



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

ITSCell/3-36A/PensionCM/25-26

**06-08-2025**

## **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 Terms and Conditions in Annexure-I and Scope of work 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 (Administration), 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 **18-08-2025, 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 18-08-2025** 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 projects.
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 quoted amount should be all-inclusive i.e., including service tax if any.
6. The work will be undertaken onsite at the Office of the Accountant General (A&E), Kerala, Thiruvananthapuram.
7. Period of Warranty or extended warranty may be specified.
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 and Scope of Work is mentioned in Annexure-II of this notice.

**Sd/-**

**Deputy Accountant General (Administration)**

## **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.

3.7 Company shall possess prior work experience in Oracle Database, Forms, and Reports development, supported by genuine experience certificates, as evidence of their capability to undertake the work.

#### **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 the time schedule from the date of execution of the agreement. The development/change management, including module testing, bug fixing, documentation, etc., shall be completed within **60 working days**. COMPANY shall submit weekly progress reports on 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 impending 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, as amended from time to time shall apply to the arbitration proceedings.



## **ANNEXURE - II**

### **SCOPE OF P-SAI CHANGE MANAGEMENT**

#### **I: Transition from section-wise to unit-wise allocation of pension cases**

- **Present System of Case Allocation:**

Currently, original pension cases are allotted directly to sections on a round-robin basis, without factoring in the availability of individual processing units within those sections. As a result, all sections receive a similar number of cases, regardless of whether their constituent units are available, on leave, on training or vacant. This leads to uneven distribution of workload, especially in sections where one or more units remain vacant for extended periods or when personnel proceed on long leave, resulting in delays and inefficiencies.

- **Desired Status:**

To address the issue of overburdened sections with fewer active units, it is proposed to implement a unit-wise allocation system in place of the existing section-wise model. Under the revised approach, cases will be assigned to individual units based on their active status, excluding those that are currently vacant or on leave. The round-robin logic will thus operate at the unit level, ensuring a more balanced and equitable distribution of work according to actual capacity.

- **Expected Outcome:**

A User Status Table shall be available for the Administrator to update the leave details of active units. Details may be given in the User Status Table including *Leave\_from* and *Leave\_To* columns in addition to Section Name and Unit number. If the leave columns populate a date equal to the current date (system date), cases shall not be allocated to these units. Still, if the dates are there that are above the system date / current date, the cases may be allocated to those units. If the said dates (*Leave\_To date*) are below the current date or system date, the same should be moved to the History table.

Further, the case *Last\_Allocated* unit should automatically get filled on allocation of a new case, and the next case should be allocated based on the virtual sequence column, which should generate a day-wise sequence based on the leave entry and other conditions. This table may be designed to accommodate the

User Details as a separate table with all the provisions detailed above. The past leave entry details may be retained in the history table for checking and audit purposes as a separate tab.

## II: Database Creation for timely finalization of pension cases

- **Present status:**

Currently, there is no database to monitor the timely finalization of pension cases as pension cases are entered in our database only on submission of the cases from departments concerned.

- **Desired status:**

Headquarters vide email dated **21-05-2025** has directed field offices dealing with the entitlement functions to take up the retirement cases proactively with the stakeholders concerned before the due retirement date to avoid delays in authorisation of retirement benefits. A new database as per the directions of Hqrs may be created so that the state government is able to update the status of pensioners due to retirement, on a regular basis, and the matter of delay, if any, could be taken up with the departments concerned pro-actively. The matter may be taken up with the State Government for the data sharing.

- **Expected Outcome:**

The proposed system will enable timely tracking of retirement cases and bring greater transparency and accountability to the pension authorization process. By identifying cases where pension applications are pending, the system will facilitate timely follow-up with the departments concerned, thereby reducing delays. The integration of automated alerts (via SMS and email) will ensure that departments are regularly reminded of pending submissions.

### **Workflow:**

- A new table is to be created with necessary data fields (as detailed below), which on registration, will be populated with the application number and registration date.
- Pension application yet to receive (remaining) cases will be listed on a real-time basis.
- Provision to send automated SMS/Email alerts for pensioners' application awaited cases with a consolidated list of pensioners due for submission of application to the Departments concerned, or the complete list to the Government.

### **Data fields required from State HRMS for the purpose:**

- 1) Employee ID
- 2) Name
- 3) Date of Birth
- 4) Date of Superannuation
- 5) Date of Retirement
- 6) Department
- 7) Designation
- 8) Office/Unit
- 9) Retirement Type (Superannuation/VRS/etc.)
- 10) Mail ID of the Official
- 11) Mobile Number of the Official

**Table fields to be updated from AG's end:**

- 1) Application Number Allotted Date of Application Submission
- 2) Date of Processing
- 3) Remarks/Issues (if any)

**III: Integration of Special Seal Authorization (SSA) into the existing Treasury system**

- **Present status of SSA:**

At present a fully capable SSA module is integrated into the P-SAI, with necessary role-based access and permissions. Currently all authorizations in respect of SSA cases are sent by means of Pre-printed forms. The module has not yet been integrated on to the online system to enable sending of digital authorizations to concerned Treasury, Kerala State Employees Portal (KSEMP), DigiLocker and subscriber's email.

- **Desired status:**

The already existing pension authorization reports could be converted into A4 compatible Digital reports. On conversion of the same it would be easier to move on to digital authorization of SSA cases. The same shall be available in the already existing middle server. The SSA module may be made similar to the main pension processing system so that a unified output may be achieved irrespective of the nature of case.

- **Expected Outcome:**

On integration of the SSA module onto the existing digital authorization interface, seamless transaction of data between state treasuries, pensioners and the pension wing of AG (A&E) can be ensured. Thus, further reducing the amount of paperwork in around 250-300 SSA cases every year.

The core modification seems to be related to enhancing the online functionality for authorizing pension payments. As the system already allows pension payment orders to be issued to the treasuries in the physical mode, the focus now would be on ensuring smooth integration and automation with the online module. This involves:

- Ensuring real-time transmission of pension payment orders to treasuries.
- Streamlining the process for the entry and authorization of pension details to eliminate manual errors or delays.

In addition to the modifications made in the online module, essential modifications are to be made in the SSA module so as to complement the changes to be incorporated by the Local NIC to streamline e-Authorization of pensionary benefits.

#### **IV: Re-Issue cases – Module development and MIS Integration**

- **Present system for Re-Issue cases:**

Currently, an independent module is incorporated in the P-SAI for managing Re-Issue cases. The module is not fully developed and lacks many essential features of a regular SAI module. Lack of User-specific access and permissions in the current Re-Issue module makes it difficult to maintain integrity and accuracy of data. The current Re-issue module is lacking the essential MIS features, making tracking of status of cases difficult. Although the number of cases being registered under this category are relatively lesser (around 750 cases annually), **the fact that these cases relate to the weaker / vulnerable sections** such as the disabled sons/daughters of expired pensioners, unmarried daughters, among others makes the streamlining of such cases essential. Additionally, the reports generated in Re-issue cases currently are compatible with the pre-printed forms only. This reduces efficiency in disposal of cases.

- **Desired system for Re-Issue cases:**

The desired system shall either be a sub-category within the existing P-SAI module or an independent module with all essential features of regular pension processing system. The system shall be integrated on to the already existing MIS module as a separate category. The development of the module on the grounds of the regular pension processing system shall help in conversion of the existing manual registration and manual authorization of re-issue cases into a completely digitalized system with minimal paper works.

- **Expected Outcome:**

- Designing of a Re-Issue module that has user and role-specific access and permissions.
- The new module shall not compromise the cases that have already been processed in the system.
- Integration of the newly developed module onto the existing MIS system, capturing all data points, enabling ease of tracking and reporting.
- All re-issue reports shall be converted to standardized A4 sized reports to maintain uniformity across authorizations and further enabling integration onto the e-authorization module.

## **V: Modifications in the Pension Contribution (PC) Module in P-SAI**

- **Present system for PC:**

A PC module exists at present within the P-SAI. The module is currently found not user-friendly as it lacks many essential fields and faces many technical issues, due to which the PC section is unable to utilize the system. PC functions are currently carried out largely in manual mode due to this limitation. Fields to capture the following details are lacking in the current module:

- Permanent Employee Number (PEN)
- Gazetted Entitlement Number
- Phone Number and email address
- FS Number any if already allotted
- Yes/No flag for NPS (In case of NPS LS/PC is not maintained by AG)
- Provision to capture period LWA/Suspension during deputation period
- Provision to select pay scales from a drop-down menu
- List of Grant-in-aid institutions which are exempted from remitting PC

Changes in rules require reworking the calculations currently in the system as detailed below. Additionally, the existing reports need to be fine-tuned. There is no link to the Main Pension module. The PC functions are currently carried out largely in manual mode owing to these reasons.

- **Desired system:**

The desired system shall have all the necessary fields to enable system-based calculation for Foreign Service contributions. As per the preliminary assessment by the Pension Contribution Cell and P-RRD, it was decided that the system shall have provision for classification of Foreign Service and the calculations accordingly. The digital system desired shall ensure systematic data entry, validation, storage and retrieval of employee details, including PEN. All calculations of contributions shall be system automated according to the employee category. The desired system shall have provisions for generation of reports and a dashboard for real time monitoring of PC cases. A link to the Main Pension module is also required, for verification purposes.

The Pension Contribution calculation and Leave Salary contribution are as follows:

### **Contribution Requirements:**

i. **For State Government Employees:**

**Pension Contribution (PC):** 15% of the scale maximum

**Leave Salary Contribution (LSC):** 10% of the scale maximum (in applicable cases like co-operative societies or Commercial establishments). – Since the calculations are based on the Scale Maximum Provision for multiple scales should be made available.

ii. **For State Government Employees on deputation to Central autonomous bodies**

14% of Basic Pay plus DA Admissible with effect from 01-01-2016 and 18% with effect from 01/04/2019.

iii. **For All India Service Officers (Central Government Employees):**

The Pension Contribution rate is based on the qualifying service and is calculated on the Basic Pay plus Dearness Allowance (DA) applicable from time to time.

- **Expected Outcome:**

The PC module shall be able to classify and calculate pension contributions accordingly. The upgraded Pension Contribution (PC) module is expected to eliminate the current dependency on manual processing by enabling complete digitization of Foreign Service contribution calculations. With the inclusion of all essential fields—such as PEN, entitlement numbers, contact information, and service-related flags—the system will ensure accurate and consistent data entry, validation, and storage.

### **VI: Court-linked Pension Cases -Introduction of New table and workflow**

- **Current system:**

The pension wing of this office currently has around 2033 pension cases related to State Government employees. The current system of disposal of court-linked cases involves co-ordination among multiple sections, including the Legal cell, PM section and regular pension sections. On receipt of a court case, the legal cell intimates the PM section and the same is also taken up with RRD if the case is in need of expeditious disposal or stopping of processing.

- **Desired system:**

The desired system shall have a dedicated table for cases affected by court judgements/orders. A new workflow shall be created to enable expeditious movement or stopping of processing of cases or act as per the instructions from Legal/PM sections. The table shall include the following data:

- i. Index number of court cases
- ii. PEN number
- iii. Employee name
- iv. Date of Birth
- v. Date of Retirement
- vi. Department
- vii. Residential Address
- viii. Court name
- ix. Case details
- x. Brief history of orders/judgements
- xi. Permission to stop/process

- **Expected Outcome:**

A new workflow for court cases is expected to be implemented. On receipt of a pension case, it may be cross-checked against this table and proceed as per the permission (allow or stop processing) given for the particular case. The cases shall be validated against the inputs from Legal cell/PM section. In case of an absence of permission to process, the sections shall not be able to process the case by mistake.

## **VII: Correspondence for objection/document wanting cases**

- **Present system for correspondence:**

There are instances of pension cases being received in the office without required documents. In such cases, currently, documents wanted are called from concerned treasuries/pensioners by manually ticking the pre-printed form showing the “Wanted Documents List”. These are sent manually by dispatch. This manual process contributes to delays in returning incomplete cases, thereby impacting adherence to the Citizen Charter’s norm of disposing of cases within five days of receipt.

- **Desired system:**

An interface in which, on ticking the relevant documents among the list, a PDF report may be generated by the system with relevant matter may be created.

- **Expected Outcome:**

The form-based interface for users shall have the option for selecting documents among the list as well as adding custom entries. Report generated may capture the relevant application number/file number, along with the department/treasury/pensioner details and may be drafted in the specified format, and to be sent to Treasury / Department/ office and the pensioner electronically.

## **VIII: Migration of the One Rank One Pension (OROP) database to Oracle**

- **Present system for OROP calculation:**

Pensionary benefits for those with a date of retirement up to 30/06/2004 are based on OROP rates. The current program in place for the calculation of OROP is based on FoxPro, configured in an old system. Although the number of cases are relatively less (about 20 in a year), the revisions and further updations in the pensionary benefits are based on these base calculations, on which pensioners and treasuries rely on. All authorizations and reports generated for these cases are printed in the Pre-Printed forms on line matrix printers.

- **Desired system:**

The OROP program currently being run on FoxPro shall be available on the Oracle database for further integration on to the Oracle reports and forms. On integration of the same, the need for line matrix printers for printing of authorizations may be done away with.

- **Expected Outcome:**

- All existing database available in the FoxPro system may be migrated to Oracle.
- On further receipt of OROP cases, the same calculations shall be available in the Oracle programme for processing of cases.
- All OROP reports may be converted to A4 size.

## **IX: Miscellaneous items of Pension**

- **Status of Miscellaneous pension items:**

Currently, the following miscellaneous items of pensions are being handled by the P-19 section:



- MLA Pension (Once in five years) – Pre-printed PPO Book
- Freedom Fighters Pension (Sanctioned by Collectors)– Pre-printed PPO Book
- Palace Pension (Staff of Palace) – Manual Authorisation are sent
- Palace Pension (Royal Family)– Manual Authorisation are sent
- Malikhana Allowance (Political Pension)– Manual Authorisation are sent

The numbers of cases falling in these categories are relatively less (a maximum of 100 cases in a year).

- **Desired status:**

To do away with the pre-printed stationery and reliance on line-matrix printers for printing of authorizations, all these reports are to be converted into standardized A4 formats for enabling easier disposal of cases.

- **Expected Outcome:**

The conversion of all authorizations into A4 formats to maintain standardization across reports generated by Pension wing.