
 Government eProcurement System		eProcurement System Government of India					
Tender Details							
					Date : 24-Sep-2021 12:11 PM		
 Print							
Basic Details							
Organisation Chain	Office of the CAG of India AE-Punjab-Chandigarh - CAG						
Tender Reference Number	03/2021						
Tender ID	2021_CAG_649834_1						
Tender Type	Open Tender	Form of contract	Lump-sum				
Tender Category	Services	No. of Covers	2				
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No				
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No				
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No				
Payment Instruments			Cover Details, No. Of Covers - 2				
Offline	S.No	Instrument Type	Cover No	Cover	Document Type	Description	
	1	Bankers Cheque	1	Fee/PreQual/Technical	.pdf	Technical Bid	
	2	Demand Draft	2	Finance	.xls	Financial bid	
Tender Fee Details, [Total Fee in ₹ * - 0.00]				EMD Fee Details			
Tender Fee in ₹	0.00	Fee Payable To	Nil	EMD Amount in ₹	25,000	EMD through BG/ST or EMD Exemption Allowed	Yes
Fee Payable At	Nil	Fee Payable At	Nil	EMD Fee Type	fixed	EMD Percentage	NA
Tender Fee Exemption Allowed	No			EMD Payable To	PAY and Accounts Officer PAG AE Punjab	EMD Payable At	Chandigarh
Click to view modification history							
Work /Item(s)							
Title	Change Management in SAI Pension Application II						
Work Description	Change Management in SAI Pension Application II						
Pre Qualification Details	Please refer Tender documents.						
Independent External Monitor/Remarks	NA						
Show Tender Value in Public Domain	Yes						
Tender Value in ₹	0.00	Product Category	Info. Tech. Services	Sub category	NA		
Contract Type	Tender	Bid Validity(Days)	120	Period Of Work (Days)	28		
Location	Office of PAG AE Punjab, Chandigarh	Pincode	160017	Pre Bid Meeting Place	NA		

Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	Office of PAG AE Punjab, Chandigarh
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	24-Sep-2021 01:00 PM	Bid Opening Date	05-Oct-2021 03:00 PM
Document Download / Sale Start Date	24-Sep-2021 01:00 PM	Document Download / Sale End Date	04-Oct-2021 03:00 PM
Clarification Start Date	24-Sep-2021 01:00 PM	Clarification End Date	29-Sep-2021 03:00 PM
Bid Submission Start Date	24-Sep-2021 01:00 PM	Bid Submission End Date	04-Oct-2021 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Tender for Change Management in SAI Pension Application	2871.15

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Additional Documents	ChangeManagementBOq.xls	Financial Bid BoQ	239.00

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	bharatsinghb.pjb.ae@cag.gov.in	Bharat Singh Bhandari	BHARAT SINGH BHANDARI
2.	surendrasy.pjb.ae@cag.gov.in	surendra singh yadav	SURENDRA SINGH YADAV
3.	thakursan.pjb.ae@cag.gov.in	Sanjeev Thakur	SANJEEV THAKUR

GeMARPTS Details

Reason for non availability of GeMARPTS ID	Urgent nature of Procurement
Remarks	Unable to Drop down the
Document Name	report_GEM_GARPTS_24092021_HEU5SJ151H7P.pdf
Document Size (in KB)	31.15

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Show Bids Details	Yes
BoQ Comparative Chart model	NIL	BoQ Compative chart decimal places	2
BoQ Comparative Chart Rank Type	NIL	Form Based BoQ	No

Tender Inviting Authority

Name	DAG Admin
Address	Plot no 20 sector 17 E Chandigarh

Tender Creator Details

Created By	Bharat Singh Bhandari
Designation	Assistant Accounts Officer
Created Date	24-Sep-2021 11:52 AM



**कार्यालय प्र० महालेखाकार (लेखा एवं हक्र) पंजाब एवं यू टी , चंडीगढ़
प्लॉट संख्या 20, सेक्टर 17-ई , चंडीगढ़**

टेंडर संख्या : 03/2021

वेबसाइट :- <https://cag.gov.in/ae/punjab/en/tenders>

ईमेल :- agaepunjab@cag.gov.in

No. -CRT1/ Change Management in SAI App/474

दिनांक : 24.09.2021

निविदा आमंत्रण सूचना

कार्यालय महालेखाकार (लेखा एवं हक्र) पंजाब एवं यू टी , चंडीगढ़ में साई पेंशन में स्थापित साई पेंशन एप्लीकेशन running in Oracle 12C with Linux Red Hat 7.6 (Maipo) Enterprise Version ऑपरेटिंग सीस्टम में प्रबंधन परिवर्तन हेतु बोलियां आमंत्रित करता है।

निविदा जिसमें पूर्व योग्यता शर्तें एवं कार्यों का विवरण आदि सम्मिलित हैं , <https://cag.gov.in/ae/punjab/en/tenders> and www.eprocure.gov.in, <https://gem.gov.in/> से डाउनलोड किये जा सकते है तथा पोस्ट/कॉरियर या व्यक्तिगत रूप से उप महालेखाकार (प्रशा.), कार्यालय महालेखाकार (लेखा एवं हक्र) पंजाब एवं यू टी , चंडीगढ़ को आवश्यक दस्तावेज सहित बोली जमा करने की अंतिम तिथि तक/से पहले जमा किये जा सकते हैं। बोली दस्तावेजों का कोई मूल्य नहीं है तथा अग्रिम की राशि रूपये पच्चीस हजार (25,000/-) है।

वृतांत	तिथि
निविदा के प्रकाशन की तिथि	24.09.2021
निविदा से सम्बंधित प्रश्न / सवाल की अंतिम तिथि	29.09.2021- 15:00 बजे
बोली जमा करने की अंतिम तिथि	04.10.2021- 15:00 बजे
तकनीकी बोली खुलने की तिथि	05.10.2021- 15:00 बजे
वित्तीय बोली खुलने की तिथि	07.10.2021- 15:00 बजे

Sd/-

**उप महालेखाकार(प्रशासन)
कार्यालय महालेखाकार (लेखा एवं हक्रदारी)
पंजाब एवं यू. टी. चंडीगढ़**



सत्यमेव जयते

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

Plot no. 20, Sector 17-E, Chandigarh

Tender No: 03/2021

Website :- <https://cag.gov.in/ae/punjab/en/tenders>

Email:- agaepunjab@cag.gov.in

No. -CRT1/ Change Management in SAI App/474

Date : 24.09.2021

NOTICE INVITING TENDER

The office of the Accountant General (A&E), Punjab & UT. Chandigarh invites bids for change management in SAI Pension Application running Oracle 12c with Linux Red Hat 7.6 (Maipo) Enterprise Version Operating System.

Tender/bid document containing conditions of prequalification, detailed scope of work, etc., can be downloaded from <https://cag.gov.in/ae/punjab/en/tenders> and www.eprocure.gov.in, <https://gem.gov.in/> and submitted personally or through post/courier along with required documents to the DAG (Admn) O/o the A.G.(A&E), Punjab & UT, 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. 25,000/- (Rupees Twenty Five Thousand only).

Events	Tentative dates
<i>Date for publication of NIT</i>	24.09.2021
<i>Last date for receipt of Queries from bidders</i>	29.09.2021- 15:00 Hrs
<i>Last date for submission of bids</i>	04.10.2021– 15:00 Hrs
<i>Opening of technical bids</i>	05.10.2021– 15:00 Hrs
<i>Opening of financial bids</i>	07.10.2021– 15:00 Hrs

Sd/-

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

निविदा दस्तावेज

निविदा दस्तावेज निम्नलिखित है:-

क्र . .स	विषय	पृष्ठ स.
1.	बोली हेतु आमंत्रण	5
2.	पृष्ठ भूमिअनुदेय को बोलीदाता तथा विवरण कार्य ,	9
3.	संविदा की सामान्य शर्तें	20
4.	बोली विवरण	25
5.	तकनीकी बोली(1-परिशिष्ट)	30
6.	वित्तीय बोली (2-परिशिष्ट)	32
7.	प्रदर्शन बैंक गारंटी 3-परिशिष्ट	33

Tender Document

Tender documents contain the following:

Table of Contents

Sr.no.	Contents	Page no.
1	Invitation for Bids	5
2	Background, Scope of work and Instruction to Bidders	9
3	General Conditions of Contract	20
4	Bid Details	25
5	Technical Bid (Annexure I)	30
6	Financial Bid (Annexure II)	32
7	Performance Bank Guarantee (Annexure III)	33

1. बोलियों का निमंत्रण

यह निविदा आमंत्रण साई पेंशन एप्लीकेशन में उपलब्ध प्रबंधन परिवर्तन हेतु है। निविदा दस्तावेज <https://cag.gov.in/ae/punjab/en/tenders> या www.eprocure.gov.in, या <https://gem.gov.in> से डाउनलोड किए जा सकते हैं। डाउनलोड किये गए दस्तावेज अग्रिम राशि रू. 25000/- सहित वेतन एवं लेखा अधिकारी कार्यालय महालेखाकार (लेखा एवं हक़) पंजाब एवं यू.टी. चंडीगढ़ के पक्ष में किसी भी राष्ट्रीयकृत बैंक द्वारा चंडीगढ़ में देय डिमांड ड्राफ्ट या चेक के रूप में जमा किये जाने चाहिए अन्यथा बोली रद्द कर दी जाएगी बोलीदाता बैंक डिमांड ड्राफ्ट/चेक के पीछे अपना नाम व पूरा पता अवश्य लिखे।

1.1 अनिवार्य:- बोली दाता कंपनी अधिनियम 1956, के अंतर्गत पंजीकृत कंपनी होने चाहिए।

1.2 वांछनीय : किसी भी सरकारी विभाग में किसी प्रकार का चेंज मैनेजमेंट कार्य किया हो अथवा ओरेकल डेटाबेस/ साई पेंशन माड्यूल का प्रयोग करके सरकारी लेखा/ प्रबंधन / पेंशन सॉफ्टवेर एप्लीकेशन विकसित किया हो।

तथा

बोली दस्तावेज सीलबंद लिफाफे में जिस पर लिखा हो “साई पेंशन एप्लीकेशन प्रबंधन परिवर्तन” में दो लिफाफे हो एक लिफाफे पर तकनीकी बोली (परिशिष्ट-1) तथा दूसरे पर वित्तीय बोली (परिशिष्ट-2)। कृपया यह सुनिश्चित करे की विभिन्न खण्डों में वर्णित दस्तावेज बोली दस्तावेजों सहित सलग्न हों।

1.3 निविदा दस्तावेजों के सभी प्रासंगिक उपखंडों की आवश्यकताओं का पालन किया जाना चाहिए।

1.4 इस कार्यालय में साई पेंशन एप्लीकेशन में प्रबंधन परिवर्तन हेतु प्रतिष्ठित निर्माताओं / कंपनियों / संस्थानों / फर्मों या oracle चैनल पार्टनर से द्विपक्षीय बोली (तकनीकी बोली तथा वित्तीय बोली) अधीन सीलबंद निविदाएं आमंत्रित की जाती हैं। निविदा जमा करने का तरीका, अग्रिम राशि/सुरक्षा जमा राशि, कार्य का विवरण तथा लागू नियम व शर्तें खंड 2 तथा 3 में वर्णित किये गए हैं।

1.5 अनुसूची निविदा खोलने का स्थान : वरिष्ठ उप महालेखाकार (प्रशासन) का कक्ष, कार्यालय महालेखाकार (लेखा व हक़) पंजाब एवं यू.टी. चंडीगढ़ निविदा की वैधता :- निविदा खुलने के 120 दिन

1.6 बोलीदाता बोली में अपनी स्थिति को लागू नहीं करेगा। विभाग निवादा दस्तावेज में वर्णित नियम शर्तों का बदलने या वापिस लेने या/को सी या पूर्ण निवादा को बिना कारण बताए रद्द करने का अधिकार रखता है। महालेखाकार (लेखा व हक़) पंजाब एवं यू.टी. चंडीगढ़ का निर्णय अंतिम तथा सभी के लिए बाध्य होगा।

सभी प्रकार से पूर्ण निविदा दस्तावेज इस कार्यालय में पंजीकृत अथवा स्पीड पोस्ट से या टैंडर बाक्स में बोली जमा करने की अंतिम तिथि तक/से पहले पहुंच जाने चाहिए। निविदा दस्तावेज www.eprocure.gov.in पर भी उपलब्ध हैं और बोली ऑनलाइन मोड में जमा की जा सकती है। हालांकि, ऑनलाइन मोड के मामले में ईएमडी को ऑफ़लाइन जमा किया जाना चाहिए और

निविदा की अंतिम जमा तिथि तक निविदा बॉक्स में पंजीकृत या स्पीड पोस्ट द्वारा या इस कार्यालय तक पहुंचा जाना चाहिए। निर्धारित तिथि के बाद प्राप्त निविदाओ का स्वीकार नहीं किया जाएगा।

बोलीदाता बोली को जमा करने से पहले बोली से सम्बंधित सभी दस्तावेज जैसे की इश्तहार , रेखाचित्र , ग्राहक सूची, कंपनी रूप रेखा इत्यादि को स्वयं-सत्यापित करेगा निविदा के सभी पृष्ठों को संख्यांकित करेगा और कवर पत्र पर बोली से सलंगित दस्तावेज की कुल संख्या भी लिखी होनी चाहिए |

Sd/-
उपमहालेखाकार (प्रशासन)

1. INVITATION OF BIDS

This invitation to tender is for work of Change Management of the existing System Automation Initiative (SAI) Pension Application. The tender documents may be downloaded from the website <https://cag.gov.in/ae/punjab/en/tenders>, www.eprocure.gov.in or <https://gem.gov.in>. The downloaded bid documents shall be submitted along with a bank Demand Draft / banker's cheque towards Earnest Money Deposit(EMD) amounting to Rs.25000/- in favor of “**Pay and Accounts Office O/o 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.

1.1 Essential - The bidder(s) must be a company registered under the Companies Act, 1956.

1.2 The bidder should have carried out similar work of change management in any government department.

And

1.3 Desirable – Should have developed Government Accounting/Administrative/Pension software application using Oracle database or carried out change Management there in any Government Department.

The Bid document placed in sealed Envelope superscripted as ‘**Change Management of SAI Pension Application**’ comprises of two envelopes ie. One envelope superscripted as “Technical Bid’ (Annexure I) and another as ‘Financial Bid” (Annexure II). Please ensure that all the documents as prescribed in various sections are enclosed with the bid document.

1.4 The requirements of all relevant subsections of the tender document may be complied with.

1.5 Sealed Tenders are invited under two bid system (i.e. Technical Bid and Financial Bid) , from reputed manufacturers/companies/organizations/firms or Oracle channel partners for Change Management in SAI Pension Application 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 Commercial Bid) to this Notice Inviting Tender.

1.6 Schedule Place of opening the Tenders: **Chamber of Dy. Accountant General (Admn), O/o the Accountant General (A&E) Punjab & UT, Chandigarh.**

Validity of Tenders: 120 days from the date of opening of tender.

1.7 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.

1.8 The tenders completed in all respects must reach this office by Registered or speed post or dropped in the tender box upto last date of submission of bid. The tender documents are also available on etender.gov.in and the bid may be submitted in online mode. However, the EMD in case of online mode must be deposited offline and reach this office by Registered or speed post or dropped in the tender box up to **last submission date of tender**. The tenders received after the scheduled date and time will not be accepted.

1.9 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.

Sd/-

Deputy Accountant General (Admin)

2.BACKGROUND, SCOPE OF WORK AND INSTRUCTIONS TO BIDDERS

2.1 Introduction

The Pr. Accountant General (A&E), Punjab & UT. Chandigarh (Purchaser), plans to select service provider for Change management of SAI Pension package in its office. The decision of purchaser shall be final to select service provider for placing the work/purchase order OR not to select any service provider at his/her discretion.

2.2 Background of Existing Project

(a) This department has a Pension package running in Oracle 12c with Linux Red Hat 7.6 (Maipo) Enterprise Version Operating System. 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. It will also have to be ensured that user interface i.e., look & feel and user operations at front end remain same.

(b) Interested bidders are requested to study the system and assess the volume of work before submission of bid during the office working hours within a period of 20 days from the date of publication of tender notice.

2.3 Scope of Work:

The following changes are required to be made in the existing pension package

This office has a Pension application software namely SAI (Pension) based on Oracle 12c with Linux Red Hat 7.6 (Maipo) Enterprise Version Operating System. The existing system has a provision to return a case through SAI (Pension) Application where in discrepancies are observed, i.e. a user selects appropriate shortcoming / observation from the list of observation (approx 70 numbers). The existing system will continue to function till the proposed change management is carried out in the system.

The existing lists of discrepancies are required to be properly categorized and classified as per case type i.e. A) Regular Service Pension Case, B) Family Pension Case and C) Revision Pension Case. The dealing assistant will select shortcoming/observation as per the case type as submitted by PSA. Details of the shortcoming/observation as per case type are as follows:

A) Regular Pension Case

Classification of shortcomings	Details
Documents have not been provided by the Retiree/Pensioner for Processing the Pension Case	<ol style="list-style-type: none"> 1. Form Pen -15 (Rule 9.4(c)) 2. Undertaking under Rule 9.15(i) 3. 3 Joint Photographs (Form 15) 4. Specimen Signatures (Form 15) 5. Descriptive Roll 6. Form Pen- 14 (Commutation Application if applicable)/ Form Pen-12 (Commutation Application with Medical) 7. Status of spouse (In case Death/Divorce attached document/proof) 8. List of Family Members with DOB/Age, Relation & Marital Status (Form 15) 9. Permanent Account Number for Income Tax (PAN), Aadhaar Number, Mobile Number and E-mail ID (Punjab Government Finance Department Letter No. 5/49/13-3FPPC/785906/1 dated 29-06-16)
Documents have not been provided by the Pension Sanctioning Authority for processing the Pension Case	<ol style="list-style-type: none"> 1. Form Pen 15-A (Rule 9.6) 2. Form Pen-1 (Rule 9.5) 3. Descriptive Roll 4. Form Pen- 14 (Commutation Application if applicable)/ Form Pen-12 (Commutation Application with Medical) 5. History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 6. Calculation Sheet (Rule 9.4 (b) iii) 7. No Dues Certificate (Rule 9.8) 8. No Inquiry Certificate (Rule 9.14) 9. No Judicial Proceeding Pending Certificate (Rule 9.14) 10. Last Pay Certificate (Rule 2.2.(2)) 11. Invalid Pension Medical Certificate with Retirement Order (Rule 5.18) 12. Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 13. Voluntary Retirement Notice of Three months and Office Order accepting Voluntary Retirement 14. Compulsory Retirement order 15. Regularization of Work Charged/Adhoc Period as part of Qualifying Service Rule (9.4 (a)) 16. Office order for removing anomaly with Junior along with comparative statement 17. Copy of Judgment, if any along with speaking order 18. Copy of challan of deposit of EPF share if applicable 19. Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Added service towered the Pensioner benefits
Requisite documents as per Punjab CSR/FD instructions are not signed/countersigned/ attested by the PSA	<ol style="list-style-type: none"> 1. Form Pen -15 2. Undertaking under Rule 9.15(i) 3. 3 Joint Photographs (Form 15) 4. Specimen Signatures (Form 15) 5. Descriptive Roll 6. List of Family Members with DOB/Age, Relation & Marital Status (Form 15) 7. Form Pen 15-A (Rule 9.6) 8. Form Pen-1 (Rule 9.6) 9. History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 10. Form Pen- 14 (Commutation Application if applicable)/ Form Pen-12 (Commutation Application with Medical) 11. Calculation Sheet (Rule 9.4 (b) iii) 12. No Dues Certificate (Rule 9.8) 13. No Inquiry Certificate (Rule 9.14) 14. No Judicial Proceeding Pending Certificate (Rule 9.14) 15. Last Pay Certificate (Rule 2.2.(2)) 16. Invalid Pension Medical Certificate with Retirement Order (Rule 5.18) 17. Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 18. Voluntary Retirement Notice of Three months and Office Order accepting Voluntary Retirement 19. Compulsory Retirement order 20. Regularization of Work Charged/Adhoc Period as part of Qualifying Service

	<p>Rule (9.4 (a))</p> <ol style="list-style-type: none"> 21. Office order for removing anomaly with Junior along with comparative statement 22. Copy of Judgment, if any along with speaking order 23. Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Aded service towered the Pensioner benefits 24. Copy of challan of deposit of EPF share if applicable
<p>Requisite documents attached with pension case are not as per format prescribed in Punjab CSR/ Government Instructions or not filled completely</p>	<ol style="list-style-type: none"> 1. Form Pen -15 2. Undertaking under Rule 9.15(i) 3. 3 Joint Photographs (Form 15) 4. Specimen Signatures (Form 15) 5. Descriptive Roll 6. List of Family Members with DOB/Age, Relation & Marital Status (Form 15) 7. Form Pen 15-A (Rule 9.6) 8. Form Pen-1 (Rule 9.6) 9. History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 10. Form Pen- 14 (Commutation Application if applicable)/ Form Pen-12 (Commutation Application with Medical) 11. Calculation Sheet (Rule 9.4 (b) iii) 12. No Dues Certificate (Rule 9.8) 13. No Inquiry Certificate (Rule 9.14) 14. No Judicial Proceeding Pending Certificate (Rule 9.14) 15. Last Pay Certificate (Rule 2.2.(2)) 16. Invalid Pension Medical Certificate with Retirement Order (Rule 5.18) 17. Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 18. Voluntary Retirement Notice of Three months and Office Order accepting Voluntary Retirement 19. Compulsory Retirement order 20. Regularization of Work Charged/Adhoc Period as part of Qualifying Service Rule (9.4 (a)) 21. Office order for removing anomaly with Junior along with comparative statement 22. Copy of Judgment, if any along with speaking order 23. Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Aded service towered the Pensioner benefits 24. Copy of challan of deposit of EPF share if applicable
<p>Shortcoming has been found in the service book</p>	<ol style="list-style-type: none"> 1. Service book not found attached with the case complete in all respect 2. Entry of orders of competent authority for preparing duplicate Service Book is not recorded 3. Entry of Regularization of Service is not recorded 4. Service for the period _____ to _____ not verified Rule 9.4 (a) 5. An order regarding treatment of Suspension period -----to -----is not recorded. 6. Six condition of Adhoc Service is not recorded Rule 9.4 (a) 7. Entry of Work charge service is not recorded Rule 9.4 (a) 8. Entry of speaking order issued by competent Authority for counting Govt. Aded service towered the Pensioner benefits 9. Entry of deposit of EPF share is not recorded in Service Book.
<p>Shortcomings have been found in the pay fixation</p>	<ol style="list-style-type: none"> 1. Wrong pay fixation on promotion/ACP as per rule 11 of Revised Pay Rule 2009 2. Grade pay is not correct/ Grade pay taken twice in fixation /IR is not admissible 3. Calculation of 2 increments should be done on the pay prior to promotion 4. Enhanced Grade pay is given on or after 01/12/2011 on ACP (04/09/14) where as only increment is to be given 5. Calculation of Annual Increment on dated _____ is incorrect 6. Pay benefits given on Extension after 30/10/2015 is not admissible

B) Family Pension Case

Classification of shortcomings	Details
<p>Documents have not been provided by the Family Pensioners for processing the Family Pension Case</p>	<ol style="list-style-type: none"> 1. Form Pen -16 (a) –Application for family pension (Rule 6.18 A) 2. Form Pen -16 (b)-Application for DCRG (Rule 6.18 A) 3. Death Certificate of deceased Government Employee 4. Undertaking under rule 9.15(i) 5. 3 Photographs (Form 15) 6. Specimen Signatures (Form 15) 7. Descriptive Roll 8. List of Family Members with DOB/Age, Relation & Marital Status (Form 15) 9. Income Certificate (in case of Family Pension to be authorized other than spouse) (Rule 6.17 (v) Explanation (2)) 10. Dependent certificate (in case of Family Pension to be authorized to parents) (Rule 8.38 (6)) 11. Non traceable certificate from the Police (in case Missing government employee) alongwith Indemnity Bond (Rule 6.17 (4) Note 4 below (v)) 12. Legal Guardianship Certificate (if no Natural/Defecto guardian available) (Rule 6.17 (4) Note 4 below (v)) 13. Permanent Account Number for Income Tax (PAN), Aadhaar Number, Mobile Number and E-mail ID (Punjab Government Finance Department Letter No. 5/49/13-3FPPC/785906/1 dated 29-06-16)
<p>Documents have not been provided by the Pension Sanctioning Authority for processing the Family Pension Case</p>	<ol style="list-style-type: none"> 1. Form Pen 17 Sanction of Family Pension (Rule 6.27) 2. Annexure –I (Form 16-B) Sanction of DCRG (Rule 6.18 A) 3. History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 4. Calculation Sheet (Rule 9.4 (b) iii) 5. No Dues Certificate (Rule 9.8) 6. No Inquiry Certificate (Rule 9.14) 7. No Judicial Proceeding Pending Certificate (Rule 9.14) 8. Last Pay Certificate (Rule 2.2.(2)) 9. Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 10. Regularization of Work Charged/Adhoc Period as part of Qualifying Service Rule (9.4 (a)) 11. Office order for removing anomaly with Junior along with comparative statement 12. Copy of Judgment, if any along with speaking order 13. Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Added service towered the Pensioner benefits 14. Copy of challan of deposit of EPF share if applicable

<p>Requisite documents as per Punjab CSR/FD instructions are not signed/countersigned/attested by the PSA</p>	<ol style="list-style-type: none"> 1 Form Pen 17 Sanction of Family Pension 2 Annexure –I (Form 16-B) Sanction of DCRG 3 History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 4 Undertaking under Rule 9.15(i) 5 3 Photographs (Form 15) 6 Specimen Signatures (Form 15) 7 Descriptive Roll 8 List of Family Members with DOB/Age, Relation & Marital Status (Form 15) 9 Calculation Sheet (Rule 9.4 (b) iii) 10 No Dues Certificate (Rule 9.8) 11 No Inquiry Certificate (Rule 9.14) 12 No Judicial Proceeding Pending Certificate (Rule 9.14) 13 Last Pay Certificate (Rule 2.2.(2)) 14 Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 15 Regularization of Work Charged/Adhoc Period as part of Qualifying Service Rule (9.4 (a)) 16 Office order for removing anomaly with Junior along with comparative statement 17 Copy of Judgment, if any along with speaking order 18 Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Added service towered the Pensioner benefits 19 Copy of challan of deposit of EPF share if applicable
<p>Requisite documents attached with Family pension case are not as per format prescribed in Punjab CSR/Government Instructions or not filled completely</p>	<ol style="list-style-type: none"> 1 Form Pen 17 Sanction of Family Pension 2 Annexure –I (Form 16-B) Sanction of DCRG 3 History sheet with Qualifying Service, Non Qualifying Service & weightage, if any 4 Undertaking under Rule 9.15(i) 5 3 Photographs 6 Specimen Signatures 7 Descriptive Roll 8 List of Family Members with DOB/Age, Relation & Marital Status 9 Calculation Sheet (Rule 9.4 (b) iii) 10 No Dues Certificate (Rule 9.8) 11 No Inquiry Certificate (Rule 9.14) 12 No Judicial Proceeding Pending Certificate (Rule 9.14) 13 Last Pay Certificate (Rule 2.2.(2)) 14 Vigilance Certificate in case of Group A&B (letter no. 19/01/2002-4/c(I)11424 dated 07/06/2002) 15 Regularization of Work Charged/Adhoc Period as part of Qualifying Service Rule (9.4 (a)) 16 Office order for removing anomaly with Junior along with comparative statement

	17 Copy of Judgment, if any along with speaking order 18 Copy of challan of form vide which Govt. Share of CPF & Interest deposit in Govt. Accounts and Copy of speaking order issued by competent Authority for counting Govt. Added service towered the Pensioner benefits 19 Copy of challan of deposit of EPF share if applicable
Shortcoming has been found in the service book	1. Service book not found attached with the case complete in all respect 2. Entry of orders of competent authority for preparing duplicate Service Book is not recorded 3. Entry of Regularization of Service is not recorded 4. Service for the period _____ to _____ not verified Rule 9.4 (a) 5. An order regarding treatment of Suspension period -----to -----is not recorded. 6. Six condition of Adhoc Service is not recorded Rule 9.4 (a) 7. Entry of Work charge service is not recorded Rule 9.4 (a) 8. Entry of speaking order issued by competent Authority for counting Govt. Added service towered the Pensioner benefits 9. Entry of deposit of EPF share is not recorded in Service Book.
Shortcomings have been found in the pay fixation	1. Wrong pay fixation on promotion/ACP as per rule 11 of Revised Pay Rule 2009 2. Grade pay is not correct/ Grade pay taken twice in fixation /IR is not admissible 3. Calculation of 2 increments should be done on the pay prior to promotion 4. Enhanced Grade pay is given on or after 01/12/2011 on ACP (04/09/14) where as only increment is to be given 5. Calculation of Annual Increment on dated _____ is incorrect 6. Pay benefits given on Extension after 30/10/2015 is not admissible

C) Revision Pension Case

Classification of shortcomings	Details
Documents have not been provided by the Pension Sanctioning Authority for processing the Revision Pension Case	1. Service Book not found attached with the case complete in all respect 2. Revised Calculation Sheet 3. Revised Last Pay Certificate 4. Revised entry of pay fixation with event under proper attestation.

1. A remarks column/ space to every shortcoming/observation in addition to provisioning a checkbox for selection of the shortcoming/observation may be provided for adding any explanatory notes related with that shortcoming/observation.

- 2. Presently, the intimation slip is generated in English language only from SAI (Pension) Application. System is required to be configured for generation of intimation slip in bilingual form i.e. English & Hindi both (Annexure attached)**

2.4 Deliverables

- A. Project Plan
- B. Check List for temporary site for testing
- C. Updated System Manual (Copied from existing one if available /Updated) or need to be written a fresh.
- D. Installation Manual
- E. System Administration Manual
- F. User Manual
- G. Test Plan including documentation of the test results and review reports after bug fixing and fine tuning, if any.
- H. Source Code
- I. Training
- J. Implementation/Warranty support.

2.5 Tentative Time Frame:-

The work will be taken up and completed within FOUR WEEKS from the date of award of work (work order). During this period the vendor has to deploy minimum 2 resource persons onsite to attend the work efficiently.

2.6 Documents comprising the bid (Technical Bid) (Annexure I) (Part A & B)

The bids prepared by the Bidder(s) shall comprise of the following components:

- A.** Technical bid as per criteria specified below to be submitted before last date of submission of bid along with the following:
- 1. The bidder must be a company registered under the Companies Act, 1956/2013.
 - 2. A letter on the bidder's letterhead i.e describing the technical competence (the complete list of software engineers- minimum 3 software engineers with 2 year minimum experience on the rolls of the firm as well as list of engineers whom they will be able to provide to this office in case they are selected.
 - 3. Latest audited annual financial results (Balance Sheet and Profit & Loss Statement) of the bidder for the last 3 years with annual turnover of not less than 20 Lakh each year.

4. GST Clearance certificate

5. The cost of Bid documents is "Nil"-.

6. EMD of Rs. _____/- (Rs. _____ only) in the form of account payee DD/Banker's Cheque in favor of Pay and Accounts Officer O/o AG (A&E) Punjab & UT, Chandigarh has to be submitted along with bid documents. (*Bid validity should be 120 days after last date of opening of financial bid.*)

7. EMD should be placed in the Technical bid 'Original'.

8. Person signing the bid shall bind the bidder as the 'Constituted Authority of the company'.

9. At least 3 work orders and 3 satisfactory performance certificate regarding development/modification/upgradation of application of similar nature at any Govt./PSU/semi govt. in the last 3 years.

10. Letter of undertaking regarding acceptance of all the terms and condition of this tender document

11. Letter of undertaking regarding the company is not black listed by any Govt./semi Govt. Organization or PSU.

B. Financial Bid (Annexure-II) to be submitted on or before last date of submission of bid.

2.7 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 is chargeable it should be indicated with the rates thereof.

2.8 Bidder's Qualification

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

2.9 Terms and conditions of Tendering Firms

Terms and conditions of the tender shall be binding upon all the bidders. In case terms and conditions of the contract applicable to this invitation of tender are not acceptable to any

bidder, clearly specify the deviation statement separately. Similarly in case the services being offered has deviations from the requirement specifications, the bidder shall describe in what respects and to what extent the services being offered differ/deviate from the specification, even though the deviations may not be very material. Bidder must State categorically whether or not his offer conforms to requirements/scope/deliverables and other ancillary services specified.

2.10 Opening of Bids:-

All sealed bids will be opened inside office premises on the date of opening of technical bids before the bidders. The financial bid will be opened on the same day or any later date, only for those bids which qualify in technical bid. If deemed necessary, Purchaser may seek clarifications on any aspect from the bidder. 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 so desire, 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.

2.11 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.

A bid determined as not substantially responsive will be rejected by Purchaser and may not subsequently be made responsive by the bidder by correction of the nonconformity. 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.

2.12 Verification of Reference

Purchaser, if considers necessary, may conduct verification of references 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.

2.13 PURCHASER'S right to vary scope at the time of award

Purchaser reserves the right at the time of award of contract to increase or decrease scope of work with or without any change in other terms and conditions.

2.14 Signing of Contract

The successful bidder has to sign a contract provided along with condition 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.

2.15 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.

2.16 Security Deposit

The contractor shall furnish performance security to the purchaser to the extent of 10% of the value of the contract value in the form of Performance Bank guarantee (PBG) within 15 days of award of the contract failing which necessary action including forfeiture of the Earnest Money Deposit will be taken against the contractor.

a) The PBG will be valid for a period of 180 days beyond the stipulated date for cessation of the contract which is co-terminus with the warranty period.

b) No interest is payable on the PBG.

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

2.17 Tax Deduction At source: IT and GST as applicable will be effected from the bills.

2.18 Payment:-

Payment shall be released by O/o the Pr. Accountant General (A&E), Punjab & UT, Chandigarh, subject to production of pre receipted invoice in duplicate according to following milestones achieved.

Sr.no.	Milestones	Release of payment
1	After completion of work and receipt of successful test report duly approved by the concerned section/wing and after final signoff.	100% of the total cost

No amount would accrue to the contractor in case of failure to furnish satisfactory maintenance warranty during the contract period and Performance guarantee of 10% of the

total cost will be release subjected to satisfactory performance at the end of the contract period.

Signature of tenderer duly stamped and seal

3 GENERAL CONDITIONS OF CONTRACT

3.1. Definition

In this document the following terms shall be interpreted as indicated

Terms	Definition
Purchaser	Pr. Accountant General (A&E) Punjab & UT, Chandigarh
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 Pension 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

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.

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/reprovision 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 minimum 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, if fails penalty as per para 3.14 will be imposed.

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 EMD 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 unit contract price, 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 Accountant General (A&E), Punjab & UT, Chandigarh.

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, as envisaged in section 2.17 shall be subject to deductions (such as IT & TDS) 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.

BID Details:

Bid Particulars

Name of the Bidder _____

Address of the bidder _____

Contact details of the executive to whom all references shall be made regarding this tender:

Name _____

Designation _____

Address _____

Telephone _____

Fax _____

Email address _____

—

Bidder Seal

Bid Letter

Date: dd/mm/yyyy

To

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

Reference: Tender No 03/2021

Sir,

We hereby declare:

That we fulfill the criterion specified in the Bid Document. We hereby offer to provide the services at the prices and rates mentioned in the attached commercial 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
4. Statement of deviation from requirement specifications
5. Statement of deviation from tender terms and conditions
6. Warranty
7. Maintenance and service resource/infrastructure facilities

We agree to abide by our offer for a period of 120 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 _____

Address _____

Telephone _____

Fax _____

Email address _____

Details of Enclosures:

- 1.
- 2.
- 3.
- 4.
- 5.

Technical details of Services Offered

The list of all services (charges or otherwise) should conform to the requirements/scope of work/deliverables and other incidental & ancillary requirements and to be specified by the bidder (s) or the bidder(s) should give an undertaking as under:

Undertaking

We have understood the requirements of this project and shall provide all services as per the requirements of this bid document.

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

Statement of Deviation from Requirement Specifications/Scope of work/Deliverables

Date: dd/mm/yyyy

To

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

Reference: Tender No. 03/2021

Sir,

There are no technical deviations (null deviations) from the requirement specifications of tendered items and scope of work. The entire work shall be performed as per your specifications and documents. OR (Strike out whatever is not applicable).

Following is the exhaustive list of technical deviations and variations from the requirement specifications of tendered items/scope of work. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

S. No	Section No.	REQ No.	Page No	Statement of deviations and variations

Bidder Seal

**Format Of Undertaking, To Be Furnished On Company Letter Head With Regard To
Blacklisting/ Non- Debarment, By Organization**

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,

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

Sir,

We hereby confirm and declare that we, M/s-----, 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.

There are no complaints against us regarding delayed supply and refusal of supply for which supply order granted by the client or Govt. department.

For -----

Authorized Signatory

Date:

Technical Bid
General Criteria
(Part-A)

CHANGE/MODIFICATION MANAGEMENT IN SAI PENSION APPLICATION 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)			
3	Contact Number			
4	(a) Registration Number			
	(b) PAN Number			
	(c) GSTN no.			
5	Details of EMD Deposited and cost of Tender			
	Demand Draft/PO Number	Name of the Bank	Amount (in Rs.)	Date

Sr. no.	Particular (copy of supporting documents duly self attested)	Enclosed (Yes or no)	Attached at page no. (page marking compulsory)
6	A letter on the bidder's letterhead i.e describing the technical competence (the complete list of software engineers- minimum 3 software engineers on the rolls of the firm with 2 year minimum experience as well as list of engineers whom they will be able to provide to this office in case they are selected.		
7	Latest audited annual financial results (balance sheet and profit & loss Statement) of the bidder for the last 3 years (minimum turnover of Rs. 20 lakh per year is required)		
8	Person signing the bid shall bind the bidder as the 'Constituted Authority of the company/firm.		

9	Latest GST clearance certificate.		
10	At least 3 work orders and 3 satisfactory performance certificate regarding development/ modification/ upgradation of application of similar nature at any Govt./PSU/semi govt. in the last 3 years.		
11	Letter of undertaking regarding the company is not black listed by any Govt./semi Govt. Organization or PSU.		
12	Letter of undertaking regarding acceptance of all the terms and condition of this tender document.		

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 120 days from the date of opening of the Financial Bid.

(Signature of authorized signatory)

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.

Financial Bid**CHANGE/MODIFICATION MANAGEMENT IN SAI PENSION APPLICATION AT THE OFFICE OF PR. ACCOUNTANT GENERAL (A&E) PUNJAB & UT, CHANDIGARH**

Format for the submission of bid

Sr. No.	Item	Costs (In INR)
1	Incorporation of Change/Modification in SAI Pension Application mentioned under scope of work including one year onsite maintenance warranty from final signoff.	
2	Applicable Taxes	
	Grand Total	

Grand Total (in words)

Signature and Seal of authorized signatory

Dated:

Pro-forma for Bank Guarantee for Agreement – Performance bank guarantee

Reference No. _____ Date _____ Bank Guarantee No.

To

Sr. Deputy Accountant General (Admin)
Office of the Pr. ACCOUNTANT GENERAL (A&E), PUNJAB
Plot No. 20, Sector-17E,
Chandigarh – 160017.

Ref: Tender No. 03/2021

Against agreement vide advance acceptance of the Tender No. 03/2021 covering implementation of Change management in SAI pension Package in A&E offices of PUNJAB (hereinafter called the said 'agreement') entered into between The Sr. Deputy Accountant General (Admin), Office of the Accountant General, PUNJAB (herein called the Purchaser) and M/s _____ (herein called the Service Provider) this is to certify that at the request of the Service Provider, we _____ (Name of the Bank), are holding in trust in favor of the Purchaser, the amount of Rs. _____ (Rupees only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Service Provider of any of the terms and conditions of the said agreement and/ or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said agreement and/ or in the performance thereof has been committed by the Service Provider and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

We _____ (Name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said agreement by the Service Provider i.e. till _____ (viz. the date up to 24 months after the date of successful commissioning and acceptance by the purchaser) hereinafter called the said date and that if any claim accrues or arises against us _____ (Name of the Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us _____ (Name of the Bank), notwithstanding the fact that the same is enforced within six months' after the said date, provided that notice of any such claim has been given to

us. _____ (Name of the Bank), by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

It is fully understood that this guarantee is effective from the date of the said agreement and that we _____ (Name of the Bank), undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.

We _____ (Name of the Bank), further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the Service Provider from time to time or to postpone for any time of from time to time any of the power exercisable by the Purchaser against the said Service Provider and to forebear or enforce any of the terms and conditions relating to the said agreement and we, _____ (Name of the Bank), shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Service Provider or for any forbearance by the Purchaser to the said Service Provider or for any forbearance and/ or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.

Date _____

Place _____

Signature _____

Witness _____ **Printed Name** _____

(Bank's common seal)

ANNEXURE IV

LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

Subject: - Authorization for attending bid opening on (Date) in the Tender for Change management in SAI (Pension) Application in the office of the Pr. Accountant General (A&E) Punjab & UT, Chandigarh

Following persons are hereby authorized to attend the bid opening for the tender Mentioned above on behalf of (Bidder) in order of preference given below.

Order of Preference	Name	Specimen Signature
1		
2		

Signature of the Tenderer
Or Officer authorized to sign the bid Documents on behalf of the Tenderer

Note:-

1. Maximum of two representatives will be permitted to attend bid opening in cases where it is restricted to one first preference will be allowed.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

Signature of the Tenderer & Seal

Check List

1. The **Technical Bid** (Eligibility Criteria) ‘original’ and ‘copies’ should be placed in one sealed **Envelope I** super scribing ‘**Technical Bid for 03 /2021 Dated 23.09.2021**’ 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 of **Rs 25,000/- (Rupees Twenty five thousand only)**. 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 super scribed as Financial bid for Tender no. 03/2021
5. Page numbering should be done in the bid document.
6. It should be ensured that requirement(s) of all relevant sections and sub-sections of the tender document have been complied with.
7. Any relaxation regarding MSME/NSIC/Startups shall be considered only as per prevalent GOI guidelines on production of relevant certificates and supporting documents.

Key Events & Dates

Events	Tentative dates
Date for publication of NIT	24.09.2021
Last date for receipt of Queries from bidders	29.09.2021- 15:00 Hrs
Last date for submission of bids	04.10.2021– 15:00 Hrs
Opening of technical bids	05.10.2021– 15:00 Hrs
Opening of financial bids	07.10.2021– 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.