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

TENDER

For

Change Management in ODMS Live Server, SMS and E-Samadhan

TENDER ID: GA-II/Change Mgmt. /ODMS/26-27/233

DATED: 20.11.2026

O/o THE PRINCIPAL ACCOUNTANT GENERAL (A&E) HARYANA,
PLOT NO. 4 & 5, SECTOR-33B, CHANDIGARH-160020

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

1. Basic Information

a) Office of the Principal Accountant General (A&E) Haryana, Chandigarh invites sealed quotations (Technical and Financial bid) from Companies/Agencies ("Bidders") for Change Management in ODMS Live Server, SMS and E-Samadhan as per scope of work attached with this tender document.

b) Sealed quotations are invited through Tender Enquiry from eligible, reputed and qualified IT firms with sound technical and financial capabilities for development and implementation of Change Management in ODMS Live Server, SMS and E-Samadhan for the Office of the Principal Accountant General (A&E) Haryana, Chandigarh as detailed out in the scope of work of this Tender document.

c) Interested bidders are advised to study the tender document carefully. Submission of response shall be deemed to have done after careful study and examination of the Tender document with full understanding of its implications.

2. Details of BID

S. No.	Particulars	Details
1	Tender ID	**GA-II/ Change Mgmt. /ODMS/26-27/233**
2	Tender date	**20.11.2026 (Friday)**
3	Selection Method	**LCS**
4	EMD	Earnest Money Deposit of Rs. 30,000/- only in form of Demand Draft in favour of **O/o the Principal Accountant General (A&E) Haryana, Chandigarh** from any of the nationalized/ scheduled/ commercial bank. Exemption of the EMD will be provided as per the Extant Rule(s).
5	Nodal Officer for Correspondence and Clarification	Sr. Deputy Accountant General (Admn) E-mail: chaudharyv@cag.gov.in Tel: 0172-2615281
6	Pre Bid Meeting	**25.11.2026(Wednesday) at 11:30 A.M.**
7	Last date of Bid submission	**04.12.2026(Friday) till 03:30 P.M.**
8	Opening of Technical Bid	**07.11.2026 (Monday) at 11:30 A.M. Conference Hall (First Floor) of this office.**
9	Opening of Financial Bid	**Schedule will be intimated to technically qualified bidder(s) only.**

3. Scope of Work:

A. ODMS Live Server

1. The vendor shall rectify the issue wherein documents uploaded by Pensioners/DDOs under grievances in the **"My Communication"** module are not accessible for viewing or download. Currently, when attempting to open such attachments, the system displays the following error message:
"Forbidden, you don't have permission to access /user_dcmnts/.pdf on this server."
examples: communication No: 2025035081 dated 16/12/2025.

communication No: 2025035073 dated 12/12/2025.

2. The vendor shall modify the existing Fresh Pension diarization process to facilitate the processing of Family Pension cases. At present, all cases diarized through the Fresh Pension procedure are recorded in the **ODMS_fresh_pension_SAI_Sync** table. The existing validation logic prevents generation of multiple application numbers against the same File ID by checking for the existence of the File ID in the aforesaid table. While this validation is intended to prevent duplicate diarization of the same case, it also restricts the processing of legitimate Family Pension cases where the File ID already exists due to a previously processed pension-related case.

3. Rectify “Status” column logic of the pension case in the “Fresh Pension Application” tab, as it incorrectly shows “Resubmitted to AG Haryana” even when the PSA/DDO has returned the case to the pensioner at their own level.

4. A dedicated functionality shall be provided to enable the DDO to check their linked SAS. Currently, to check this linkage, one must either initiate a new revision case entry or manually check each treasury in the 'SAS Details' tab.

5. A new status tab for Revision for regular & PF-10 application shall be added

6. The Document requirement logic shall be modified to ensure that only documents relevant to the selected case type are displayed and mandated for upload as it has been observed that Form Pen-4 (regular retirement) is being incorrectly uploaded in death cases, where it is not required.

7. The system be modified to ensure comprehensive visibility and tracking of GPF cases exceeding 30 days of processing time. Currently, such cases are omitted from all dashboards, reports, and monitoring interfaces, appearing only in the old DDO panel and leading to limited oversight and delayed action.

8. DDO IFMS code (8-digit) in SAI need to be synced with SAI DDO ID (5 digit).

9. The “Fresh Pension Application” tab shall be modified to include an additional column that displays the total number of case types registered by the pensioner through UCP. *A check should be in place to avoid submission of DDO case itself directly to AG office. This must be routed through Head of Office of respective DDO.*

10. ***Addition of Treasury Office, Hansi:*** *Hansi, ATO may be added as a Treasury Office in the portal, and the requisite User ID and Password may be issued accordingly. A provision may also be made at the Administrator level for creation/addition of new Treasury Offices in the portal as and when required.*

11. ***Identification of Source of Pension Cases:*** *At present, there is no provision to identify whether a pension case has been received from the DDO or HOO. A field titled* ***"HOO"*** *may, therefore, be added to the Pensioner Profile. The field may display the concerned HOO where the case is received from the HOO and* ***"NA"*** *in other cases.*

12. ***Addition of PRAN No.:*** *At present, there is no provision at the time of registration of a pension case to capture the PRAN No. of pensioners covered under the NPS category. A dedicated field may, therefore, be provided for capturing the PRAN No. of the concerned pensioner, so that the same may subsequently be captured in the P-SAI System at the time of automatic diary of the pension* case.

13. The system must be modified to ensure that once a case is returned from the 'Fresh Pension Application' tab, it shall be automatically excluded from the ZIP file generated through the 'Fresh Pension Data Load' tab, reflecting its updated status.

14. In the DDO Login, while filling Form Pen-3 or Form 8 (Part-II), once military or foreign service details are added, they cannot be edited or removed. A provision should be made to allow modification or deletion of these entries *alongwith provision for receipt of NDC cases from DDO.*

15. While registering a family pension case for pensioners outside Haryana, if "No" is selected for Haryana Domicile, the pensioner cannot complete registration because ODMS checks for Family ID against the Aadhaar number, which should not be done in such cases

16. It has been observed that the ODMS portal currently imposes a constraint on the date of birth (DOB) for registration, limiting eligibility to those whose DOB is later than 25/08/1955. Many pensioners fall outside this DOB range, and as a result, are unable to register on ODMS.

17. GPF Death case (PF-10) of DDO if forwarded to HOOF ID and HOOF returns case due to any issue, then case not appears in any ID, case goes to backend. Then only solution is to delete the case and process again.

18. When a subscriber's mobile number is updated in either the Subscriber Details or Employee Details tab, the system must automatically sync and apply the change to both records.

19. The status mapping logic in the 'DDO Registration History' tab must be rectified to ensure accurate display of status of registration requests. At present, the system incorrectly displays the status as 'Accepted by Admin' even when a request is still pending at the Treasury Officer level, resulting in misleading information.

20. The functionality must be provided to enable the generation of ZIP files for revision cases directly from the live ODMS portal. Currently, ZIP file creation is restricted to the ODMS local server, which limits accessibility.

21. The existing backup script, which facilitates data transfer from the ODMS Live Server to the ODMS Local Server, requires modifications to implement a two-tiered backup strategy as detailed below.

- Archival of Legacy Data (One-Time Full Backup): A final, comprehensive backup of all historical data related to Fresh Pension cases up to December 31, 2025, should be executed and securely stored as a static baseline archive.

- Transition to Incremental Daily Backups: Effective January 1, 2026, the daily backup routine for ongoing Fresh Pension cases must transition from a full-system replication to

an incremental backup model. Moving forward, the script shall only identify, capture, and transfer data that has been modified or newly created since the previous day's execution cycle.

B. Change Management of SMS

a. SMS messages containing dynamic links shall be configured and delivered in compliance with the applicable TRAI guidelines and regulations. These SMS alerts are currently triggered through the ODMS application and are sent to Pensioners and GPF Subscribers. Necessary modifications are required to be carried out to ensure delivery and regulatory compliance of all such communications.

C. Change Management of E-Samadhan

a. At present, the correspondence received through post and email is processed and managed through the e-Samadhan application. After disposal of the cases, the reply/communication to the concerned stakeholders is being sent separately through email, which requires additional manual intervention, time, and manpower. A facility is required to be incorporated in the e-Samadhan application to enable triggering/sending of disposal communications directly from the application itself. The application will be integrated with the official email ID(s) of the office by mapping the authorized email accounts enabling users to send disposal replies through the e-samadhan application.

4. Deliverables: -

- User manual and Standard Operation Procedure (SOP).
- Technical and design manual (with data backup process).
- Source code of Procedures and Forms and Reports developed.
- Comprehensive documentation encompassing system modifications, workflow changes, user manuals, and technical specifications for future reference and maintenance.
- Test Reports: Integration Test Report, Execution Reports.

5. <u>Schedule and Timelines</u>

Work of Change Management in ODMS Live Server, SMS and E-Samadhan should be completed in 45 days after receipt of work order and excluding the time taken by this office while checking and reviewing the work.

6. <u>Operation and maintenance</u>

6.1 Support on training/Demo as and when required during warranty period.
6.2 Warranty for one year from the date of commissioning.
6.3 All technical queries/complaints including modifications shall be attended immediately during entire warranty/support period.

7. <u>Essential Technical Pre-requisites</u>

7.1 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.

7.2 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 execution and delivery of the work.

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

7.4 Minimum average turnover for last three financial years (2023-24, 2024-25, 2025-26) must be Rs. 25 Lakh. CA certified copy of the same must be attached.

7.5 The bidder must have successfully executed minimum 01 similar project in similar software/language (MySQL, PHP) in past three years (2023-24, 2024-25, 2025-26). Copy of completion certificate/ satisfactory report of the same must be submitted.

7.6 The bidder should not have been blacklisted by central/state government departments/ undertakings.

7.7 The bidder must have Registered/Branch Office in Tri-city (Chandigarh, Mohali, Panchkula), Haryana, Punjab and Himachal Pradesh.

7.8 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, Bidders 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.

7.9 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. Evaluation of Bids

Technical Evaluation

8.1 Detailed technical evaluation shall be carried out along with other conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid will be of the one that conforms to all the eligibility terms and condition of the tender without any material deviation. Demonstration of the prototype may be asked from technically qualified bidder(s).

8.2 The committee may call the responsive bidders 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.

8.3 A duly filled, signed and stamped Technical proposal to be submitted as per **Annexure – A.**

9. Financial Evaluation

9.1 The Financial Bid 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 Schedule of opening of The Financial Bids will be shared to technically qualified bidder(s). The bidder(s) may present during the opening of Financial Bid.

9.3 Financial bid should contain only **Annexure - B** (on the Company's Letter head).

10. Payment Schedule

Payment will be made after successful implementation of the work, after imparting necessary training thereof and receipt of acceptance Certificate issued by concerned section of the office. The payment is to be made by **O/o The Principal Accountant General(A&E) Haryana, Chandigarh** on receipt of the budget from Headquarters' Office.

11. General Information

11.1 The tender is a "Two Bid" document. The technical bid should contain all the relevant information and desired enclosures in the prescribed format along with Earnest Money Deposit (EMD). The financial bid should contain only commercials. Both, Technical Bid and Financial Bid should be submitted in separate sealed envelope and duly superscribed In case, any bidder discloses offered price in technical bid documents, the bid as submitted by that bidder shall be rejected summarily.

11.2 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.

11.3 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.

11.4 The bidder should enclose bid security (EMD) of Rs. 30,000/- in favour of **O/o the Principal Accountant General (A&E) Haryana, Chandigarh** in form of demand draft. The tenders without Earnest Money Deposit shall be summarily rejected. The successful bidder shall be required to deposit **performance security in form of DD/FDR valid for 14 months, equal to 5% of contract value within 15 days from the issuance of the date of the award letter of the work**. The EMD of the unsuccessful bidders shall be returned without interest after award of work to the successful bidder. The EMD of the successful bidder shall be returned only after receipt of performance security. The EMD stands forfeited in case the bidder withdraws or amends his bid after submission of tender document.

11.5 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.

11.6 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.

11.7 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.

11.8 Bidders may seek clarification regarding the project and/or the requirements for pre-qualification, in writing through mail within a reasonable time.

11.9 All disputes arising shall be subject to the jurisdiction of Chandigarh only. The **Office of the Principal Accountant General (A&E) Haryana, Chandigarh** reserves right to award the work/ cancel the award without assigning any reason.

11.10 The payment shall be paid only after successful completion of work without errors and delays. A penalty of forfeiting of Performance Bank Guarantee will be imposed on the successful bidder in case of delay/Non completion of the work.

11.11 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.

12. Penalties

12.1 The Performance Guarantee will be forfeited if the work is **not completed satisfactory** and within the stipulated time. Forfeiture of PBG is at discretion of competent authority.

12.2 The payment as decided by the competent authority will be **deducted** in event of partial completion of work.

12.3 In case of hiding of any data/source code/password by the vendor will be liable to be blacklisted and further no payment will be made.

12.4 If work is not completed in stipulated time the following penalty will be levied to the bidder:

a) 1% of total contract cost if work delay is beyond 7 days.
b) 2% of total contract cost if work delay is beyond 15 days.
c) 5% of total contract cost, if work delay is beyond 21 days.

13. Breach of Contract and Termination

a) **Mutual consent:** The contract may be terminated based on mutual consent in case the services are no longer required by the Buyer by providing reasonable notice period as per the term of the contract or minimum of 15 days. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.

b) **Breach of contractual obligations:** Any incidents considered as the breach of contract will result in immediate termination of services. The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.

14. <u>Legal Jurisdiction</u>

All legal disputes between the Vendor and the **Department** shall be subject to jurisdiction of the courts in Chandigarh, Union Territory only.

-sd/-
Sr. Dy. Accountant General (Admn)

Annexure-A

(Information to be submitted by the bidder on letter head)

STRUCTURE OF THE ORGANISATION

S. No.	Descriptions	
1.	Name and Address of the Bidder	
2.	Telephone Number/Fax no./Email ID	
3.	Legal Status (Please attach copy of original documents) 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 (Please attach self-attested Photocopies)	
5.	Name and title of Proprietor/Partners/Directors to be concerned with this work	
6.	Were your firm ever required to suspend the work for more than 6 continuous months. If yes, please give reason	
7.	Have your firm ever left the work awarded to you incomplete? If so, give name of the project and reasons thereof.	
8.	Have your firm have 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.	
11.	Number of manpower(Software developers) available in your office	

Signature and Stamp of the bidder

Annexure-B

(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 -160020

Ref: Tender ID: GA-II/Change Mgmt./ODMS/26-27/233 Dated: 20.11.2026

Respected Sir,

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

PARTICULARS	AMOUNT (incl. of all taxes)
Change Management in ODMS Live Server, SMS and E- Samadhan	

Signature and Stamp of the Bidder