
कार्यालय महालेखाकार(लेखा व हक्र)
पंजाब एवं यू टी चंडीगढ़.**



**OFFICE OF THE ACCOUNTANT GENERAL (A&E), PUNJAB & UT,
CHANDIGARH**

PLOT NO. 20, SECTOR 17-E, CHANDIGARH

Website :- www.agpunjab.gov.in

No- ITGD/change mgt in SAI /2025-26/38

Email :- agaepunjab@cag.gov.in

Date :01/12/2025

NOTICE INVITING TENDER

The office of the Accountant General (A&E), Punjab & UT. Chandigarh invites bids for
“Modification of SAI Pension application for End-to-End digitization”.

Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from www.agpunjab.gov.in, <https://gem.gov.in/cppp&www.eprocure.gov.in> for submitting the same personally or throughpost/courier along with required documents to DAG (Admn.) O/o the A.G.(A&E), Punjab & UT, Plot no. 20, Sector 17-E, Chandigarh, Pin-160017 so as to reach on or before last date of submission of bid.

The cost of bid document is Nil and EMD is Rs. 25000/-.

<i>Events</i>	<i>Tentative dates</i>
<i>Date for publication of NIT</i>	01/12/2025
<i>Last date for receipt of Queries from bidders</i>	15/12/2025
<i>Last date for submission of bids</i>	22/12/2025 up to 11:00 hrs
<i>Opening of Technical bids</i>	23/12/2025 at 11:00 hrs
<i>Opening of Financial bids</i>	24/12/2025 at 15:00 hrs

Sd/-

**Deputy Accountant General (Admn),
Office of AG (A&E), Punjab & UT, Chandigarh**

1. INVITATION OF BIDS

This tender is invited for **Modification of SAI Pension application for End-to-End digitization**. The tender documents can be downloaded from the website www.agpunjab.gov.in, <https://gem.gov.in/cppp> or www.eprocure.gov.in. The bid shall be submitted along with a bank Demand Draft / banker's cheque towards Earnest Money Deposit (EMD) in favor of **“Pay and Accounts officer, office of the Accountant General (A&E), Punjab& UT, Chandigarh”** drawn on any of the Nationalized Banks payable at Chandigarh failing which the bid will be rejected. Bidders should write their name and full address at the back of the Bank draft / banker's cheque submitted.

The Bid document placed in sealed Envelope superscripted as **Modification of SAI Pension application for End-to-End digitization** comprising of two envelopes i.e. One envelope superscripted as “Technical Bid” (Annexure I) and another as “Financial Bid” (Annexure II) should be submitted on or before the last date of submission of bid. Please ensure that all the documents as prescribed in various sections are enclosed with the bid document.

- 1.1 **Essential** - The bidder(s) must be a company registered under the Companies Act.
- 1.2 **Desirable** – Should have either prior experience of change management in SAI Application deployed in IA&AD or carried out Change Management work in any Government Department.
- 1.3 The requirements of all relevant subsections of the tender document may be complied with.
- 1.4 Sealed Tenders are invited under two bid system (i.e. Technical Bid and Financial Bid), from reputed manufacturers/companies/organizations/firms for **“Modification of SAI Pension application for End-to-End digitization”** in this office. The method of submission of tender, amount of Earnest Money/Security Deposit, scope of work and General Terms and Conditions applicable has been mentioned in Section 2 and 3. The change/modification is to be made strictly as per parameters/technical specifications given in scope of work and General Terms and conditions. The terms and conditions and scope of work specific to the tender have been mentioned in Section II. The format for submission of tender has been given in Annexure I (for Technical Bid) and Annexure II (for Financial Bid) of this Notice Inviting Tender.

- 1.5 Place of opening the Tenders: Office of the Accountant General (A&E) Punjab & UT, Chandigarh. Validity of Tenders: 90 days from the date of opening of tender.
- 1.6 The Bidder will not enforce its own condition in his bid. The Department reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without assigning any reason. The decision of the Accountant General (A&E) Punjab & UT, Chandigarh, in this regard shall be final and binding on all.
- 1.7 The tenders completed in all respects must reach this office by Registered or speed post or dropped in the tender box up to Last date for submission of bids. The bid may also be submitted online on www.eprocure.gov.in and in such case, the EMD must be deposited offline and must reach this office by registered post or speed post latest by last submission date of tender. If any bid is found to be submitted in both offline as well as online mode, then the documents submitted in the online bid will be considered final. The tenders received after the scheduled date and time will not be accepted.
- 1.8 The bidder shall sign all documents in the bid including the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total no. of page enclosed in bid should be mentioned in the covering letter.

Section-2

BACKGROUND, SCOPE OF WORK AND INSTRUCTIONS TO BIDDERS

2.1 Introduction

The Accountant General (A&E), Punjab & UT. Chandigarh, hereafter referred to as the “Purchaser”, plans to select service provider for Change management in SAI Pension Application in this office.

2.2 Background of Existing Project

- (a) This department has an application, SAI Pension, with OS Linux Red Hat 7.6 (Maipo) enterprise version, with the Database being maintained in Oracle 12c. 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.
- (b) Interested bidders willing to study the system to assess the volume of work by visiting the office during the office working hours before the last date of submission of bid.

2.3 Scope of Work:

Scope of work for Change Management required in SAI Pension Application

The SAI Pension Application is working in this office with effect from 28th July, 2011. The Fresh, Family and Revision Pension Cases are being processed in the SAI System. The Change Management has been done from time to time to incorporate new features (e-PPO, e-signed Intimation Slip, e-objection letters etc.) as well as change of Pay Commission, All India Service Rules, Judge cases, MLA cases, incoming SSA cases etc.

Further, the following change management is now required in the SAI Pension Application as part of the end-to-end digitization initiatives being taken by this office:–

S. No.	Nature of change	Brief description
1	Adding of pre-computerized data in SAI Pension Application	Currently, the pre-computerized cases are being authorized using the Online Pension Revision System (OPRS), which is causing duplicacy in the pension authorization systems being used in this office. Therefore, a form is required to be developed in SAI Pension Application through change management, wherein the data of pre-computerized era cases may be added manually in the Application so that these cases can also be diarized and processed through the SAI Pension Application. The form with the required fields is attached as Annexure–A for reference.

2	AG's Dashboard	A dashboard containing various graphical representations of SAI Application data like pendency of cases at various levels i.e. Acct, SO and BO, time taken to process the cases at each level etc. is required to be developed for live monitoring. The dashboard developed may be similar to the one being used in the sister office i.e. PAG (A&E) Haryana. A screenshot of Haryana's dashboard is attached as Annexure-B for reference.
3	Pairing of vouchers automatically	Currently the pairing of the vouchers in the SAI System is being done manually using a form in the SAI Application. This process is required to be automated. .CSV files will be received from the state government, which would contain the requisite data required for pairing. A procedure needs to be developed for uploading these files in the SAI System for automatic pairing in one go along with the generation of the requisite reports. The current form being used for manual pairing is attached as Annexure-C for reference.
4	Return cases may be demarcated	The return cases are to be done on priority, as per Headquarters instructions. However, the SAI Pension Application currently doesn't have any provision for demarcating these cases in the system. Therefore, a provision is required in the 'View Message' feature for identifying these returned cases and sorting them, if required. A screenshot of the said requirement is attached as Annexure-D .
5.	Replacing of verification sheet with ePPO format	The verification sheet currently being used is outdated and is required to be replaced with the ePPO reports of the concerned type of case.

Note - Further, a procedure is required to be created in SAI Pension Application for automatic diary of 'online cases received' in one go/click and generation of error log report.

Annexure A

PPO VOLUME		OLD PPO VOLUME		IAAD	
File ID		Office	OFFICE OF THE PRINCIPAL A	Section	
PPO/PPO No.		Year of Receipt		Volume No.	
Bundle No.		Old Record File No.			
Benefits <input type="button" value="Gratuity"/> <input type="button" value="Released Benefits/Revision"/> <input type="button" value="Undrawn Pension"/>					
DDO Name					
DDO Address					
Salute					
Surname First Name Middle Name					
Full Name					
Designation					
Family Pensioner					
DOB					
Original Benefits					
Pension		From		To	
EPF		From		To	
FP		From		To	
Payable at					
DCRG					
GPO No.					
Payable at					
Commutd Amt.					
CPO No.					
Reduced Pension					
CVP					
Additional Allowance					
Prov. Pension					
Prov. Commn.					
Prov. Gratuity					
Remarks					
Service Details					
Appointment Date					
Retirement Date					
Date of Death					
Gross Service					
Non Qualifying Service					
Weightage					
Net Qualifying Service					
Average Emoluments					
Last Pay Drawn					

Relatio

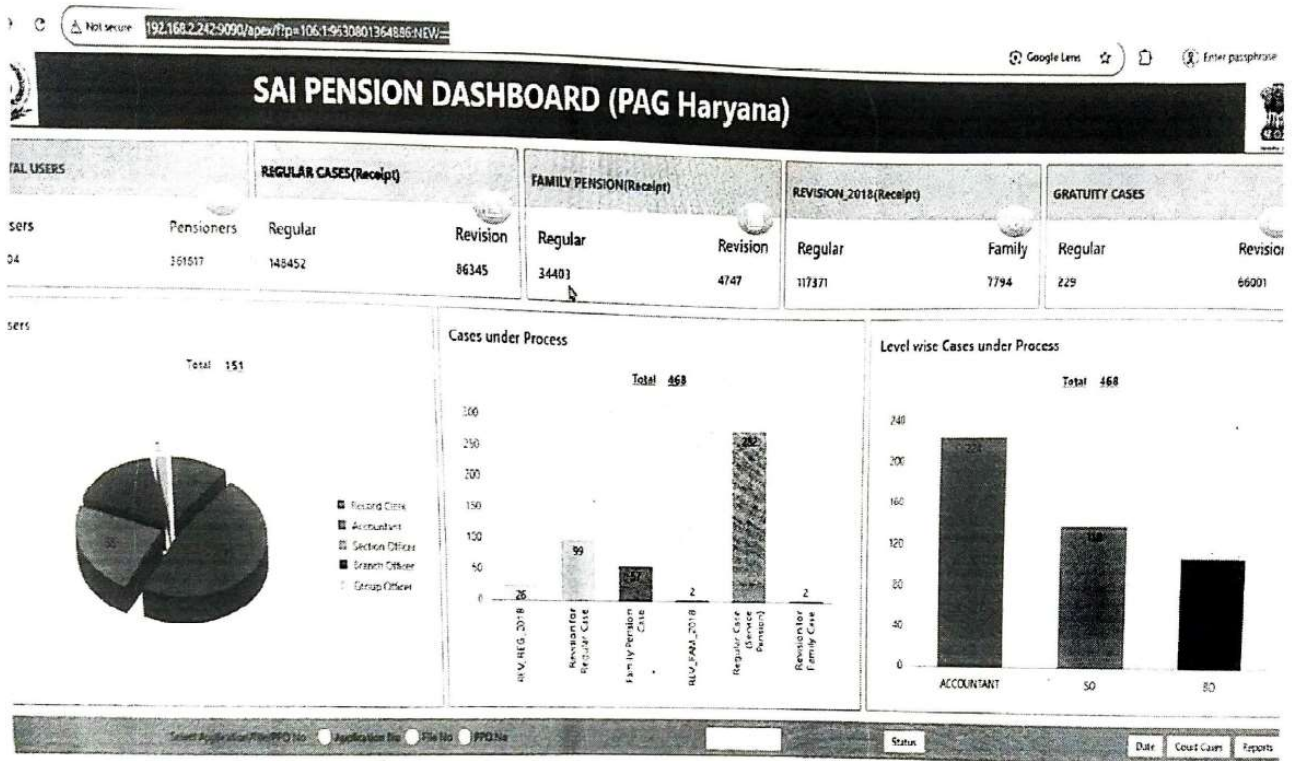
Address

Pension class

Case type

etc

Annexure B



Annexure C

Indian Audit & Accounts Department			
VOUCHER		VOUCHER	
Vr. Month	Vr. Treasury	Vr. No.	Vr. Date
Authorization Type	Payment Order No.	CLEAR	
Provisional ? <input type="checkbox"/>	Provisional Intimation Order No.		
	Provisional Extensional Order No.		
Govt. Servant Name			
Pensioner Name			
Authorized Treasury			
Authorized Amount	CLOSING	Closed <input type="checkbox"/>	UPDATE
		Voucher Amount	
Recovery Details			
Recovery Head	Amount		
<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>		
		Total	<input type="text"/>

Annexure D

Indian Audit & Accounts Department
Total Messages: 0
Delay Days

Transaction No. Pensioner Name Search

Date	From	Transaction Type	Pensioner Name	Transaction No.	Receipt	Inbox	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

User ID
Designation
Type

☐ Delete?
CC

View

Message

Back

Return

R

R

R

2.4 Time Frame:

The work will be taken up and completed within **Two Months** from the date of commencement. During this period the vendor has to deploy minimum one resource person onsite to attend the work efficiently.

2.5 Documents comprising the bid (Technical Bid) (Annexure I)

- i. Minimum turnover of Rs.80 Lakh per year for last 3 Years. CA (Chartered Accountant) certificate to be attached.
- ii. Person signing the bid shall bind the bidder as the “Constituted Authority of the company/firm”.
- iii. Letter of undertaking regarding acceptance of all the terms and condition of this tender document.

- iv. At least three (3) Satisfactory performance certificate regarding development/modification/maintenance of application in Oracle from any Govt./semi Govt. organization or PSU in last 3 years.

2.6 Price

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

2.7 Bidder's Qualification

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

2.8 Opening of Bids:

All sealed bids will be opened inside office premises on the date of opening of tender. If deemed necessary, Purchaser may seek clarifications on any aspect from the bidder till last date of seeking clarification. However, that would not entitle the bidder to change or cause any change in the substance of the tender submitted or price quoted. Purchaser may, if it so desires, ask the bidder to give presentation for the purpose of clarification. All expenses for this purpose, as also for the preparation of documents and other meetings, shall be borne by the bidders.

2.9 Preliminary examination of Bids:

Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

Purchaser may waive any minor informality or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

2.10 Verification of Reference

Purchaser, if considers necessary, may conduct verification of references/previous buyers 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.

2.11 Signing of Contract

The successful bidder has to sign a contract including the conditions 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.

2.12 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.

2.13 Performance Guarantee

Within Seven (7) days after the receipt of notification of award of the agreement from Purchaser, the successful bidder shall furnish performance guarantee at 5% of bid value to the Purchaser in the form of Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee [including e-Bank Guarantee] from a Commercial bank or online payment in an acceptable form safeguarding the purchaser's interest in all respects.. The performance guarantee shall be valid for a period of 2 months from the last date of expiry of the warranty period of the project. The successful bidder shall renew the bank guarantee to ensure its validity up to the end of this period.

No interest is payable on the PBG.

PBG will be realized by the purchaser in case of termination of the contract for unsatisfactory performance and/or non-performance of the contract.

2.14 Tax Deduction at source: TDS and GST as applicable will be effected from the bills

2.15 Payment: Payment shall be released by O/o the Accountant General (A&E), Punjab, Chandigarh, only after completion of all the works mentioned in “Scope of work” and receipt of successful test report duly approved by the concerned user section/wing and after final signoff.

GENERAL CONDITIONS OF CONTRACT**3.1 Definition**

In this document the following terms shall be interpreted as indicated:

Terms	Definition
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 attachment and annexure thereto and all documents incorporated by reference therein.
Bidder	The company with whom the order for SAI change / 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
MM	Man Month

3.2 Application

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

3.3 Standard

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

3.4 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.

3.5 Patent Rights

The bidder shall indemnify Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the services or any part thereof.

3.6 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/re provision 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.

3.7 Delivery & Documents

Delivery of the upgraded system and associated documents shall be made by the selected bidder(s) in accordance with the terms specified by Purchaser in their notification of award.

3.8 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 undertakes that all problems/bugs shall be removed by remote support, telephonic support, email support and if necessary by personal visits 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.

3.9 Warranty

The Service Provider shall submit a warranty for One year on-site maintenance from the date of completion of the change management. During warranty period complaints/problem reported should be attended within 24 hours. Failure to do so shall attract a penalty of ₹5,000/- per day on the service provider. Further, if the issue remains unresolved for more than three (3) days then the PBG will be forfeited.

This office may also implement additional change management works in the SAI Pension application during the warranty period and this will not hamper the existing warranty.

3.10 Warranty on Services

The bidder warrants that the services provided under the contract are as per the Agreement between the bidder and Purchaser.

3.11 Assignment

The bidder shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with Purchaser's prior written consent. The permission, if any, of Purchaser has to be taken before award of the contract.

3.12 Sub Contract

The successful bidder (s) shall NOT subcontract all or any item/portion of the awarded work without written concurrence of the Purchaser. Such subcontracting, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract.

Purchaser shall have the right to direct the bidder to demonstrate the capacity/capability of the subcontractor to provide the service subcontracted to the desired specifications/requirements. If in the opinion of the purchaser the sub contractor's capacity to provide such services has not been satisfactorily demonstrated the purchaser shall have the right to direct the bidder to change the sub contractor.

3.13 Delays in the bidder's performance

Performance of service shall be made by the bidder in accordance with the time schedule specified by Purchaser in the contract.

Any unexcused delay on the part of the bidder(s) in the performance of his delivery obligations shall render the bidder liable to any or all of the following sanctions:

- Forfeiture of his performance bank guarantee and imposition of liquidated damages, and/or termination of the contract for default.
- If at any time during performance of the contract, the bidder or its subcontractor(s) should encounter conditions impeding timely installation of the software and performance of services, the bidder shall promptly notify Purchaser in writing of the fact of the delay, its likely duration and its cause(s), before the scheduled delivery or provisioning date. Purchaser shall evaluate the situation after receipt of the bidders' notice and may at their discretion extend the bidder's time for performance, in which case the extension shall be ratified by the parties by amendment of the contract. If the bidder's request to delay the installation of software and performance of services is not found acceptable to the Purchaser, the above mentioned clause would be invoked.

3.14 Liquidated Damages during Delivery, Implementation & Warranty and penalty for deficiency in performance

If the bidder fails to provision/deliver any or all of the services within the time period(s) specified in the contract, Purchaser shall without prejudice to its other remedies under the contract, deduct from the Unit contract price, as liquidated damages, a sum equivalent to the 0.5% of the price of unprovisioned/ undelivered services for every week (seven days) or part thereof of delay, up to maximum deduction of 5% of the Unit contract price. Once the maximum is reached, Purchaser may consider termination of the contract. Unit for the purpose of this clause refers to State office (s) including its branch (es), if any. Performance of services shall be within the norms specified in the Agreement forming a part of the contract.

3.15 Termination for Default

Purchaser may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or in part:

- If the bidder fails to deliver any or all the services within the time period(s) specified in the contract, or any extension thereof granted by Purchaser, OR
- If the bidder fails to perform any other obligation(s) under the contract.

In the event Purchaser terminates the contract in whole or in part, pursuant to above mentioned clause, Purchaser may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered and the bidder shall be liable to Purchaser

for any excess costs for such similar services. However, the bidder shall continue performance of the contract to the extent not terminated.

3.16 Arbitration

Purchaser and the bidder 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. If, after thirty (30) days from the commencement of such informal negotiations, Purchaser and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution. In such event, the first course will be to appoint an Arbitrator with mutual consent of both the parties. Failing which, the Indian Arbitration and Conciliation Act, 1996, the rules there under and any statutory modification or re-enactments thereof made till the date of signing of contract, shall apply to the arbitration proceedings. The venue of arbitration shall be the place from where the contract is issued i.e. Jurisdiction of Chandigarh Court.

3.17 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.

3.18 Applicable Law

The contract shall be interpreted in accordance with the Indian Laws.

3.19 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing or by fax/ email and confirmed in writing to the address specified for that purpose in the contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

3.20 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.

3.21 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 purchaser.

3.22 Passing of Property

Ownership shall not pass to Purchaser unless and until the services have been delivered, installed and accepted, in accordance with the conditions of the contract to the entire satisfaction of PURCHASER and Purchaser has made payment for such services to the bidder. Selected Bidder shall have to hand over two sets in softcopy of changed / modified system.

3.23 Deduction

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

3.24 Manuals, Data and Information

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

3.25 Special terms and conditions

- 1) The SAI Pension Application is running in Oracle12c on the Server with Linux Operating System Software.
- 2) The company/firm is responsible for re-installation of the application, operating system, databases including Oracle 12c, fine tuning of the database and other connected DBA activities. If any other problems arise due to up-gradation then the vendor has to fix the issue.
- 3) The company/firm shall be responsible for making changes, if any required, in the existing forms and reports due to changes presently made to the Database structures, tables, etc. at no extra cost.
- 4) The application as well as Oracle 12C database is available on the Production Server. There is a provision of Training schema in SAI (Pension) Application namely SAI_PUNJAB_TRG. The same may be used for change management work & after testing of the work done on TRG Schema the code may be deployed on the production/line/schema/server. After completion of work, the changes made during change management will be implemented on the production server.
- 5) The vendor can visit the office premises on any working day from 9.30 AM to 5.00 PM to view the data structure& assess the volume of work, before submitting their quotes.
- 6) No travelling allowance, lodging, etc. will be provided to the company/firm.

4. BID Details:

4.1 Bid Particulars

Name of the bidder _____

Address of the bidder _____

Contact details of the person authorized by the firm for coordination in this bid.

Name _____

Designation _____

Address _____

Telephone _____ Fax No. _____

Email address _____

Bidder Seal

4.2 Bid Letter

Date: dd/mm/yyyy

To

Deputy Accountant General (Admn.)
Office of the Accountant General (A&E), Punjab & UT.
Chandigarh-160017

Reference: Tender No. _____ Dated _____

Sir,

We hereby declare:

- i. That we are reputed manufacturers/companies/organizations/firms and/or Oracle channel partners and fulfill the other criterion specified in the Bid Document. We hereby offer to provide the services at the prices and rates mentioned in the attached financial 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.

1. Bid particulars
2. This bid letter
3. Technical details of services offered as per annexure I.
4. Twelve (12) months' on-site warranty.
5. Maintenance and service resource/infrastructure facilities

We agree to abide by our offer for a period of 90 days from the date of opening of the bid prescribed by Purchaser and that we shall remain bound by a communication of acceptance within that time.

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.

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

4.3 **Undertaking**

- (a) We have understood the requirements of this project and shall provide all services as per the requirements of this bid document.
- (b) I/We accept all the terms and conditions of this tender document.
- (c) The 12 months' onsite service warranty shall remain intact even in case the SAI application is migrated to any higher version (As mentioned in Note3 of Annexure I)/in case any further change management is executed in your office.
- (d) I/ We hereby confirm and declare that our firm 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.
- (e) There is no complaint or penalty against us regarding delayed supply and refusal of supply for which supply order granted by the client of any Govt. Department.

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

Technical Bid

**Modification of SAI Pension application for End-to-End digitization at the office of
ACCOUNTANT GENERAL (A&E) PUNJAB & UT, CHANDIGARH**

1	Name of the Company	
2	Address (with Tel. No., Fax no. & e-mail address)	
4	Contact Number	
5	(a) PAN Number	
	(b) GSTN no.	
6	Details of EMD Deposited and cost of Tender (DD/Cheque number, Date, Amount)	

Sr. no.	Particular (copy of supporting documents duly self attested)	Enclosed (Yes or no)	Attached at page no. (Page numbering compulsory)
7	Minimum turnover of Rs. 80 lakh per year for last 3 Years. CA (Chartered Accountant) certificate to be attached.		
8	Letter of undertaking regarding acceptance of all the terms and condition of this tender document (Para 4.3)		
9	At least three Satisfactory performance certificate regarding development/modification/maintenance of application in Oracle from at any Govt./semi Govt. organization or PSU in last 3 years.		
10	Person signing the bid shall bind the bidder as the “Constituted Authority of the company/firm”. A authority letter on the company letter head authorizing the person to Sign the bid document shall be Enclosed.		
11	Copy of PAN Card.		
12	Copy of GST Registration.		

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge.
We understand that in case found any deviation in the above statement at any stage, the company

will be black-listed and will not have any deal with the Govt. offices in future. I also certify that the period of validity of this Bid is 90 days from the date of opening of the Financial Bid.

(Signature of authorized signatory)

Note 1: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total numbers of page enclosed in bid should be mentioned in the covering letter.

Note 2: In case the vendor intends to claim any relaxation under government provisions than the supporting documents must be enclosed along with the bid.

Note 3: This office may/may-not Migrate/Upgrade the current SAI Pension application from oracle 12c to any Higher version. The warranty of this Change Management work shall continue with same terms and conditions in the newly migrated application version.

Note 4: In case the firm want to claim relaxation in EMD/Turnover/Experience then relevant proof must be enclosed. Relaxation will be given as per the latest GOI guidelines.

(Signature of authorized signatory)

Annexure II

Financial Bid

For **Modification of SAI Pension application for End-to-End digitization** at the Office Of Accountant General (A&E) Punjab & UT, Chandigarh

Format for the submission of bid

Sr.No	Item	Costs (In INR)
1	Modification of SAI Pension application for End-to-End digitization as mentioned under “Scope of work” including One year onsite maintenance warranty from final signoff.	
2	Applicable Taxes	
3	Grand Total	

Grand Total (in words) _____

Signature and Seal of authorized signatory

Dated:

Check List

1. The **Technical Bid** (Eligibility Criteria) ‘original’ and ‘copies’ should be placed in one sealed **Envelope I** super scribing ‘**Technical Bid for _____ Dated _____**’ as per requirements mentioned at para 2.6. Please ensure that all the documents as prescribed in Section 2 of Bid Document and other relevant sections are enclosed.
2. The cost of the Bid Document is **Nil**.
3. All bids must be accompanied by EMD in the form of Cheque/Demand draft. The EMD should be submitted in the Sealed Envelope of Technical Bid “**Annexure I**”
4. The ‘**Financial Bid**’ should be as per the **Annexure II** and other relevant instructions and placed separately in the sealed Envelope II duly superscribed as Financial bid for Tender no. _____
5. All the **pages are duly numbered** and the reference has been made wherever required.
6. It should be ensured that requirement(s) of all relevant sections and sub-sections of the tender document have been complied with.

Key Events & Dates

<i>Events</i>	<i>Tentative dates</i>
<i>Date for publication of NIT</i>	01/12/2025
<i>Last date for receipt of Queries from bidders</i>	15/12/2025
<i>Last date for submission of bids</i>	22/12/2025 up to 11:00 hrs
<i>Opening of technical bids</i>	23/12/2025 at 11:00 hrs
<i>Opening of financial bids</i>	24/12/2025 at 15:00 hrs

Note: The bidder shall sign all papers of the bid and also the pamphlets, drawings, client list, company profile etc before submitting his bid and all pages of tender must be page marked in numeric and total no. of page enclosed in bid should be mentioned in the covering letter.