

Tender Document

Change Management in ODMS

Tender Id – GA-II/Change Mgt./ODMS/2022-23/779

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. Fact Sheet

S. No	Particulars	Details
1	Tender ID	GA-II/Change Mgt./ODMS/2022-23/779
2	Tender date	06.03.2023
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) E-mail: agaeharyana@cag.gov.in Tel: 0172-2615281
5	Pre bid Conference	14.03.2023 at 11.00 AM
6	Last date of bid submission	28.03.2023 by 12:00 PM to Sr. Deputy Accountant General (Admn)
07	Opening of Technical bid	28.03.2023 at 03:00 PM
08	Opening of Financial bid	To be notified to successful bidder later.

2. **Request for Proposal**

Sealed quotations are invited from eligible, reputed and qualified IT firm with sound technical and financial capabilities for Change Management in ODMS (Online Diary Management System) 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 ODMS (Online Diary Management System) as per the scope of work of the RFP.
- b) ODMS (online Diary Management Service) software is working on PHP module and hosted on online server used by this office and Haryana Govt. employees for submission and processing of Pension cases/GPF cases.
- 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**

1. Integration of OGMS and ODMS target is to fetch all the information about the pensioner/subscriber on one platform for early disposal of queries/grievances of pensioner/subscriber etc
2. There is no provision for updation of DDO name by the employee/pensioner e.g. An employee registers himself on the ODMS portal for submission of pension papers and after registration and before submission of pension the paper's DDO changes due to pro-motion

or transfer but employee/pensioner cannot update his DDO name.

3. The module of Receipt of fresh cases needs to be upgraded as per Desirability:

Desirability:

- In the Module of Receipt of fresh cases there is no provision to receive the cases belonging to the category "New Pension Scheme"
 - Lov's mentioned in the main screen are to be synchronized with case-type lov's in the SAI.
 - A required form for each case type is to be updated according to the new checklist being prepared.
 - There should be a provision for registration of pensioners after the Date of Retirement.
 - There should be a provision to submit family pension cases twice as Regular Family cases as in the death cases where MFA is being received by the family pensioner case papers are submitted to the office of the Accountant General's office for authorization of family pension after the stoppage of MFA.
 - In case of family pension case being submitted for the second time for issuance of FPPO needs to be linked with the file_id of SAI already allotted by the system at the time of issuance of GPO (DCRG payment order). This file id is also being printed on the e-GPO issued to the family pensioner.
4. Master data of all types including e.g. DDO/Treasury master etc needs to be synchronized between SAI-Pension Database and ODMS Database and stored in DMS with file no. linked.
 5. Provision to view the e-PPO issued by the office of the Accountant General office in the pensioner login used by the pensioner to submit the pension papers to the PSA needs to be created.
 6. Mobile no should be made mandatory and a note to this effect may be added on the e-PPO that this mobile no. will be used for communication and OTP based authentication should be there.
 7. Pensioner profile is to be modified for inclusion of Husband name in case of female pensioners.
 8. A separate Facility for up-loading Court orders while sending Revision/Regular Cases to the A.G's office online through ODMS.
 9. ODMS is a linked software with SAI application working on oracle, so any changes in ODMS leading to changes in SAI will be required to be assisted and accordingly and data to be provided from ODMS should be supplied by the vendor.
 10. Facility for fresh cases being returned to DDO/PSA needs to be created in ODMS with triggered rejection letter as already being sent in Revision Cases.
 11. Report to get the details of receipt of fresh cases is to be added in Fresh Pension Cases.
From and To fields are required to be created to get the details of cases.
 - a. .csv file of receipt of Fresh Pension cases is required to be generated.

12. A newly field/column under the Fresh Pension Application tab is to be added having the occurrence of case received through same file ID is needed for Fresh Pension.
13. On re-submitting the case by DDO, the status in Fresh Pension Application may be shown as Resubmitted by DDO with date.
14. Status showing Forwarded to Pen-12 requires replacing with Received in AG office.
15. Application number generated while submitting the case needs to be changed with File ID and prefix 205 to be added with file id.
16. Pensioner profile data containing login credentials with edit facility is required in new tab.
17. Login ID and Mobile Number (masked with 06 digits of beginning) may be shown to Pensioner while selecting the **Forget Password Facility**. You are requested to include the above points in the existing Change Management of ODMS.

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/complaints, 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, 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 bidder 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 **14.03.2023 at 11:30 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 and 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 Java, PHP or Oracle servers.

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’.
- 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 ten percent (5%) of contract value within 15 days from the date of the award of the work. The performance guarantee will be returned only after the successful completion of the work. 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 certificate 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 the right to award the work/ cancel the award letter 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

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./ODMS/2022-23/779 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.