

INVITATION OF BIDS FOR CHANGE MANAGEMENT IN GPF APPLICATION SOFTWARE O/O THE ACCOUNTANT GENERAL (A&E) - II, MADHYA PRADESH, GWALIOR

Tender Enquiry No EDP/CM/2020-21/D – 130 dated 29 Jul 2020

1. Office of the Accountant General (A&E)-II, Madhya Pradesh Gwalior hereby invites sealed tenders depicting financial implication for incorporation of changes and addition of features into its General Provident Fund (GPF) Application Software. The rates are to be quoted for items shown in Enclosure - II with estimated time frame in terms of man days against the 'Change Management' requirement(s). Super scribe the above mentioned Title, Tender Enquiry number and date of opening of the bids on the sealed cover to avoid the bid being declared invalid.

2. The address and contact numbers for sending bids or seeking clarifications regarding this Tender Enquiry are given below –

- | | |
|---|--|
| (a) Bids/queries to be addressed to. | The Senior Accounts Officer
(EDP/ IT Support Cell) |
| (b) Postal address for sending/submitting the Bids. | O/o Accountant General
(Accounts & Entitlement) – II
EDP Section, 2nd Floor (A block)
Lekha Bhavan, Jhansi road
Gwalior – 474002 |
| (c) Name/designation of the contact person. | Shri Kaushal K Choudhary, Sr. AO
(EDP/ IT Support Cell) |
| (d) Telephone numbers of the contact personnel. | 9431000944 |
| (e) Last date for Submission of bids. | 03.00 pm on date 10/08/2020 |

3. This Notice Inviting Tender (NIT) is divided into following five Parts and all the Parts are placed at **Enclosure I** to this Tender Enquiry: -

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|-----|----------|---|--|
| (a) | Part I | - | General Information |
| (b) | Part II | - | Essential Details of Items/Services required |
| (c) | Part III | - | Standard condition of Tender Enquiry |
| (d) | Part IV | - | Special conditions of Tender Enquiry |
| (e) | Part V | - | Evaluation criteria and price bid issues. |

The Technical details /Scope of Work of individual items are placed at **Enclosure II** to this Tender Enquiry.

-Sd-
(Kaushal Kishore Choudhary)
Senior Accounts Officer
EDP/ IT Support Cell

Encls: I. Part I, II, III, IV & V of Tender Enquiry
II. Scope of Work

Part I – General information

1. **Last date and time for depositing the Bids.** The tenders are to be submitted in **Two Bid format** containing separate Technical and Financial bids. The sealed Bids (both Technical and Commercial) should be deposited/reach by **03.00 pm on date 10/08/2020**. The responsibility to ensure this lies with the Bidder. Technical and Price bids sealed in separate covers (with clear superscription of the individual bids on each envelope), shall be kept in another common cover (bearing the Tender details) should be given for submission.

2. **Manner of depositing the Bids.** Sealed Bids should either be dropped in Tender box or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.

3. **Time and date for opening of Bids.** The Technical bids shall be opened at **04.00 pm on date 10/08/2020**. If due to any exigency, the due date for opening of the Bids is declared closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the O/o Accountant General (Accounts & Entitlement) - II. The date of opening of Commercial bids will be informed to firms who have been qualified in Technical bids.

4. **Location of the Tender Box:** EDP Section, 2nd Floor (A Block), Lekha Bhavan O/o Accountant General (Accounts & Entitlement) - II.

5. **Place of opening of the Bids.** The bids will be opened at **EDP Section, 2nd Floor, O/o Accountant General (Accounts & Entitlement) – II, Lekha Bhavan, Gwalior**. The Bidders to depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6. **Two-Bid system.** Tender shall be submitted in two bids i.e. Technical and Financial bid. Technical bid envelope should be titled as **“Technical bid for Change Management in GPF application”** and Financial bid envelope should be titled as **“Financial Bid for Change Management in GPF application”**. Both these envelopes should be kept in third sealed envelope titled as **“Tender for Change Management in GPF application in O/o the AG(A&E)-II”**. Bids should be forwarded by Bidders under their original memo / letter head furnishing details like

- Copy of the Registration Certificate of the firm clearly indicating the Proprietors name.
- Tax registration details, GST number, Bank Account details.
- Complete postal & e-mail address of their office.
- Past experience of the firm in the related field, copies of previous work orders.
- Proof of trained qualified manpower.

In case of noncompliance to any of the Term and conditions/Scope of Work, deviation from Tender Enquiry is must be specified in unambiguous terms.

7. **Modification and Withdrawal of Bids.** No bid shall be modified after the deadline for submission of bids. **Conditional tenders will be rejected.**

8. **Validity of Bids.** The Bids should remain valid for **06 months** from the date of opening of the Bids.

Part II – Essential Details of Items/Services required

The present case pertains to incorporation of change requests in the Voucher Level Computerization system GPF module of office of the Accountant General (Accounts & Entitlement) - II, Madhya Pradesh, Gwalior including branch office Bhopal situated at 53, Arera Hills, Hoshangabad Road, Bhopal, Madhya Pradesh for upgradation of software and facilitation of smooth functioning of GPF related tasks. The GPF application is based on Oracle 11g based database with Red Hat Linux 5 as the base Operating System. Upgradation of the present GPF module is required for enhanced and error free functionality. This Change Management proposal suggests measures to improve present status of GPF application in compliance with stringent IT guidelines as provided by CAG headquarters from time to time.

Details of Item(s)/Services to be carried out

The following points were observed and enumerated by this office which has necessitated the proposed modification in GPF applications.

A. Database application Issues to be resolved at Gwalior Office:

- Debit postings by the Accountant/Sr. Accountant could not be verified by AAO/SAO. Non-verification of the same has a high risk of errors.
- Authorities issued during certain period, debits were not being posted in Subscribers' accounts.
- Reasons of cancellation of authorities are not being properly documented, leading to errors such as losing of files, authority sent to wrong DDO etc.
- Mechanism to clear previous missing credits of a subscriber, whose monthly subscription has been credited, is not functioning.
- Database cleaning is required for the following:-
 - a) Unusual GPF subscriptions
 - b) Dummy Accounts
 - c) Duplicate Subscription entry is not checked.
 - d) Prevention mechanism to check reprint of duplicate authority Printing beyond 3 copies is not there.
 - e) Necessary validation to be incorporated in the application to prevent errors in TOB in subscriber's accounts.
 - f) Reduction of Minus Balance cases.
 - g) Tracking of dispatch details in the Database application itself is required.
- Manual intervention of data insertion of monthly treasury data has adequate scope for error.
- Manual intervention of data insertion into the GPF database obtained from VLC involves adequate scope for error.
- GIR is required to be updated
- Facility to generate Section wise live Account Report.

B. Database application Issues to be resolved at Bhopal branch Office:

- Check on duplicate subscription entry is not present.
- Check duplicate adjustment entry of credits and debits adjustment Entry form.
- Reprinting of FP authorities is allowed by system even after dispatch and payment of authorities.
- Generation of FP number even through these account numbers is not present in the subscriber master.
- In FP inward screen FP delete is inactive in FP application form.
- Debit voucher not received against authority Report: Only 'V' flag clearance shown in report. If voucher received and posted through 'T', 'PTL' or clearance though NPR clearance not shown in report.
- In AAO/AO debit attestation screen, TE items not shown and outward/foreign items shown but attestation not allowed.
- Authorization of final payment screen: In authority adjustment CW shows only 2059, IRR shows 2701 SGS, SES and SSCS shows only 2052. All major head wise adjustment has to be done.
- Users ID in all screens are shown updated by 'TAH'. It should be shown user wise.

On the basis of above observations, the Scope of Work has been prepared and is placed at Enclosure II of this tender enquiry. The work is proposed to be carried out through competent firm and the firm shall resolve Change Management items in the main office at Gwalior along with its Branch office at Bhopal as per the Scope of Work placed at Enclosure II. The firm will resolve all the issues/ problems in and will make working of VLC GPF module System more user friendly and bug free. On completion of the Change Management items mentioned against Annexure I and II, the firm shall submit the "System Requirement Specification (SRS)" to this office. In addition, the firm will suitably train the employees of this office who are responsible for maintenance of the current database at appropriate level.

Part III – Standard Conditions of Tender Enquiry /Terms and Conditions

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Tender Enquiry mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by the Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1) Operation of Contract. The powers and functions of the office under this Contract shall be exercised by **The Sr. Deputy Accountant General (Admin & Pension), O/o Accountant General (A&E) - II, Madhya Pradesh, Gwalior.** In addition, the contract may also be operated on the same terms and conditions by the branch office located at Bhopal.

2) Law. The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.

3) Effective Date and Duration of the Contract. The contract shall come into effect on the date of signatures of both the parties on the agreement (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract. The firm shall draw up an action plan for the commencement of this agreement as desired by the Accountant General. The source code shall be the property of the customer. The company shall give proper documentation and source code in media along with hard copy thereof.

4) Dispute/Arbitration. These terms and conditions are governed by the law of India for the time being in force. In case of any dispute, the decision of the Accountant General(A&E)-II Madhya Pradesh, Gwalior would be final and binding upon both the parties. The cause of dispute must be presented in writing before him within 15 days of occurring of such dispute for the purpose of adjudication. If occasion arises, the jurisdiction of the appropriate court will be at Gwalior.

5) Non-disclosure of Contract documents. Except with the written consent of Office of the Accountant General (A&E) - II, Madhya Pradesh Gwalior, the firm shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

6) Termination of Contract. O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior shall have the right to terminate this Contract in part or in full at any stage without assigning any reason. The contract will also be terminated under following circumstances: -

(a) If the contractor fails to perform the assigned job even after extension of the agreed time frame or does a poor/ substandard job repeatedly.

(b) If the firm is under any legal or other disputes.

7) Notices. Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

8) Transfer and Sub-letting. The firm has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present contract or any part thereof.

9) Amendments. No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

10) Taxes and Duties (i) If Bidder desires to ask for tax/taxes extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted by firm are final and no claim on account of such duty/tax will be entreated after the opening of tenders.

(iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

11) Payment: Payment will be made strictly on the basis of issues resolved, related reports and regular training imparted to officials successfully irrespective of Man-days / man-months. No payment will be made for unsuccessful/ unresolved/ incomplete items. The amount of penalty, if any, imposed by the Accountant General/Deputy Accountant General shall be deducted from the amount payable to the firm.

12) Liquidated Damages. In the event of the Firm's failure to submit the documents, supply the stores/goods, provide the services and conduct trials, installation of equipment, etc as specified in this contract, Office of the Accountant General (A&E) - II, Madhya Pradesh, Gwalior may, at his discretion, withhold any payment until the completion of the contract.

The schedule for delivery and installation is to be strictly adhered to in view of the strict schedule for implementation of the project as time is essence of the contract. Any unjustified, unacceptable delay in delivery and installation beyond the time schedule shall render the vendor liable for liquidated damages @ 1% of tendered amount per week subject to a maximum of 5 weeks and thereafter this office holds the option for cancellation of the order for pending work. The work place for resolving the change management issues pertaining to various modules and as mentioned in Annexure A shall be O/o Accountant General (A&E) II, Madhya Pradesh, Gwalior & Bhopal as per the work requirement of each office.

13. Force Majeure: For purpose of this Clause "Force Majeure" means and includes war, insurgency, revolution, fire, flood, epidemic, quarantine restrictions, freight embargoes, declared general strike in relevant industries, act of God, and such other acts or event beyond the control of this office and the service providing firm. In case of a Force Majeure situation, the firm shall promptly notify in writing of such conditions, the cause thereof and likely duration of the delay unless otherwise directed by the Customer in writing, the firm shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Part IV – Special conditions of Tender Enquiry

The Bidder is required to give confirmation of their acceptance of 'Special Conditions of the Tender Enquiry' mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Firm in the Contract) as selected by O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior. Failure to do so may result in rejection of Bid submitted by the Bidder.

1) Earnest Money Deposit: EMD Deposit of Rs 5000/-in the form of Bank Guarantee/FDR issued by National/ Scheduled Bank in favour of "**Pay and Accounts Officer, Office of the Principal Accountant General (A&E)-I, Madhya Pradesh, Gwalior**" shall have to be deposited by the firm at the time of submission of tender and the same will be refunded on finalization after contract /agreement.

2) Forfeiture of EMD. EMD will be forfeited, if the bidder withdraws or derogates from the tender in any respect within the period of validity of his tender. Also if the successful bidder fails to furnish the required security deposit, the EMD furnished will be forfeited.

3) Delivery Schedule: The vendor should start the work within 1 week from the date of agreement and the entire work shall have to be delivered, installed and commissioned after due testing within the period quoted in tender form time from the date of start of work by the said vendor keeping ample scope of bug fixing, documentation, etc. No request for the enhancement in price due to extension in time schedule of delivery or installation would be entertained.

- a. All work will have to be done in working days i.e. Monday to Friday during office hours 9.30 AM to 6.00 PM.
- b. All work of Change Management will have to be done in the office campus. Database would not be allowed to be made available outside the office through internet.
- c. After completion of all work of Change Management all changes should be implemented in our branch office i.e. O/o the Accountant General (A&E)-I MP Bhopal branch situated at 52, Arera hills Hoshangabad road, Bhopal (MP).

4) Time Schedule: The firm shall complete the above mentioned work within **03 Man-months** from the date of commencement of work or as may be agreed by the Accountant General (A&E) II, M.P. Gwalior. One person working one day ($8\frac{1}{2}$ hours from 9.30 am to 06.00 pm excluding lunch hours) is one Man-day. If one person works for the whole month then it will be one man-month time. Any extension in interest of the work may be granted with the approval of office of the Comptroller and Auditor General of India on recommendation of Accountant General (A&E) II, Madhya Pradesh, Gwalior. After due process, the contract shall be effective from the date of execution and remain in force till completion of work as defined above.

The firm shall strictly adhere to time schedule or completion/ installation/ implementation of the work as decided by the Accountant General (A&E) II, Madhya Pradesh, Gwalior as conveyed to the COMPANY from time to time.

5) Warranty: The firm shall be responsible for satisfactory completion of the work assigned through this agreement and agrees to provide warranty for successful implementation of the change request. This warranty shall further extend to the satisfactory and actual implementation/ generation of the forms and reports developed / modified for one year or as may be fixed by the Accountant General (A&E) - II Madhya Pradesh, Gwalior according to specifications and its approval by the O/o The Comptroller and Auditor General of India. The Accountant General (A&E) II, Madhya Pradesh, Gwalior shall hold till completion of warranty period, 10% of the balance amount of the contract price, from the date of completion of assigned job.

During period of warranty the firm shall provide services by a call in person or telephonically as desired by the Accountant General (A&E) - II, Madhya Pradesh without any extra charge.

6) Security Deposit: An amount of **10%** of the contract value will have to be placed as security deposit in the shape of FDR or Bank guarantee in favour of '**Pay and Accounts Officer, Office of the Principal Accountant General (A&E) - I Madhya Pradesh, Gwalior**' which will be released after successful completion of the work as per terms and conditions of the contract. Security deposit should be returned to vendor after successful completion of work and issue of completion certificate.

7) Mode of operation: The Change Management should be made only in current upgraded GPF application in Oracle 11g software.

8) Payment Terms: Ninety percent of the amount payable to the company on account of professional fee shall be paid only after successful and satisfactory completion and implementation of the work assigned through this agreement and the balance 10% will be after warranty period / completion of Change Management Issues OR successful generation of desired reports/statements whichever is later.

Any unsatisfactory/incomplete work shall be completed by this office at the risk & cost of the firm and decision of the Accountant General in this regard shall be final. Payment will be made only on those

items which has been resolved/related report generated, training imparted and user manual instructions provided by the firm. The request for payment shall be made to the Office of the Accountant General (Accounts & Entitlement)-II Madhya Pradesh, Gwalior in writing accompanied by a valid invoice describing the items delivered/Services rendered. All payment made to the firm shall be subject to Tax Deducted at Source (TDS) wherever applicable. Works Contract Tax and Stamp Duty on contract, if any, are payable by the firm. Payment of the Contract shall be made in Indian Currency.

9) Manual and Documentations: The following manuals/ documentation are to be provided. All the manuals, original source code will be the property of the Indian Audit and Accounts Department.

- i) A complete set of manual on the operation of Change Management issues and new/ additional screen/ reports.
- ii) Administrators manual on the new screen,reports,tables views and other objects added and modified along with complete details.
- iii) Complete updated source code in soft copy format.

10) Training: The vendor will provide training to the staff of this office in the operation of the new modules, screens, forms and reports as also administrator training to a few staff.

11) Penalty for delay in delivery and installation: The schedule for delivery and installation is to be strictly adhered to in view of the strict schedule for implementation of the project as time is essence of the contract. Any unjustified, unacceptable delay in delivery and installation beyond the time schedule shall render the vendor liable for liquidated damages @ 1% of tendered amount per week subject to a maximum of 5 weeks and thereafter this office holds the option for cancellation of the order for pending work.

12) Completion: the work will be deemed to be completed only when this office has received all of the GPF Application software in operational condition as per the terms of the Contract, whether explicit or implied and the same is found to be running smoothly and satisfactorily after testing.

13) Cancellation of the work order: The work order can be cancelled by this office on account of breach of any of the clause of the work order or on account of incompetence on the part of the vendor to carry out the work as per requirement of this office. In such situation security deposit made by vendor will be forfeited in favour of this office.

14) Additional work: Any additional work other than those mentioned in the scope of work will be done by the vendor at a rate agreed to if ordered.

15) Boarding and lodging: The Office of the Accountant General (A&E)-II Madhya Pradesh Gwalior may arrange for lodging facility for the software engineers deployed for the work in Office guesthouse on payment basis on receipt of request well in advance and subject to availability of accomodation. The cost of travel expenses, food / boarding etc. will be borne by the vendor.

16) Arbitration: In the event of any disputes or differences whether during the execution of orders or thereafter whether by breach or in any manner in regard to:

- i) The constitution of terms and conditions .
- ii) The respective rights and liability of the parties hereto thereunder.
- iii) Any matter or things arising out or in relation to or in connection with these terms and conditions

Then either party shall give written notice to the other of the same and such dispute or differences shall be referred for the sole arbitration of any persons appointed by the Comptroller and Auditor General of India. The decision of such arbitration shall be conclusive and binding on the parties hereto. There shall be no objection to any such appointment that the person appointed is a Govt. Servant. The Provisions of the Arbitration and Conciliation Act,1966 and rules thereunder shall apply to the arbitration proceedings. Such Arbitration shall be held in Gwalior.

17) Binding: This office does not bind itself to accept the lowest tender and reserves the right to reject any or all tenders received without assigning any reason whatsoever. Tenders in which any of the

particulars and prescribed information are inadequate or incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected. Canvassing in any form by the tenderers will result in rejection of their tenders.

Part V – Evaluation Criteria & Price Bid issues

1. **Evaluation Criteria.** The broad guidelines for evaluation of Bids will be as follows.

(a) Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the Tender Enquiry, both technically and commercially.

(b) The technical Bids forwarded by the Bidders will be evaluated by this office with reference to the technical characteristics / services of the equipment / item as mentioned in the Tender Enquiry. The compliance of Technical Bids would be determined on the basis of the parameters specified in the Tender Enquiry. **The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.**

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format. All taxes and duties quoted by the Bidders will be considered. The ultimate cost to Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior would be the deciding factor for ranking of Bids.

(d) The Bidders are required to spell out the rates of all duties and taxes in unambiguous terms; otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices.

(e) The Lowest Acceptable Bid will be considered further for placement of contract after complete clarification and price negotiations as decided by O/o The Accountant General (A&E)-II, Madhya Pradesh, Gwalior. This office will have the right to award contracts to different Bidders for being lowest in particular items. Office of the Accountant General (A&E)-II, Madhya Pradesh, Gwalior also reserves the right to do Apportionment of Quantity.

(f) L1 will be decided based on total price quoted by firms in all the serials. Price to be quoted for works mentioned against Enclosure II Scope of Work.

Annexure I - Scope of Work (Gwalior Office)

SI	Proposed job in change Management
1.	Verification of Debit posting: A system to enable AAOs/AOs of fund sections to verify debit postings to be incorporated in GPF database application
2.	Linking of FP debit posting with FP authorities: i) Final Payment authorities not linked with debit posting ii) Final Payment debits posted in accounts where authorities were not issued iii) Mismatch between the amount authorized (as per database) and final payment debit posted
3.	Reasons of Cancellation of Authorities to be documented in Database Application
4.	Identification of Dormant Accounts
5.	Outstanding Missing Credits: Introduction of mechanism to clear previous missing credits of a subscriber, whose monthly subscription has been credited.
6.	Database cleaning: Database is proposed to be cleaned to check following. i) Unusual GPF subscriptions ii) Dummy Accounts
7.	Lack of controls in the GPF application: DI has opined that the present database application to be enhanced in introducing proper control to check the following. i) Duplicate Subscription ii) Prevention of Duplicate Printing. Reprinting beyond 3 copies to be unlocked by Authorized Officers.
8.	More than one Transfer of Balance (TOB) entry per case: modifications to be introduced so that only one TOB (Transfer of Balance) to be permitted per subscriber account. Necessary validation would be incorporated in the application to prevent such errors in subscriber's accounts
9.	Differences in carry forward balances(CB of previous year as OB of next year) Account No.
10.	Introducing a check to prevent posting of Same amount in 'Others' column multiple times.
11.	Merging of DAK management within GPF application for tracking of Final payment cases.
12.	Increase the size of the Amount Column in the screen of 'Credit Schedule Abstract Entry'.
13.	Increase the size of the Amount Column in the screen of 'Debit Schedule Abstract Entry'.
14.	Single step automation of the complete process of monthly treasury data insertion.
15.	Introduce a suitable mechanism to prevent data insertion/modification of master data when not in GIR.
16.	Section wise Live Account Report : Facility to generate Section wise live Account Report to be introduced.
17.	Single step automation of the complete process of monthly VLC data insertion.

Annexure II - Scope of Work (Bhopal Branch Office)

SI	Proposed job in change Management
1.	<i>Mechanism to check duplicate Entry:</i> Check on duplicate subscription entry.
2.	<i>Mechanisms to Check duplicate adjustment entry:</i> Adjustment Entry form: Check duplicate adjustment entry of credits and debits
3.	<i>Printing of authorities to be ceased after dispatch and payment:</i> Reprinting of FP authorities even after dispatch and payment of authorities.
4.	<i>Changes in FP application form interface:</i> In FP application form: a) Generation of FP number even through these account numbers is not present in the subscriber master. b) In FP inward screen FP delete is inactive.
5.	<i>Linking of Debit voucher with Authority:</i> Debit voucher not received against authority Report: Only 'V' flag clearance shown in report. If voucher received and posted through 'T', 'PTL' or clearance through NPR clearance not shown in report.
6.	<i>Changes in AAO/AO debit attestation screen interface:</i> In AAO/AO debit attestation screen, TE items not shown and outward/foreign items shown but attestation not allowed.
7.	<i>Changes in 'Authorization of final payment' screen:</i> Authorization of final payment screen: In authority adjustment CW shows only 2059, IRR shows 2701 SGS, SES and SSCS shows only 2052. All major head wise adjustment should be done.
8.	<i>Dynamic updation of User ID:</i> Users ID in all screens are shown updated by 'TAH'. It should be shown user wise.

Annexure III - Deliverables

The firm must ensure that following function process have been completed as per the contract and to full satisfaction of this office.

1. Every issue mentioned against serial numbers on Annexure I and II has been resolved.
2. A well-functioning interface has been developed to accommodate changes in GPF application in current Change Management.

In addition, the following manuals have to be provided before the issue of Completion Certificate.

- Installation Manual
- System Administration Manual
- User Manual
- A complete set of manuals on the operation of Change Management issues and new / additional screen / reports.
- Manual on the new screen, report, table vies and other objects added and modified along with complete details.
- Two sets of soft copies of Source code.

-Sd-
Senior Accounts Officer/EDP