



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

ITS Cell/3-36A/Pension CM/23-24

13-03-2024

TENDER NOTICE FOR CHANGE MANAGEMENT TO PENSION SAI APPLICATION

Sealed bids are invited from Service providers / Developers for Change Management in Pension SAI application as per the details contained in Annexure II of this notice. Vendors should have sufficient prior experience in undertaking this kind of project.

The Cover containing the quotation should be addressed to the Deputy Accountant General (Admn), Office of the Accountant General (A&E), Kerala, Thiruvananthapuram – 695 001 by Speed Post / Registered post with superscription “**Inviting bids for Change Management in Pension SAI application**” and should reach this office on or before **27-03-2024, 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 **3.00 PM, on 27-03-2024** in the presence of the Competent Authority.

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 month should be quoted.
5. The amount quoted should be all-inclusive i.e., including service tax if any.
6. Period of Warranty or extended warranty may be specified.
7. Remote access to the office network will not be provided for the work.

8. Boarding & lodging for on-site execution has to be borne by the company.

The work should commence on 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 I to this notice.

Sd/-

Deputy Accountant General (Admn)

Annexure – I

TERMS AND CONDITIONS

1. DEFINITIONS

The following definitions shall apply;

“Accountant General”, means head of the office of the 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 II

3. TERMS and CONDITIONS

3.1 Company agrees for insertion/deletion/amendment of any clause in the agreement as desired by the office of the Comptroller and Auditor General of India.

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 Accountant General.

3.6 Company agrees that it won't access the AG's office network remotely.

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 Change Management.

4.4 Company shall also evolve a strategy in consultation with the 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 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 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, 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 A.G (A&E), Kerala may restore original passwords.

6 PROFESSIONAL FEE

6.1 The A.G (A&E), Kerala shall pay on account of works to be done as detailed in Clause 2. The cost will be 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 A.G (A&E), Kerala as per clause 7.2 shall be, deducted from the amount payable to the COMPANY.

6.3 Vendor will have to make their own arrangements for transportation and accommodation for 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 A.G (A&E), Kerala only after successful and satisfactory completion and implementation of the job work assigned through the agreement and shall be paid after three months of completion of work.

7.2 The 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 Accountant General per week or part thereof subject to maximum of 5% at each stage of payment. The decision of 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 the 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 A.G (A&E), Kerala.

9 WARRANTY

9.1 The COMPANY shall be responsible for satisfactory completion of job work now being assigned through the 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 Accountant General (A&E), Kerala

10 TERMINATION OF THE AGREEMENT

10.1 The A.G (A&E), Kerala reserves the right to terminate the 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 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 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 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 A.G (A&E), Kerala, intervening after the execution of the 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 A.G (A&E), Kerala.

12.3 If a Force Majeure situation arises, the COMPANY shall promptly notify the 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 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 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 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 A.G (A&E), Kerala and on completion of the work all such documents/information/material shall be returned by the COMPANY to the 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 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 in 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 of 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.

Annexure-II

Change Management Proposal for Office of Accountant General (A&E) Kerala, Thiruvananthapuram

This office is receiving the Pension application (Original & Revision Proposal) in Digital formats from the State Government *and* issuing all the pension authorizations (PPO, GPO, CPO, FPPO etc) including original and revision authorizations in the digital format to the State Government pensioners through API integration with the State Government Portals. To keep the pace of seamless integration with the above, required change management has to be done on a timely manner. In view of above, a change management proposal for P-SAI comprising three items is detailed as below:

Item 1: Change Management request of Differential DCRG:

At present, on the declaration of DA by the State Government, we will query the Database to generate the list of cases eligible for additional / differential gratuity due to change in DA. On the basis of this a list of registered DCRG cases will be sent to the sections for processing and authorizing the amount.

Normally the DA instalments are released by the State Government after a lapse of 12 to 18 months with retrospective effect. This involves the revision of DCRG of those who have retired during the above period and also of those who have not reached the maximum ceiling limit prescribed for DCRG. On average, the annual retirement comes to around 22000 cases and the release of one instalment of DA retrospectively attracts a volume of around 30000 cases due for differential DCRG. In the present scenario, 6 DA instalments are pending and the release of a single instalment will attract a huge volume of around 42000 cases. These cases have to be registered and processed as detailed above which requires disproportional load in the system and also the manpower of the Pension Group.

In light of the above, a change management is proposed to upgrade the Pension SAI so that it could be well equipped with necessary modification in this regard for handling the release of the additional instalments of DA in future.

Scope of Work:

1. Differential DCRG Automation.
2. Fine tuning of Reports in A4 size (All reports already converted to A4 Size).
3. Re-sizing of SAI forms to suit the resolution of the latest Monitor. (Some forms have already been re-sized).
4. Some other minor modifications.

Item 2: Change Management proposal - (Second National Judicial Pay Commission)

Recently Government of Kerala has issued a Government order revising the pensionary benefits of the retiring judicial officers with effect from 01.01.2016. These require changes in forms and coding for implementation of the same. The following values are already available in SAI for processing of the cases. Viz.,

1. Name of the New Pay Commission,
2. Scale of Pay attached to new Pay commission,
3. Minimum and Maximum amount of Pension and Family Pension.
4. DA rates applicable from time to time.

Scope of Work:

1. The new Pay Commission has to be mapped to the code.
2. Present commutation table (State Commutation Table) has to be replaced with the Central Commutation table.
3. Restoration of Commutation has to be modified to 15 Years (hard code) irrespective of the age / commutation factor.
4. Calculation of DCRG should also include the DA rates specified by the government from time to time and should also be mapped to the pay commission.
5. Calculation of DCRG in Judicial Family Pension has to be revised as per the GO (Change in Calculation).
6. Original and Revision PPO should also include a table specifying additional quantum of pension / family Pension admissible on completion of certain age.
7. Noting of DR admissible on Pension, Instalment of arrears of Pension, Commutation and DCRG should also be made.

Item 3: P-SAI Security related issues

Recently headquarters vide letter no. 1161/GA/192/2023 dated 27-09-2023 from Director General (GA) has instructed to review the P-SAI Security issues. On the basis of review and further instructions to implement the password policy dated 14.11.2023 the following further points are included in the Scope of work.

Scope of Work:

1. Headquarters specified password Policy has to be implemented which includes :
 - a. **Super User Access.** Two factor authentications shall be configured for Administrators and Super users. All actions including that of administrators & super users should be made available in the system log for generation of front end report.
 - b. **Password Recovery.** Users must have a secure and verified method of password recovery such as security questions or email/SMS verification. Administrators are authorized to reset the password on written request.
 - c. **Monitoring:** All the successful and unsuccessful log-in through the system should be captured and provision for front-end report should be enabled.
 - d. **Audit trails.** An audit trail report should be enabled to track password change to review any suspicious activities if any.
 - e. **Account Deactivation.** System should have pre-defined timeout duration (say 15 Minutes) which the administrator should be able to change based on roles. Inactive accounts should be deactivated after 15 days of inactivity. Deactivation due to long leave or transfer or retirement shall be enabled.
2. New Report has to be created which contains Department, name of the Pensioner, date of receipt and name of the dealing assistant (Accountant/Sr. Acct/AAO) on the basis of application date.
3. New Report has to be created for the list of Cases approved on daily basis containing all the authorization details
4. New report for DCRG pending has to be created based on section / unit / date / release/ pending etc.