

# Tender Document

Change Management in e-Samadhan

Tender Id –GA-II/Change Mgt./OGMS/2022-23/778  
Dated - 06.03.2023



SUPREME AUDIT INSTITUTION OF INDIA  
लोकहितार्थ सत्यनिष्ठा  
Dedicated to Truth in Public Interest

**Principal Accountant General (A&E), Haryana**

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

<https://cag.gov.in/ae/haryana/en>

## 1. FactSheet

| S. No | Particulars   | Details  |
|-------|---|--|
| 1     | Tender ID   | <b>GA-II/Change Mgt./OGMS/2022-23/778</b>  |
| 2     | Tender date   | <b>06.03.2023</b>  |
| 3     | Selection Method                                    | Tender will be awarded to the bidder with the lowest of the financial bid among qualified technical bidders will be selected.        |
| 4     | Nodal Officer for correspondence and Clarification. | Sr. Deputy Accountant General (Admn)<br>E-mail: <a href="mailto:agaeharyana@cag.gov.in">agaeharyana@cag.gov.in</a> Tel: 0172-2615281 |
| 5     | Pre bid Conference                                  | <b>17.03.2023 at 11:00 AM</b>  |
| 6     | Last date of bid submission                         | <b>04.04.2023 by 12.00 PM</b> to Sr. Deputy Accountant General (Admn)  |
| 7     | Opening of Technical bid                            | <b>04.04. 2023at 03:00 PM</b>  |
| 8     | Opening of Financial bid                            | To be notified to successful bidder later.   |

## 2. **Request for Proposal**

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

### **Background Information:**

#### **Basic Information**

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

b) e-Samadhan (OGMS) is software working on PHP module and hosted on online server used by this office and Haryana Govt. employees.

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

d) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document will full understanding of its implications. The detail of software can be obtained during Pre bid meeting.

## 3. **Scope of Work**

3.1 **Manual Diary** - Letter Numbers are not being displayed in the manual reports. As a result Central Hub is not able to trace the letters by Letter Number.

3.2 **Manual Diary** - Many times PDF files are not being shown in the section Menu, However it is being attached from the Central Hub. Sections are reverting the letters due to non availability of PDF Files. The reason of PDF file not being shown in the section may be looked into.

3.3 **Manual Diary** - The speed of the server is very slow. It takes about 40 seconds to submit a grievance after attaching the pdf file. Efforts need to be made to increase the speed of the server. This will also increase the work efficiency of the users of OGMS.

3.4 **Manual Diary** - Sometimes, it needs to cancel a diarized letter; A field may be made to

mention the reason of cancellation.

3.5 **Manual Diary** - A field is made to enter the registered number of the letter while diarizing. A provision may be made to make a report by the registered number of the letter and the registered number field needs to be made mandatory.

3.6 **Manual Diary** - Sections are reverting the grievances on the pretext that the grievance does not pertain to them. A provision may be made for the communication by central Hub while reverting back the letter that the grievance pertains to them.

3.7 **Online Diary** - The reverted letters in the online diary, while forwarding to the concerned section are again being shown on the central Hub Dash Board.

3.8 **Online Diary** - As discussed earlier in the meeting with AG, there are so many incomplete grievances in the online Diary. Some fields like PPO No./File Number, GPF Number may be made a mandatory field so that the file of the concerned person may be traced easily.

3.9 **Online Diary** - Sections are reverting the Online incomplete grievances to the central Hub Authority/provision needs to be made to the Central Hub to communicate with the pensioner to resubmit a complete grievance.

### 3.10 **Reports**

#### 3.10.1 **Admn Panel:**

3.10.1.1 – Online Report: Date of letter is to be replaced with Diary Date.

3.10.1.2 - There are two reports namely Online Report and Online Grievance Report. There should be one report i.e. Online Report and its data need to be shown correctly. Online Grievance Report does not show accurate data while generating the report.

#### 3.10.2 **Section Panel Report:**

3.10.2.1 – Online report is required to be shown in Section Panel Report. Presently, it is not showing in Section panel.

**3.11** – In the point no. 3.4 of scope of work, the following is to be added

3.11.1 – A provision is to be made to cancel the grievance by Central Hub with the reason. A dropdown field may be made to select the reason of cancellation.

3.11.2 – A SMS intimation of cancellation of grievance to be provided to the complainant.

3.11.3 – Same reasons may be shown while checking the status of grievance by complainant online.

## 4. **Deliverables**

4.1 User manual and Standard Operation Procedure (SOP)

4.2 Technical and design manual (with data backup process)

4.3 Error free source code

4.4 All the passwords of the software for access is to be shared to the official responsible for the handling of the software.

4.5 Formal training to be provided to the official of this office in respect to the changes carried out and working of the software.

#### 5. Schedule and Timeline

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

#### 6. Security Audit :

As per Government direction any software having changes in the source code or coding is required to be under gone security Audit. Hence, after the completion of the change management the vendor has to provide the assistance in carrying out the security audit of the software which includes creation staging server platform, bug fixing and hosting etc. at no additional cost.

#### 7. Operation and maintenance

7.1 Support on training/ Demo as and when required during warranty period.

7.2 Warranty for one year from the date of commissioning, which include any trouble during use of software.

7.3 All technical queries/complains, which may be indefinite, shall be attended immediately during entire warranty/ Support period.

#### 8. Essential Technical Pre-requisite

8.1 The registered bidder should be operating with an objective of offering of relevant IT solutions and services that are the subject matter of this tender.

8.2 The bidder shall be single point of contact with **office of the Principal Accountant General (A&E) Haryana, Chandigarh** and shall be solely responsible for the execution and delivery of the work.

8.3 The Bidder should be registered with appropriate tax authorities such as Income Tax and GST and should submit self-certified copies of valid certificates of registration with these authorities.

8.4 The bidder should submit certified copies of their company duly audited Balance

Sheet for last three financial years (2019-20, 2020-21 and 2021-22).

- 8.5 The bidder must have successfully executed minimum 5 similar projects. The documentary evidence in form of work order/contract and performance report must be enclosed on the client's letterhead.
- 8.6 The bidders should not have been blacklisted by Central/State Government departments/undertakings.
- 8.7 At any time before the submission of bids, **office of the Principal Accountant General (A&E) Haryana, Chandigarh** may amend the tender by issuing an addendum in writing or by standard electronics means. If the amendment is substantial, Bidder(s) shall be given reasonable time to make amendment or to submit revised bid and the deadline for submission of bids will be extended if required. **Office of the Principal Accountant General (A&E) Haryana, Chandigarh** has the right to cancel or modify the tender.
- 8.8 Even though bidders may satisfy the above requirements, they may be disqualified if the bidder has made misleading or false representation or facts or deliberately suppressed the information to be provided in the forms, statements and enclosures of this document. Record of poor performance such as abandoning work, not properly completing the contract or financial failures/weaknesses.
- 8.9 Pre-bid conference will be held on **17.03.2023 at 11.00 A.M.** where all the queries will be resolved.

## **9. Evaluation of Bids**

### **9.1 Technical Evaluation**

- 9.1.1 The bidder should fulfill the following points to qualify the technical bids (document in support of each submitted information must be enclosed):
- 9.1.1.1 The firm should have registered office in Chandigarh or in tri-city.
- 9.1.1.2 The firm should have a turnover of 50 lakhs in each of the financial years i.e. 2019-20, 2020-21 and 2021-22.
- 9.1.1.3 The firm has completed at least 05 similar projects in past 03 years.
- 9.1.1.4 The firm has an expertise in working in PHP or Java.
- 9.1.1.5 The firm should not be black listed/ liquidated.
- 9.1.2 The committee may call the responsive bidder(s) who comply with all terms and

conditions of the tender for discussion and presentation to facilitate and assess their understanding of the scope of work and its execution. The bidder should give a detailed presentation on how their prototype is best suited for the work.

## **9.2 Financial Evaluation**

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

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

## **9.3 Evaluation and Comparison of Bids**

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

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

## **10. General Information**

10.1 The tender is a “Two Bid” document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format in ‘Annexure-A’. The financial bid should contain only commercials as per Annexure-‘B’. In case, any bidder encloses the financial bid within the technical bid, the same shall be rejected summarily.

10.2 All information called for in the enclosed form should be furnished against the respective columns in the forms. If information furnished in a separate document, reference to the same should be given against respective columns in such cases. If any particular query is not applicable, it should be stated as “Not Applicable”. However, the bidders are cautioned that not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the bidder being summarily disqualified.

10.3 The responses should be typed or hand written but there should not any overwriting or cutting. Corrections, if any, shall be made by neatly crossing out, initialing, dating and rewriting. The name and signature of bidder’s authorized person should appear on each page of the application. All pages of the tender document shall be

numbered and submitted as a package along with forwarding letter on bidder's letter head.

- 10.4 The successful bidder shall be required to deposit **performance security** in form of bank guarantee valid for 18 months, equal to five percent (05%) of contract value within 15 days from the date of the award of the work. The performance guarantee will be returned only after completion of the warranty period. The performance guarantee will be forfeited if the bidder does not complete the work or is charged any penalty for work done is not satisfactory.
- 10.5 Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder should be signed and the contact numbers of all such clients should be mentioned.
- 10.6 The bidder is advised to attach any additional information, which they think is necessary in regard to their capabilities to establish that the bidder is capable in all respects to successfully complete the envisaged work. They are however, advised not to attach superfluous information.
- 10.7 Even though bidder may satisfy the qualifying criteria, they are liable for disqualification if they have a record of poor performance or not able to understand the scope of work etc.
- 10.8 Bidders may seek clarification regarding the project and/or the requirements for prequalification, in writing through mail within a reasonable time.
- 10.9 The payment shall be paid only after successful completion of work without errors and delays and subject to the availability of the budget.
- 10.10 Completion will be given after verification by the committee & concerned section/wing.
- 10.11 No additional payment claim will be entertained for any minor work carried out in addition to the scope of work.
- 10.12 Separate work order will be issued for any major work required to be carried out.
- 10.13 Payment will be made by the Haryana Govt. on submission of bill by the vendor duly verified by this office.

## 11. **Penalties**

- 11.1 The Performance Guarantee will be forfeited if the work is **not completed satisfactory** and within the stipulated time.
- 11.2 The payment as decided by the competent authority will be **deducted** in event of the partial completion of the work.
- 11.3 In case of hiding of any data/source code/password by the vendor will be liable to be black listed and further no payment will be made.



12. **Force Majeure**

- 12.1 All disputes arising shall be subject to the jurisdiction of Chandigarh alone. The **Office of the Principal Accountant General (A&E) Haryana, Chandigarh** reserves right to award the work/ cancel the award without assigning any reason.
- 12.2 Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. Any such act will make the bid liable for rejection.

Sd/-

**Sr. Deputy Accountant General(Admn)**

**Annexure-A**  
**STRUCTURE OF THE ORGANIZATION**

1. Name and Address of the bidder
  
2. Telephone Number/Fax No./Email ID
  
3. Legal Status (Attach copies of original documents)
  
4.
  - a) An Individual/Consortium
  - b) A Proprietary/Partnership
  - c) A Trust
  - d) A Limited Company or Corporation
  
- 4 Particulars of Registration with various Govt bodies and tax authorities (attach self attested photocopies)
  - a) Registration Number
  - b) Place of Registration
  - c) Date of validity (if any)
  
- 5 Name and titles of Proprietor/Partners/Directors to be concerned with this work.
  
- 6 Were you or your company ever required to suspend the work for more than 6 continuous months. If yes, give reasons.
  
- 7 Have you or your partner(s) ever left the work awarded to you incomplete? If so, give name of the project and reasons thereof.
  
- 8 Have you or your partner(s) been debarred/ blacklisted for tendering in any organization at any time? If so, give details.
  
- 9 Area of specialization
  
- 10 Any other information considered necessary but not included above.

Signature and Stamp of the bidder.

ANNEXURE-B (Financial Bid)

(To be printed on the company's letter head)

To be submitted in separate sealed envelope along with the tender document

To

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

**Ref: Tender ID : GA-II/Change Mgt./OGMS/2022-23/778 dated 06.03.2023.**

Respected Madam,

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

| <u>PARTICULARS</u>  | <u>AMOUNT</u> |
|---|---------------|
| Development & Integration of application as specified in the scope of work provided in the Tender document. | :             |

**Signature & Stamp of the Authorized Signatory.**