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

TENDER

For

Change Management in P-SAI Application

TENDER ID: GA-II/Change Mgmt./SAI/26-27/232
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 P-SAI Application 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 P-SAI Application 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. /SAI/26-27/232**
2	Tender date	**20.11.2026 (Friday)**
3	Selection Method	**LCS**
4	EMD	Earnest Money Deposit of Rs.20,000/- 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 : P-SAI Application

1. The procedure namely **SAI_LIVE.ODMS_SAI_SYNC** for Revision Pension Cases (for Online Cases) and the procedure namely **SAI_LIVE.ODMS_FRESH_PNSN_SAI_SYNC** for Fresh Pension Cases (for Online Cases) shall be modified to prevent generation of multiple Application Numbers where the pension case is already active in the P-SAI system.

2. At present, ***Regular Pension and Family Pension cases*** can be diarized only once in the P-SAI system due to the existing validation logic. However, in cases where the PPO has been cancelled or a fresh PPO is required to be issued in favour of the *Pensioner and family member* under the same

case category, the P-SAI System should permit re-diarization of the pension case. Accordingly, the existing validation logic shall be modified so that re-diarization is allowed only where all previously issued authorities have been cancelled or no PPO has been issued or previous application No. is cancelled. **Necessary modifications shall be carried out in both Manual and Online procedures.**

3. A new dropdown field namely MFA / OPT_JOB shall be introduced in the P-SAI system with the following business logic:

- If the Family Pensioner ***opts for JOB***, both **DCRG** and **Family Pension** benefits shall be generated simultaneously, and the commencement date of Family Pension shall be the next day following the date of death of the pensioner.
- If the Family Pensioner ***opts for MFA***, only **the DCRG benefit** shall be generated initially. Subsequently, upon diarization of the pension case after cessation of MFA, the commencement date of Family Pension shall be regulated in accordance with the existing rules applicable after cessation of MFA.
- *Remarks need to be mentioned in e-GPO that family pension case may be submitted to this office after completion of MFA only fall under old pension scheme (OPS).*

4. The available space in the e-PPO authority format shall be enhanced to accommodate the complete list of authorized ***beneficiaries/nominees***, as the current system only display of only three (3) DCRG nominees.

5. The Verification Sheet shall be modified as under:

- In death cases where only ***DCRG is payable***, a separate field namely DCRG Nominee shall be incorporated in the Verification Sheet to capture the details/value of the DCRG nominee.
- In ***Family Pension cases***, the commencement dates of both **Enhanced Family Pension** and **Normal Family Pension** shall be printed in the Verification Sheet.
- *The **"Remarks for T.O. (EPPO)"** and **"Notional Pay**" details should be incorporated into the Verification Sheet.*

6. The P-SAI system is currently adding service **weightage automatically** under the **"Service Tab"** while calculating pensionary benefits in case type **Voluntary Retirement cases**, As of now, discontinuation of the provision of service weightage w.e.f. 19-07-2016. Necessary modifications shall be carried out to discontinue automatic addition of service weightage and to remove the related provision.

7. The PDF and XML formats of e-PPO shall be modified by incorporating additional fields namely Grade Pay and NPA **under Column No. 25**, using the nomenclature **25(i), 25(ii) and 25(iii)** respectively.

8. The PDF and XML formats of e-PPO shall be modified to incorporate the following additional sub-fields under column No. 34 (Commuted value of Pension):

a. 34 (i) Commuted Value of Pension
b. 34 (ii) CVP already Paid
c. 34 (iii) Balance CVP Amount

9. The PDF and XML formats of the e-PPO shall be modified to incorporate the following additional sub-fields under Column No. 35 (DCRG Sanctioned)

a. 35 (i) DCRG Sanctioned
b. 35 (ii) DCRG Recovery
c. 35 (iii) DCRG withheld
d. 35 (iv) DCRG already paid
e. 35 (v) DCRG Payable

10. The P-SAI system currently applies incorrect rounding-off logic while determining the commencement date of Family Pension in MFA cases by inaccurately calculating the age of the employee at the time of death. Instead of using the exact age, the system rounds the age to the next completed year. Necessary modifications shall be carried out to ensure precise age calculation without upward rounding. For example, an actual age of 47 years and 9 months should be considered as the exact numeric value and should not be rounded off and treated as 48 years.

11. If the pensioner was born on the 01st Sept 1966, then DOR of pensioner should be 31st Aug 2024 but the system calculates it 30th Sept 2025. It should be modified accordingly.

12. During manual diarization of pension cases, the fields namely ***"Rule Applicable***", "***Debitable to Government***" and "***Classification***" under the "**Annexure-A**" tab shall be made mandatory so that these fields do not remain blank at the time of processing of the pension case.

13. In pension cases where **Gratuity has already been paid** and only Family Pension is to be authorized, the DCRG amount is currently reflected in both ***G_DCRG and DCRG_AP***. Necessary modifications shall be carried out so that the amount is displayed only under DCRG_AP ***not in the G_DCRG***.

14. Modifications related to **Incoming SSA Pension Cases**:

- At present, all Incoming SSA Pension Cases (Fresh/Revision) are automatically diarized under ***Pen-4 Section*** by default. Provision shall be made to allow selection/change of Section Name at the time of diarization of pension case.
- Necessary modifications shall be carried out in the ***Incoming Sheet*** when issue the GPO Authority only to ensure capture the printing of PPO No. and ***Dispatch Number*** in both the **authority and Incoming Sheet**.
- Since data prior to the year 2010 is presently unavailable in the P-SAI system, all legacy data shall be digitized and incorporated into the P-SAI database

15. In Under the ***AUTHORITY tab***,

1. Generation of ***C&R shall*** not take place automatically upon clicking the "***Generate Authority***" button. Further, upon selection of the "***Authorized***" option, all authorities namely PPO, GPO and CPO shall be authorized simultaneously in a single transaction instead of separate authorization processes, with the approval/authorization date being captured as the **current system date.**

*2. In the **T_PENSION_APPLN.fmb** form, after the pension case **is Approved by the BO**, the **"Authority"** tab currently returns to "**View Message"** instead of navigating to the **next tab, "DSC".** The form should navigate to the **"DSC" tab** after approval.*

*3. **The "Authorized"** option on the **"Authority" tab** should be enabled only at **the BO level**. Further, the **"Approval Date"** field should be linked to the "**Approved By BO.***

16.1. A Bulk Digital Signing utility/procedure shall be developed in the P-SAI system to enable signing of PDF and XML files of all approved cases through a single-click operation at the level of the Branch Officer.

***16.2**. When the **"Generate/Sign ZIP**" button is clicked, the cursor **defaults to "NO".** It should default **to "YES"** when signing **the PDF and XML** files using the dongle.*

17.1. The character limit for the field namely **"Remarks for TO (EPPO)"** shall be enhanced up to 400.

***17.2.** The "Remarks for T.O. (EPPO)" field should support bilingual entry and display in both Hindi and English.*

18. While calculating gratuity in NPS Pension Cases w.e.f. 01.01.2006, the P-SAI system is currently calculating Terminal Gratuity and Service Gratuity. Necessary modifications shall be carried out so that, in such cases, only DCRG is calculated and authorized.

19. The observations from "**Remarks for TO"** in the remarks of **Annexure-A** shall be appended into the automatic generated authorization letter.

20. SMS shall be triggered from the P-SAI on the receipt, returning, & approval of the pension case. Currently, SMS is being triggered manually.

21. All types of cases need to be allocated in bulk in P-SAI application. Presently, these are being allotted one by one through manual intervention.

22. *The salutation **("Mr./Sh./Lt. Sh." and "Mrs./Lt. Shrimati")** on the "Annexure" tab should be automatically linked to the gender (Male/Female) specified on the "Pensioner Details" tab. Further, the **APEN_GENDER** field should be disabled to prevent manual modification.*

23. The following modifications are required in XML and PDF format of e-PPO: -

Sl. No.	**Activity / Item requested by NIC/PDC to adding the XML.**	**Proposed Action / Existing Position**
1	Date of Birth of Family Pensioner	DOB of the family pensioner may be made mandatory and populated in both XML and e-PPO PDF. Required: Modification in XML only for all e-PPOs.
2	Pension Type Column (Type of Pension and Category of Pension)	A "Type of Pension" column already exists in both XML and PDF. Not Required. Category of Pension may be standardised by creating the requisite LOV (State, Centre, Judge, MLA etc.) in P-SAI, followed by corresponding modification in XML and PDF. Required: Modification in XML and PDF for all e-PPOs.

3	Authority Type Column – NPS	A separate provision/column for NPS may be incorporated. Required: Modification in XML and PDF.
4	PRAN in NPS Cases	PRAN is presently not captured in P-SAI. Provision may first be made in the ODMS portal and thereafter in P-SAI for capturing PRAN. Subsequently, the PRAN field/tag may be incorporated in the XML and PDF of e-PPOs. Required: Modification in XML and PDF for all e-PPOs.
5	Date of Retirement in Family Pension Cases	Date of Superannuation may be captured and rendered in both XML and PDF. Required: Modification in XML and PDF for all e-PPOs.
6	CPC Flag in Fresh Pension Cases and Revision Pension cases	A dedicated CPC field/column may be provided in all fresh e-PPOs and Revision e-PPO. Required: Modification in XML and PDF for all e-PPOs.
7	Interim Relief for Judges	Separate Interim Relief provision is required only in Revision Authority cases. No separate IR is applicable in fresh pension cases. Required: Modification in XML and PDF for only the Revised e-PPO.
8	Minimum Pension	The requirement relates to validation/calculation in P-SAI. At present, P-SAI does not automatically calculate/validate the minimum Basic Pension of ₹9,000/- in Fresh Pension and family pension cases. Necessary modification, if required, may be made in P-SAI rather than in the XML/PDF.
9	Enhanced Family Pension	Enhanced Family Pension up to date to be modified in XML and PDF both for those pension cases where event of Date of Death occur after Retirement. Required: Modification in XML and PDF for all e-PPOs.

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 P-SAI Application 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. Essential Technical Pre-requisites

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. 20 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 (Oracle) 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. 20,000/- 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./SAI/26-27/232 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 P-SAI Application	

Signature and Stamp of the Bidder