



Sri Lanka CERT (Pvt.) Ltd

BIDDING DOCUMENT

**Procurement of Implementation, configuration, maintenance,
and support of Security Operation Center Software solution
for NCSOC**

INVITATION FOR BIDS No: CERT/GOSL/GOODS/NCB/2024/03

National Competitive Bidding (NCB)

March, 2024

Sri Lanka CERT (Pvt.) Ltd.
INVITATION FOR BIDS (IFB)

**Procurement of Implementation, configuration, maintenance, and support of Security
Operation Center Software solution for NCSOC
IFB No. CERT/GOSL/GOODS/NCB/2024/03**

1. The Chairman, Department Procurement Committee (DPC), on behalf of Sri Lanka CERT (Pvt.) Ltd, now invites sealed Bids from eligible and qualified Bidders for Procurement of Implementation, configuration, maintenance, and support of Security Operation Center Software solution for NCSOC. This Software Purchase under this tender will be used for establishing the first phase of National Cyber Security Operations Center (NCSOC). Detailed description of schedule of requirements is given in the Bidding Document.
2. Bidding will be conducted using the National Competitive Bidding (NCB) procurement method and is open to all eligible and qualified bidders as defined in Procurement Guidelines of Democratic Socialist Republic of Sri Lanka (GoSL) that meet the eligibility and qualification requirements given in the Bidding Documents.
3. Interested Bidders may obtain further information from the Project Manager, Sri Lanka CERT (Pvt.) Ltd, Room: 4-112, BMICH, Colombo 7 and inspect the Bidding documents free of charge during office hours *on working days commencing from March 20, 2024, at the office of Sri Lanka CERT (Pvt.) Ltd at the above address*. Phone: +94 11 269 1692/269 5749/267 9888, Fax: +94 11 269 1064 or email: procurement@cert.gov.lk. Bidding documents are also available online for inspection. It can be assessed through Procurements section of cert.gov.lk and ncsoc.gov.lk websites of Sri Lanka CERT. URL <https://www.cert.gov.lk/> or <https://www.ncsoc.gov.lk/>.
4. A complete set of Bidding Documents in English Language may be purchased by interested Bidders on submission of a written application and upon payment of a non-refundable fee of Sri Lankan Rupees Twenty-Five Thousand (LKR 25,000.00) effective from March 20, 2024 during office hours (8.30am – 5.00pm) on working days from the office of the Sri Lanka CERT at Room: 4-112, BMICH, Colombo 7. The method of payment will be by cash.
5. A pre-bid meeting which potential Bidders may attend will be held at **1400 Hrs. (2.00 P.M)** on **March 27, 2024**. at the office of Sri Lanka CERT at the above address. For more details please refer **ITB Clause 26.1**
6. Bids must be delivered to Chief Executive Officer, Sri Lanka CERT, Room: 4-112, BMICH, Colombo 7 *to be received on* or before **1500 Hrs. (3.00 P.M) on April 10, 2024**. Late Bids and Bids sent electronically will not be accepted and will be rejected.

7. Bids shall be valid for a period of 90 days from the date of deadline for submission of the Bids.
8. All Bids must be accompanied by Bid Securities in the form of a Bank Guarantee using the format given with the bidding documents in the amount of Sri Lankan Rupees One Million Nine Hundred Twenty Five thousand (1,925,000.00). Bid Security shall be valid up to 30 days beyond the date of Bid validity date
9. Technical bids shall be opened immediately after the deadline for submission of bids, in the presence of Bidders or their authorized representatives who choose to attend in person at the address stated above (in Para 6).
10. Sri Lanka CERT shall not be responsible for any costs or any expenses incurred by the Bidders in connection with the preparation or delivery of Bids.

Chairman
Department Procurement Committee
Sri Lanka CERT (Pvt.) Ltd,
Room: 4-112, BMICH, Colombo 7, Sri Lanka.

March 20, 2024.

Section I. Instructions to Bidders (ITB)

A. General

1. **Scope of Bid**
 - 1.1 The purchaser **indicated in the Bidding Data Sheet (BDS)**, issues these Bidding Documents for the supply of Goods and Related Services incidental thereto as specified in Section V, Schedule of Requirements. The name and identification number of this National Competitive Bidding (NCB) procurement are **specified in the BDS**. The name, identification, and number of lots (individual contracts), if any, are **provided in the BDS**.
 - 1.2 Throughout these Bidding Documents:
 - (a) The term “in writing” means communicated in written form by mail (post or electronic) or hand delivered with proof of receipt;
 - (b) If the context so requires, “singular” means “plural” and vice versa; and
 - (c) “Day” means calendar day.
2. **Source of Funds**
 - 2.1 Payments under this contract will be financed by the source specified in the BDS.
3. **Ethics, Fraud and Corruption**
 - 3.1 The attention of the bidders is drawn to the following guidelines of the Procurement Guidelines published by National Procurement Agency:
 - (a) Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;
 - (b) Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.

3.2 The Purchaser requires the bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:

- (a) *“corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;*
- (b) *“fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;*
- (c) *“collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, non-competitive levels; and*
- (d) *“coercive” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.*

3.3 If the Purchaser found any unethical practices as stipulated under ITB Clause 3.2, the Purchaser will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

4. Eligible Bidders

4.1 All bidders shall possess legal rights to supply the Goods under this contract except for those declared in the BDS.

4.2 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they:

- (a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the

procurement of the goods to be purchased under these Bidding Documents; or

(b) Submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.

4.3 A Bidder that is under a declaration of ineligibility by the Government of Sri Lanka (GOSL), at the date of submission of bids or at the date of contract award, shall be disqualified. The list of debarred firms is available at the website of NPA, www.npa.gov.lk

4.4 Foreign Bidder may submit a bid only if so stated in the BDS.

5. Eligible Goods and Related Services

5.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institute (SLSI). In the absence of such standards, the Goods supplied shall be complied to other internationally accepted standards.

B. Contents of Bidding Documents

6. Sections of Bidding Documents

6.1 The Bidding Documents consist of 2 Volume, which include all the sections indicated below, and should be read in conjunction with any addendum issued in accordance with ITB Clause 8.

Volume 1

- Section I. Instructions to Bidders (ITB)
- Section VI. Conditions of Contract (CC)
- Section VIII. Contract Forms

Volume 2

- Section II. Bidding Data Sheet (BDS)
- Section III. Evaluation and Qualification Criteria
- Section IV. Bidding Forms
- Section V. Schedule of Requirements
- Section VII. Contract Data
- Invitation For Bid

6.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.

- 7. Clarification of Bidding Documents**
- 7.1 A prospective Bidder requiring any clarification of the Bidding Documents including the restrictiveness of specifications shall contact the Purchaser in writing at the Purchaser's address **specified in the BDS**. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than ten (10) days prior to the deadline for submission of bids. The Purchaser shall forward copies of its response to all those who have purchased the Bidding Documents, including a description of the inquiry but without identifying its source. Should the Purchaser deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 8.
- 8. Amendment of Bidding Documents**
- 8.1 At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addendum.
- 8.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have purchased the Bidding Documents.
- 8.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Sub-Clause 23.2.

C. Preparation of Bids

- 9. Cost of Bidding**
- 9.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 10. Language of Bid**
- 10.1 The Bid, as well as all correspondence and documents relating to the Bid (including supporting documents and printed literature) exchanged by the Bidder and the Purchaser, shall be written in English language.
- 11. Documents Comprising the Bid**
- 11.1 The Bid shall comprise the following:
- (a) Bid Submission Form and the applicable Price Schedules, in accordance with ITB Clauses 12, 14, and 15;

- (b) Bid Security or Bid-Securing Declaration, in accordance with ITB Clause 20;
- (c) Documentary evidence in accordance with ITB Clauses 18 and 29, that the Goods and Related Services conform to the Bidding Documents;
- (d) Documentary evidence in accordance with ITB Clause 18 establishing the Bidder's qualifications to perform the contract if its bid is accepted; and
- (e) Any other document required in the BDS.

12. Bid Submission Form and Price Schedules

12.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. This form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

13. Alternative Bids

13.1 Alternative bids shall not be considered.

14. Bid Prices and Discounts

14.1 The Bidder shall indicate on the Price Schedule the unit prices and total bid prices of the goods it proposes to supply under the Contract.

14.2 Any discount offered against any single item in the price schedule shall be included in the unit price of the item. However, a Bidder wishes to offer discount as a lot the bidder may do so by indicating such amounts appropriately.

14.3 If so indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the BDS, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction separately.

14.4 (I) Prices indicated on the Price Schedule shall include all duties and sales and other taxes already paid or payable by the Supplier:

- (a) on components and raw material used in the manufacture or assembly of goods quoted; or
- (b) on the previously imported goods of foreign origin

- (ii) However, VAT shall not be included in the price but shall be indicated separately;
- (iii) the price for inland transportation, insurance and other related services to deliver the goods to their final destination;
- (iv) the price of other incidental services

14.5 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected, pursuant to ITB Clause 31.

14.6 All lots, if any, and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.

15. Currencies of Bid

15.1 Unless otherwise stated in Bidding Data Sheet, the Bidder shall quote in Sri Lankan Rupees and payment shall be payable only in Sri Lankan Rupees(LKR). Any prices quoted in a currency other than LKR may be rejected at the discretion of the Purchaser. Any differed pricing shall be converted to LKR and quoted in the tender and deemed to include any foreign exchange fluctuation risks.

**16. Documents
Establishing the
Eligibility of the
Bidder**

16.1 To establish their eligibility in accordance with ITB Clause 4, Bidders shall complete the Bid Submission Form, included in Section IV, Bidding Forms.

**17. Documents
Establishing the
Conformity of the
Goods and Related
Services**

17.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section V, Schedule of Requirements.

17.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description (given in Section V, Technical Specifications) of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and

if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.

17.3 The Bidder shall also furnish a list giving full particulars, including quantities, available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period if specified in the BDS following commencement of the use of the goods by the Purchaser.

**18. Documents
Establishing the
Qualifications of
the Bidder**

18.1 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction:

- (a) A Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization if required in the BDS, using the form included in Section IV, Bidding Forms to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods;
- (b) that, if required in the BDS, in case of a Bidder not doing business within Sri Lanka, the Bidder is or will be (if awarded the contract) represented by an Agent in Sri Lanka equipped and able to carry out the Supplier's maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and
- (c) That the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.

**19. Period of Validity
of Bids**

19.1 Bids shall remain valid until the date specified in the BDS. A bid valid for a shorter date shall be rejected by the Purchaser as non-responsive.

19.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 20, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.

20. Bid Security

- 20.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, as specified in the BDS.
- 20.2 The Bid Security shall be in the amount specified in the BDS and denominated in Sri Lanka Rupees, and shall:
- (a) At the bidder's option, be in the form of either a bank draft, a letter of credit, or a bank guarantee from a banking institution;
 - (b) Be issued by an institution acceptable to Purchaser. The acceptable institutes are published in the NPA website, www.npa.gov.lk
 - (c) Be substantially in accordance with the form included in Section IV, Bidding Forms;
 - (d) Be payable promptly upon written demand by the Purchaser in case the conditions listed in ITB Clause 20.5 are invoked;
 - (e) Be submitted in its original form; copies will not be accepted;
 - (f) Remain valid for the period specified in the BDS.
- 20.3 Any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 20.1 and 20.2, may be rejected by the Purchaser as non-responsive.
- 20.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 43.
- 20.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 19.2; or
 - (b) If a Bidder does not agree to correction of arithmetical errors in pursuant to ITB Sub-Clause 30.3

(c) If the successful Bidder fails to:

(i) Sign the Contract in accordance with ITB Clause 42;

(ii) Furnish a Performance Security in accordance with ITB Clause 43.

**21. Format and
Signing of Bid**

21.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 11 and clearly mark it as "ORIGINAL." In addition, the Bidder shall submit a copy of the bid and clearly mark it as "COPY." In the event of any discrepancy between the original and the copy, the original shall prevail.

21.2 The original and the Copy of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.

21.3 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialized by the person signing the Bid.

D. Submission and Opening of Bids

**22. Submission,
Sealing and
Marking of Bids**

22.1 Bidders may always submit their bids by mail or by hand.

(a) Bidders submitting bids by mail or by hand, shall enclose the original and the copy of the Bid in separate sealed envelopes, duly marking the envelopes as "ORIGINAL" and "COPY." These envelopes containing the original and the copy shall then be enclosed in one single envelope.

22.2 The inner and outer envelopes shall:

(a) Bear the name and address of the Bidder;

(b) Be addressed to the Purchaser in accordance with ITB Sub-Clause 23.1;

(c) Bear the specific identification of this bidding process as indicated in the BDS; and Bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 26.1.

If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.

23. Deadline for Submission of Bids

23.1 Bids must be received by the Purchaser at the address and no later than the date and time specified in the BDS.

23.2 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 8, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

24. Late Bids

24.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB Clause 23. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

25. Withdrawal, and Modification of Bids

25.1 A Bidder may withdraw, or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 22, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITB Sub-Clause 21.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be:

(a) submitted in accordance with ITB Clauses 21 and 22 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “Withdrawal,” or “Modification;” and

(b) received by the Purchaser prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 23.

25.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 25.1 shall be returned to the Bidders only upon notification of contract award to the successful bidder in accordance with sub clause 41.1.

25.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

26. Bid Opening

26.1 The Purchaser shall conduct the bid opening in public at the address, date and time specified in the BDS.

26.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid may be opened at the discretion of the Purchaser. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Envelopes marked “MODIFICATION” shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.

26.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the Bid Prices, including any discounts and alternative offers; the presence of a Bid Security or Bid-Securing Declaration, if required; and any other details as the Purchaser may consider appropriate. Only discounts and alternative offers read out at Bid opening shall be considered for evaluation. No Bid shall be rejected at Bid opening except for late bids, in accordance with ITB Sub-Clause 24.1.

26.4 The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, or modification; the Bid Price, per lot if applicable, including any discounts, and the presence or absence of a Bid Security or Bid-Securing Declaration. The bids that were opened shall be resealed in separate envelopes, promptly after the bid opening. The Bidders’ representatives who are present shall be requested to sign the attendance sheet. A copy of the record shall be distributed to all Bidders who submitted bids in time.

E. Evaluation and Comparison of Bids

27. Confidentiality

27.1 Information relating to the examination, evaluation, comparison, and post-qualification (if applicable) of bids and recommendation of contract award, shall not be disclosed to bidders or any other

persons not officially concerned with such process until publication of the Contract Award.

27.2 Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid.

27.3 Notwithstanding ITB Sub-Clause 27.2, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, from the time of bid opening to the time of Contract Award, it should do so in writing.

28. Clarification of Bids

28.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, the Purchaser may, at its discretion, request any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered for purpose of evaluation. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the Evaluation of the bids, in accordance with ITB Clause 30.

29. Responsiveness of Bids

29.1 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself.

29.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- (a) Affects in any substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
- (b) Limits in any substantial way, inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the Contract; or
- (c) If rectified would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

29.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

**30. Nonconformities,
Errors, and
Omissions**

30.1 Provided that a Bid is substantially responsive, the Purchaser may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.

30.2 Provided that a bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

30.3 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:

(a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;

(b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

(c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

30.4 If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid-Securing Declaration shall be executed.

**31. Preliminary
Examination of**

31.1 The Purchaser shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 11 have

Bids	<p>been provided, and to determine the completeness of each document submitted.</p> <p>31.2 The Purchaser shall confirm that the following documents and information has been provided in the Bid. If any of these documents or information is missing, the Bid shall be rejected.</p> <p>(a) Bid Submission Form, in accordance with ITB Sub-Clause 12.1;</p> <p>(b) Price Schedules, in accordance with ITB Sub-Clause 12;</p> <p>(c) Bid Security or Bid Securing Declaration, in accordance with ITB Clause 20.</p>
32. Examination of Terms and Conditions; Technical Evaluation	<p>32.1 The Purchaser shall examine the Bid to confirm that all terms and conditions specified in the CC and the Contract Data have been accepted by the Bidder without any material deviation or reservation.</p> <p>32.2 The Purchaser shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 17, to confirm that all requirements specified in Section V, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.</p> <p>32.3 If, after the examination of the terms and conditions and the technical evaluation, the Purchaser determines that the Bid is not substantially responsive in accordance with ITB Clause 29, the Purchaser shall reject the Bid.</p>
33. Conversion to Single Currency	<p>33.1 Bidders are not allowed to quote in foreign currencies in and as such the necessity to convert to single currency does not arise.</p>
34. Domestic Preference	<p>34.1 Domestic preference shall be a factor in bid evaluation only if stated in the BDS. If domestic preference shall be a bid-evaluation factor, the methodology for calculating the margin of preference and the criteria for its application shall be as specified in Section III, Evaluation and Qualification Criteria.</p>
35. Evaluation of Bids	<p>35.1 The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.</p> <p>35.2 To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined in this ITB Clause 35.</p>

35.3 To evaluate a Bid, the Purchaser shall consider the following:

- (a) the Bid Price as quoted in accordance with clause 14;
- (b) Price adjustment for correction of arithmetic errors in accordance with ITB Sub-Clause 30.3;
- (c) Price adjustment due to discounts offered in accordance with ITB Sub-Clause 14.2; and 14.3
- (d) Adjustments due to the application of the evaluation criteria specified in the BDS from amongst those set out in Section III, Evaluation and Qualification Criteria;
- (e) Adjustments due to the application preference, in accordance with ITB Clause 34 if applicable.

35.4 The Purchaser's evaluation of a bid may require the consideration of other factors, in addition to the factors listed in ITB Sub-Clause 35.3, if specified in BDS. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids.

35.5 If so specified in the BDS, these Bidding Documents shall allow Bidders to quote for one or more lots, and shall allow the Purchaser to award one or multiple lots to more than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations, is specified in Section III, Evaluation and Qualification Criteria.

36. Comparison of Bids

36.1 The Purchaser shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 35.

37. Post qualification of the Bidder

37.1 The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily.

37.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 18.

37.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Purchaser shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

38. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids

38.1 The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders.

F. Award of Contract

39. Award Criteria

39.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

40. Purchaser's Right to Vary Quantities at Time of Award

40.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed fifteen percent (15%) of the total quantity and without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.

41. Notification of Award

41.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.

41.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

41.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 43, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 20.4.

42. Signing of Contract

42.1 Within Seven (7) days after notification, the Purchaser shall complete the Agreement, and inform the successful Bidder to sign it.

42.2 Within Seven (7) days of receipt of such information, the successful Bidder shall sign the Agreement.

**43. Performance
Security**

43.1 Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the CC, using for that purpose the Performance Security Form included in Section VIII Contract forms. The Employer shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 20.4. Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

Section II. Bidding Data Sheet (BDS)

The following specific data for the product to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	<p>Supply, delivery, installation, configuration, maintenance and support of software and other components related to the scope of the work as mentioned in Section V of the Schedule of Requirements.</p> <p>To qualify for evaluation, bidders are required to bid for all the items and quantities specified in the Section V of the Schedule of Requirements. Partial Bids shall be liable to treated as non-responsive and shall be rejected.</p> <p>The Purchaser is: Chief Executive Officer (CEO), Sri Lanka CERT (Pvt.) Ltd</p> <p>The name and identification number of the Contract is; Procurement of Implementation, configuration, maintenance, and support of Security Operation Center Software solution for NCSOC</p> <p>IFB No: CERT/GOSL/GOODS/NCB/2024/03</p>
ITB 2.1	The source of funding is the Government of Sri Lanka (GoSL)
ITB 4.1	Joint Ventures and Consortiums are not allowed. Sub-contracting is not allowed .
ITB 4.4	Foreign bidders are not allowed
	B. Contents of Bidding Documents
ITB 7.1	<p>For <u>Clarification of bid purposes</u> only, the Purchaser's address is:</p> <p style="text-align: center;">Attention: Project Manager</p> <p style="text-align: center;">Address: Sri Lanka CERT (Pvt.) Ltd Room: 4-112, BMICH, Colombo 7. Fax: +94 11 269 1064 email: procurement@cert.gov.lk</p> <p>A Pre-Bid meeting will be held on Date: March 27, 2024. Time: 1400 hrs. The document given in Annexure 01 in page 26 should be prepared in a company letterhead and to be submitted. along with, a photocopy of the National Identity Card / Passport / Driving License of the participant (Maximum of Two representative will be allowed) when entering to the Tender Room Permission for entry to the Tender Room may refuse in case authorization as prescribed above is not submitted.</p>

	<p>Venue for the Pre-bid meeting: Sri Lanka CERT, Room: 4-112, BMICH, Colombo 7.</p> <p>Clarifications may be requested not later than 07 days before the deadline for submission of bids.</p>
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	<p>C. Preparation of Bids</p>
<p>ITB 11.1 (a), (b), (c) and (d)</p>	<p>I. The Bid Submission Form and Price Schedule should be considered as Envelop 2 - Financial Bid.</p> <p>II. All documents other than the documents specified in the above item (I) should be considered as Envelop 1 - Technical Bid. Section /Annexure consisted into Technical Bid should be attached in following order.</p> <p style="margin-left: 40px;">a). Section I – Instruction to Bidder (ITB) b). Section II – Bidding Data Sheet (BDS) c). Section III – Evaluation and Qualification Criteria d). Bid Security e). Section V – Schedule of Requirements (Annexure 1) f). Section VI – Conditions of Contract g). Section VII – Contract Data</p> <p>III. Each bid (envelop 1 - Technical and envelop 2 - Financial) should be enclosed in separate envelopes.</p>
<p>ITB 11.1 (e)</p>	<p>i) The Bidder shall submit the following documents with bid:</p> <p>Technical Bid</p> <p>Bid Security</p> <ul style="list-style-type: none"> - Technical Specification & Compliance - The bidder must be an authorized reseller of the required product and must include a certificate from Authorized Distributor confirming bidder’s reseller status - Please provide qualifications, background and experience of the technical and support staff - It is mandatory to fill component description in the section V and sign / endorse it. Failure to endorse the component description sheet may result in classification of the bid as partially responsive and result in rejection of the bid. - Provide proof of Authorization partnership agreement (included in Section V) <p>Financial Bid</p>

	<ul style="list-style-type: none"> - Bid Submission Form - Price Schedule <p>ii) The bid must be registered under the Public Contract Act No 3 of 1987 at the registrar of the companies 'office and submit a PCA3 form accordingly as per the provision made in the said act.</p>
ITB 13.1	Alternative bids shall not be considered. Options are not allowed, the bids submitted with options shall be treated as non-responsive and shall be rejected.
ITB 14.2	Bidder shall offer pricing applicable for government institutes.
ITB 14.3	All components will be procured as a single lot as a complete solution.
ITB 14.4 (iii), (iv)	Prices indicated on the Price Schedule shall include the price for inland transportation, insurance and other related services to deliver the goods to their final destination, the price of other incidental services.
ITB 15.1	CIF value of the goods/services shall be quoted in Dollars and local charges shall be in Sri Lanka Rupees. All payment should be made in LKR.
ITB 17.1, 17.2, 17.3	The Bid should comply with all minimum requirements specified in the Section V – Schedule of Requirements.
ITB 18.1 (a)	Manufacturer Authorization is required in the form specified in the Section IV – Bidding Forms of the Bid documents. Bidders shall provide Manufacturer Authorizations for Software specified in the Section V – Schedule of Requirements.
ITB 18.1 (b)	Bidder shall be legally registered company in Sri Lanka and should have the physical presence (office) in Sri Lanka, and has been in operation for the last Eight (08) years.
ITB 19.1	The bid validity period shall be Ninety (90) days from the date of bid closure, accordingly the bid shall be valid until July 10, 2024 .
ITB 20.1	Bid shall include a Bid Security issued by a commercial bank licensed by the Central Bank of Sri Lanka in the format prescribed in Section IV “Bidding Forms – Bid Guarantee”
ITB 20.2	The amount of the Bid Security shall be Sri Lankan Rupees Bid Security shall be Sri Lankan Rupees One Million Nine Hundred Twenty Five thousand (1,925,000.00) Bid Security shall be issued in favor of (Beneficiary); The Chief Executive Officer Sri Lanka CERT (Pvt.) Ltd. Room: 4-112, BMICH, Colombo 7, Sri Lanka. Bid securing declarations are not accepted
ITB 20.2 (f)	Bid Security shall be valid for a period of 30 days beyond the original validity period of bids (up to August 09, 2024) or beyond any period of extension subsequently requested under ITB clause 19.

	D. Submission and Opening of Bids
ITB 22.1 (a)	<p>The Bidder shall not have the option of submitting their Bids electronically.</p> <p>This procurement is carried out on the basis of the “Single Stage Two Envelope Method”. Therefore, both technical and price proposals should be submitted in two separate envelope.</p> <p>I. The bidder should submit the original documents of Technical Bid and Financial Bid Documents as described in ITB Clause 11 and clearly marked it as follows.</p> <p style="padding-left: 40px;">a). For Technical Bid, “ORIGINAL – TECHNICAL BID” b). For Financial Bid, “ORIGINAL – FINANCIAL BID”</p> <p>II. In addition, the Bidder shall submit a copy of each bid and clearly marked it as follows.</p> <p style="padding-left: 40px;">a). For Technical Bid, “COPY – TECHNICAL BID” b). For Financial Bid, “COPY – FINANCIAL BID”</p>
ITB 22.2 (c)	<p>The Bid shall be processed according to the two envelop system with each envelop clearly marked “TECHNICAL BID” and “FINANCIAL BID” in duplicate and two separate envelops, marked “Original” and “Copy”. Both the bids need to be submitted at the time of bid opening. All the Technical bids will be opened at the time of bid opening. Financial bids will be opened with the bidders who have complied with the NCSOC technical specifications.</p> <p>The bid envelop should be marked with the bid name, bid number and bid opening date and time of the bid closing on the top left hand corner of the envelop and name and address of the Bidder on the left hand bottom corner of the envelope.</p> <p>If all envelops are not sealed and marked as required the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.</p>
ITB 23.1	<p>For bid submission purposes, the Purchaser’s address is:</p> <p style="padding-left: 40px;">Chief Executive Officer Sri Lanka CERT (Pvt.) Ltd. Room: 4-112, BMICH, Colombo 7, Sri Lanka The deadline for the submission of bids is: Date: April 10, 2024. Time: 1500 hrs.</p>

<p>ITB 26.1</p>	<p>The bid opening shall take place at: Address: Sri Lanka CERT, Room: 4-112, BMICH, Colombo 7, Sri Lanka. Date: April 10, 2024. Time: 1500 hrs. The document given in Annexure 01 in page 26 should be prepared in a company letterhead and to be submitted. along with, a photocopy of the National Identity Card / Passport / Driving License of the participant (Maximum of Two representatives will be allowed) when entering to the Tender Room Permission for entry to the Tender Room may refuse in case authorization as prescribed above is not submitted.</p>
<p>ITB 29.3</p>	<p>The bid will be rejected by the Sri Lanka CERT if:</p> <ul style="list-style-type: none"> a) The document has not been properly signed by a person who is duly authorized to sign the bidding documents on behalf of the bidder with documentary evidence to illustrate such authority (Ex: Resolution of the Board of Director) b) PCA 3 Form is not submitted, c) Bid Security is not furnished in order and d) Bid submission Form is not submitted in order e) A certified copy of business registration certificate is not submitted f) VAT Registration Certificate is not submitted g) Audited statements of accounts of the company for the past four (04) years (2018/2019, 2019/2020, 2020/2021 and 2021/2022) is not submitted h) Documentary evidence to establish conformity of the goods to the technical specifications/standards is not submitted <p>Bid offered without duly signed or without furnishing any of the above-mentioned documents will be treated as nonresponsive and will be rejected without considering for further evaluation.</p>
<p>ITB 33.1</p>	<p>Not applicable</p>
<p>ITB 34.1</p>	<p>Not applicable</p>
<p>ITB 35.3(d)</p>	<p>The adjustments shall be determined using the criteria, from amongst those set out in Section III Evaluation and Qualification Criteria as per the criteria mentioned in the Section V – Schedule of Requirements.</p>
<p>ITB 35.4</p>	<p>The following factors and methodology will be used for evaluation: Compliance with all requirement in the compliance sheet</p>
<p>ITB 43</p>	<p>The Performance Security acceptable to the Purchaser shall be in the Standard Form of unconditional Bank Guarantee (as per the format given in the Bidding Document Section VIII) issued by any commercial bank licensed by the Central Bank of Sri Lanka and the amount shall be 10% of the total contract price. Performance security shall be submitted within 14 working days of the date of notification of award from the employer. It shall be valid up to 28 days following the date of Completion of the Supplier’s performance obligations under the contract, including any warranty obligations.</p>

Annexure 1

LETTER OF AUTHORIZATION FOR ATTENDING BID OPENING

To : Chef Executive Officer
Sri Lanka Computer Emergency Readiness Team (SLCERT),
Room 4112, BMICH
Buddhaloka Mw, Colombo 07

Procurement of Implementation, configuration, maintenance, and support of Security Operation
Center Software solution for NCSOC

IFB: CERT/GOSL/GOODS/NCB/2024/03

..... (name of representatives) bearing National
Identity Card/ Passport/ Driving License (or any other valid identity) No.
..... is hereby authorized to attend the Bid opening on
..... for the Bid mentioned above on behalf of
..... (name of Bidder/ company/ agency/ firm)

Signature of authorized signatory of the company/ agency/ firm with seal

NOTE: Permission for entry to the Bid room may be refused in case authorization as
prescribed above is not submitted

Section III. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser use to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

Contents

1. Evaluation Criteria (ITB 35.3 (d))
2. Evaluation Criteria (ITB 35.4)
3. Post-qualification Requirements (ITB 37.2)

1. Evaluation Criteria (ITB 35.3 (d))

The Purchaser's evaluation of a bid may take into account, in addition to the Bid Price quoted in accordance with ITB Clause 14, one or more of the following factors as specified in ITB Sub-Clause 35.3(d) and in BDS referring to ITB 35.3(d), using the following criteria and methodologies.

1.1 Stages 01 - Preliminary Bid Evaluation

Preliminary bid evaluation as per the criteria prescribed below.

- i. **Completeness of the bidding document** - Sri Lanka CERT will examine the bids to determine;
 - a) Whether they are complete,
 - b) Whether any computational errors have been made,
 - c) Whether the documents have been properly signed by a person who is duly authorized to sign the bidding documents on behalf of the bidder with documentary evidence to illustrate such authority (Ex: Resolution of the Board of Directors),
 - d) Whether the PCA 3 Form is submitted and
 - e) Bids will not be entertained from firms or persons who have been placed on the List of Defaulting Contractors of the Government of Sri Lanka or of Sri Lanka CERT or of any Statutory Government Corporation or Board.

Bids offered with errors, without duly signed or without furnishing any of the above mentioned documents will be treated as nonresponsive and will not be considered for further evaluation.

- i. **Furnishing of requested bid security** - Sri Lanka CERT will examine whether the requested by bid security has been furnished in order. Title of the bid, bid number, value and validity period of the bid security, should be. correctly mentioned as requested in Section II (BDS). Bids offered without mentioning any of the above items correctly, will be treated as nonresponsive and will not be considered for further evaluation.
- ii. **Bid Validity** - The bidders should agree for the validity period of the bid mentioned in the Section II (BDS). Bids offered with deviated bid validity will be treated as nonresponsive will not be considered for further evaluation.
- iii. **Delivery and Payment Terms** - The bidders should agree for the delivery period and payment terms mentioned in the Section VII (Contract Data Sheet). Bids offered with deviated

delivery period and payment schedule will be treated as nonresponsive will not be considered for further evaluation.

1.2 Stage 2: Technical Financial and Arriving to Final Score

- i. The technical proposals will be subjected for evaluation at this stage as per criteria prescribed in Section V,
- ii. The technical proposals only will be subjected for evaluation at this stage as per criteria prescribed in Section V. The Bidders scoring more than of equal 85 marks (cut-off score) out of 100 marks in the technical evaluation shall be short listed for further selection process.
- iii. The financial bids of the above short listed bidders will be opened and rest will be returned back to the bidders. The client's evaluation of Bidders responsiveness to "Technical Requirements" will take into account along with cost factors. An "Evaluated Relative Bid Score" will be calculated for each short listed bid using the following formula, as a comprehensive assessment of the cost component and the technical merit of each short listed bid.

$$B = \frac{C^{low}}{C} X + \frac{T}{T^{high}} (100 - X)$$

Where,

B Relative Bid Score of evaluated bid

T = Technical Score of evaluated bid

T^{high} = The highest Technical Score of the bid among all responsive bidders

C = Bidder's evaluated bid price.

c^{low} = The lowest bid price among evaluated bid prices of all responsive Bidders

X = The weight for cost factors is 30

Marking Scheme of Technical Evaluation

#	Evaluation Criteria	Full Marks
1.	Product Features	20
2.	Product Demonstration according to the Scope of Work defined by Sri Lanka CERT	40
3.	Solution architecture and design	10
4.	Proposed project plan, approach and methodology for preparation, installation, implementation, go-live and operations and maintenance covering all the applicable.	10
5.	Value added services	05
6.	Credentials of the SOC software solution from the bidder. Prior SOC Solution projects by the bidder with the proposed software solution	03
7.	Product Certified Engineers (refer to Table 1 Proposed Professional Staff)	04
8.	Qualification knowledge and experience of other project team members (refer to Table 2 Proposed Professional Staff)	08
Total		100 Marks

Table 3- Technical Evaluation Marking scheme.

1.3 Stage 3: Method of evaluation

Bidders of this RFP will be eligible only if they fulfill the following criteria as a minimum and should comply with RFP Terms and Conditions

- Responsive RFP proposals will be reviewed to select the initial technical comply bidders according to given technical specification and RFP term and condition.
- The Initial Technical comply bidder will be requested to do presentation to demonstrate the Technical capabilities of the product.
- The Sri Lanka CERT technical committee reviews the presentation and gives the marks according to the **Table 1 - Technical Evaluation Marking scheme**.
- The bidders who are scored more than or equal to 85%, will be selected to proceed with financial bid opening
- Sri Lanka CERT reserves the right to select and finalize the vendor who is best fitted to the requirement

1.4 Stage 4: Scope of Work for the Demonstration

The bidder must complete all items in the Scope of Work successfully in order to get selected. Below are the Scope of work that will be evaluated in the demonstration.

1. The bidder should create a POC environment (demonstration purpose only) that exact match to the requirement stated in the RFP.
2. Logs integration to the proposed Solution
 - Firewall
 - Active Directory
 - Network devices (Routers/ Switch)
 - Net flows
 - EDR
 - Data Base (MSSQL/Oracle/MySQL)
 - Windows Server
3. Multi-tenancy environment (minimum Two)
4. File Integrity Management and web defacement
5. Tenant Isolation (Raw data, process data, Dashboard, User profile, etc..)
6. The bidder should show that parsed logs in the proposed Solution within 5 minutes from log generated time without missing any event logs.
7. Report Generation capabilities of the proposed Solution
8. CPU and memory utilization of the proposed SOC system when generating a report and running a query

And demonstration shall be covered all the listed items (but not limited) in the Technical specification.

Please note that the purchaser will not be provided any environment and logs to do the demonstration.

2. Evaluation Criteria (ITB 35.4)

Criteria		Requirement
a	Minimum average annual turnover in last three (3) years shall be 1.5 times of the bid price.	Should be complied
b	The bidder must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means, other than any contractual advance payment to meet the cash flow requirement of not less than 50% of the bid price net of the bidder's other commitments.	Should be complied
c	Compliance with all requirements in the compliance sheet and a pre-evaluation presentation by explaining the project approach/scope covered/Solutions provide for technical evaluation purposes.	Should be complied

Table 4 Evaluation Criteria

Proposed Professional Staff

Table below shows the minimum number of professional staffs required for the project. However, to complete the project within the time scale, bidders are required to allocate a suitable number of staffs who should be in the company permanent payroll withing last six(06) month (except SOC Consultant) that possesses at least minimum qualification and experience (as shown in the table) to complete the project. Certified copies of certificates shall be provided along with CVs (proof documents should be provided).

	Position	Minimum Number of Staff	Required Minimum Qualification	Required Minimum Experience	Requirement
1	Project Manager	1	Bachelor's degree or equivalent specialized in Project Management and Master's Degree. Professional Qualification in Project Management	5 years in managing projects with similar complexities	Should be complied
2	Product Certified Engineers	3	Bachelor's degree (or equivalent) in Networking, Engineering or other related field, and OEM certified for proposed software solution.	5 years of experience with projects on a similar Scale	Should be complied
3	Senior Systems Engineer	2	Bachelor's degree (or equivalent) in Networking, Engineering or other related field, or Professional Qualification in a related Field, OEM certified for Dell VxRail and VMWare	5 years of experience in Working with Dell VxRail and VMWare	Should be complied
4	Senior Network Engineer	1	Bachelor's degree (or equivalent) in Networking, Engineering or other related field, or Professional Qualification in a related Field, OEM certified	5 years of experience in working with Juniper and Checkpoint Product	Should be complied
5	SOC Consultant	1	Bachelor's degree (or equivalent) in	10 years of experience in	Should be complied

			Networking, Engineering or other related field and CISSP or CISM certification	working with projects with similar complexities	
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Table 5 Proposed Professional Staff

Commercial and Technical Capability

The Bidder shall comply the following requirement and furnish all documentary evidence to demonstrate that it meets the following requirements.

- i. Bidder shall be a legally registered company in Sri Lanka, and should have a strong physical presence in Sri Lanka (operating an office), and has been in operation for the last Eight (08) years. A certified copy of business registration certificate shall be provided.
- ii. Bidder's core business shall be system integrator role including supplying, delivering, installing and implementing, software and other components similar to the items specified in the Section V – Schedule of Requirements of this Bid.
- iii. Bidders shall have the technical competency as the authorized dealers/suppliers for brands/products stated in the Section V - Schedule of Requirements of this Bid for the last Five (5) years in supplying, delivering installing, supporting, maintaining and providing warranties.
- iv. Bidder as the authorized representative, has successfully completed the supply, installation, configuration, commissioning and providing after sales services for Two (02) similar software solution during the period of last Five (5) years prior to the Bid submission deadline (Bidder should be provided documents to prove the evidence). These products must be in satisfactory operation for at least One (1) year prior to the date of bid submission (Bidder should be provided documents to prove the evidence).

3. Post – Qualification Requirements (ITB 37.2)

(a) Financial Capability

The Bidder shall furnish documentary evidence that it meets the following financial requirements.

- i. The bidder must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means, other than any contractual advance payment to meet the cash flow requirement of not less than 50% of the bid price net of the bidder's other commitments.

Section IV. Bidding Forms

Table of Forms

1. Bid Submission Form
2. Price Schedule & Price Schedule for Additional Items
3. Bid Guarantee
4. Manufacturer's Authorization
5. Professional Staff

Bid Submission Form

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*

No.: *[insert number of bidding process]*

To: *[* insert complete name of Purchaser]*

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Bidding Documents, including Addenda

No.: *[insert the number and issuing date of each Addenda];*

(b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services *[* insert a brief description of the Goods and Related Services];*

(c) The total price of our Bid without VAT, including any discounts offered is: *[insert the total bid price in words and figures];*

(d) The total price of our Bid including VAT, and any discounts offered is: *[insert the total bid price in words and figures];*

(e) Our bid shall be valid for the period of time specified in ITB Sub-Clause 18.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(f) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 43 and CC Clause 17 for the due performance of the Contract;

(g) We have no conflict of interest in accordance with ITB Sub-Clause 4.3;

(h) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the National Procurement Agency;

(i) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

(j) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Price Schedule

Item No (1)	Description of Goods or related services (2)	Qty. and Unit (3)	CIF Price in USD (4)	CIF Price in LKR (5)	All Other local chargers in LKR (6)	Unit price Excluding VAT LKR (7)=(5)+(6)	Total Price Excluding VAT LKR (8)=(3)x(7)	VAT LKR (9)	Total Price Including VAT LKR (10)=(8)+(9)
1	7500 EPS Slab ¹ (refer CC 15.1 (b))	16							
2	Implementation for SOC solution (refer CC 15.1 (a))	1							
3	1000 EDR Slab ² (refer CC 15.1 (c))	10							
4	Implementation for EDR solution (refer CC 15.1 (a))	1							
	Total								

****1. Supplier is required to provide 7500 EPS in slabs. Upon the usage of the EPS, the purchaser shall request to provide additional slabs up to 120,000 EPS during the 3-year contract period (16 slabs * 7500 EPS). However, suppliers shall agree to provide the same price for each slab during the contract period (pricing for each slab shall be fixed).**

****2. Supplier is required to provide 1000 EDR Licenses in slabs. Upon the usage of the EDR Licenses, the purchaser shall request to provide additional slabs up to 10,000 EDR Licenses during the 3-year contract period (10 slabs * 1000 EDR Licenses). However, suppliers shall agree to provide the same price for each slab during the contract period (pricing for each slab shall be fixed).**

license renewal cost with support and maintenance

Year	Pricing for 7500 EPS Slab	Pricing for 1000 EDR slab
Year 4		
Year 5		

Note 1: All licensing, software components, etc...pricing shall be indicated in line item No.1 in the price schedule for 3 years

Note 2: Installation and configuration, support, maintenance, training, etc...pricing shall be indicated in line item No.2 in the price schedule for 3 years

Note 3: All licensing, software components, etc...pricing shall be indicated in line item No.3 in the price schedule for 3 years

Note 4: Installation and configuration, support, maintenance, training, etc...pricing shall be indicated in line item No.4 in the price schedule for 3 years

Note 5: Bidder shall responsible for installation of EDR agents in all locations which are requested by purchaser without any additional cost

Note 6: Bidder Shall not be added any additional rows and should cover all the pricing within given items in the price schedule.

Note 7: Bidder Shall state the cost of license renewal cost for the proposed software for year 4 and year 5 separately

Note 8: Bidder Shall clearly indicate perpetual licenses and subscription-based licenses on the proposed solution

Bid Guarantee

[this Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]

----- *[insert issuing agency's name, and address of issuing branch or office]* -----

***Beneficiary:** Chief Executive Officer, Sri Lanka CERT (Pvt.) Ltd,

Date: ----- *[insert (by issuing agency) date]*

BID GUARANTEE No.: ----- *[insert (by issuing agency) number]*

We have been informed that ----- *[insert (by issuing agency) name of the Bidder; if a joint venture, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the supply of *[insert name of Supplier]* under Invitation for Bids No. ----- *[insert IFB number]* ("the IFB")

Furthermore, we understand that, according to your conditions, Bids must be supported by a Bid Guarantee.

At the request of the Bidder, we ----- *[insert name of issuing agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- --- *[insert amount in figures]* ----- *[insert amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity,
 - (i) fails or refuses to execute the Contract Form, if required, or
 - (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire:

- (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or

(b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ---- *(insert date)*

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date. _____

[signature(s) of authorized representative(s)]

Manufacturer's Authorization

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid, if so indicated in the BDS.]

Date: *[insert date (as day, month and year) of Bid Submission]*

No.: *[insert number of bidding process]*

To: *[insert complete name of Purchaser]*

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 27 of the Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Professional Staff (CV)

1. **Proposed Position** [*only one candidate shall be nominated for each position*]: _____
2. **Name of Firm** [*Insert name of firm proposing the staff*]: _____

3. **Name of Staff** [*Insert full name*]: _____

4. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

5. **Membership of Professional Associations:** _____

6. **Other Training** [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

7. **Experience in the specific role:** [*List the projects*]: _____

8. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

9. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held*] :

From [Year]: ____ To [Year]: _____

Employer: _____

Positions held: _____

<p>[Refer (c) Proposed Professional Staff, Section III – Evaluation and Qualification Criteria to meet the minimum requirement or preferably more]</p>	<p>10. Work Undertaken that Best Illustrates the Qualification <i>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.]</i></p> <p>Name of assignment or project: Client: Duration: Location:</p> <hr/> <p>Brief description of the projects: Positions held: Technologies used:</p>
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11. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

.....
[Signature of staff member]

Date:
Day/Month/Year

Full name of authorized representative :

Section V. Schedule of Requirements

1. List of Goods and Delivery Schedule
2. Technical Specifications
3. Other Documents to be submitted by the bidder
4. Service Requirements Compliance Sheets
5. General Warranty Terms & Service Level Agreement (SLA)
6. Inspection and Testing

1. List of Goods and Delivery Schedule

Item No	Description of Goods	Final (Project Site) Destination as specified in BDS	Delivery and Installation	Related Services
1	SOC Software Solution -Implementation -Use Case Scenario and Play Book Creation -Rules and Tune-ups to meet security standards	Shall be specified by Purchaser in the delivery stage	Shall be specified by purchaser before two weeks prior to the installation.	Supply, delivery, Installation, Configuration, Commissioning and fine tuning
2	EDR solution			
3	Licensing bundle including supporting software			

***Note:**

1. It is the Bidder's responsibility to obtain letters of acceptance of goods from the person/s nominated by the Purchaser at the time of delivery. Hence, arrangements will be made to issue such certificates within a week on receipt of goods/services and to notify the supplier within three working days, if there are any reasons for non-acceptance/not in able to accept the goods/services.
2. Delivery note shall include details such as Brand Name, Model, Serial Number, Configuration, Product Keys of License and etc.. (as applicable).
3. Acceptance letters should indicate that the software received in order.
4. It is the Bidder's responsibility to install and commission the software as required at the time of delivery.
5. It is the Bidder's responsibility to activate the necessary software license not before the delivery date.

2. Technical Specifications

2.0.1 Introduction

Sri Lanka CERT plans to establish the National Cyber Security Operations Center (NCSOC) to monitor the security events related to Critical Information Infrastructure of government agencies. The technical specifications and the technical related conditions in this section list out the requirements related to the SOC software installation.

Sri Lanka CERT expects to procure the following solution for NCSOC

Item No	Description of Goods	Quantity Units
1	Procurement of Implementation, configuration, maintenance, and support of Security Operation Center Software solution and EDR solution for NCSOC	1

Please note that SOC software and EDR will be procured as a single lot for the NCSOC solution.

The successful bidder is responsible for the Supply, Delivery, Installation, Testing, Commissioning, Maintenance, Support and Fine tuning of the NCSOC Software solution and EDR solution

2.0.2 Guidelines for Preparation of Submission

Bidders are required to provide all technical information and other related conditions requested in this document. Any omissions could lead to Bid Response being disqualified.

Response for each technical specification shall be cross referred to the technical literature provided. This will speed up the evaluation process.

Bid Response shall be supported by submitting the relevant technical brochures in original print in English language.

If the proposed solution does not meet the required specification, the Bidder shall clearly state the alternative option available with an explanation on how this option will fulfill the required specification. Such deviations will be considered as compliant only if it completely meets the specified requirement.

2.0.3 Technical and Operational Manuals

The successful Bidder is required to provide two hard copies of each of the Technical and Operating Manuals for all the components. Further, a set of softcopies are to be provided for both technical and operational manuals.

a.	Technical Manuals (hard copies)	-	02
b.	Technical Manuals (soft copies)	-	02
c.	Operating Manuals (hard copies)	-	02
d.	Operating Manuals (soft copies)	-	02

All manuals shall be in English.

2.0.4 **Updates and Upgrades**

The Bidder is required to clearly state how updating and upgrading of SOC software solutions, if any, will be carried out during the support and maintenance period.

2.0.5 **Licensing**

Sri Lanka CERT requires a clear understanding of the licensing required by the Bidder's proposed solution.

- a. All the software licenses should be covered for 3 years period.
- b. Please state the components that require licensing in terms of software
- c. Please state the subscription based licensing and perpetual based licensing separately and clearly state any feature/ Performance degradation after license expiry.
- d. All the necessary Software licenses (SOC Software, OS licenses, EDR solution, DB Licenses, etc...) should be included.
- e. Please state any other factors that has an impact on the licensing
- f. Pricing for licensing needs to be clearly indicated in the price quotation.
- g. All the software/services and licensing should be purchased under the name of Sri Lanka CERT

2.0.6 **Licensing Terms and Conditions**

Bidder should provide required licensing for all the features stipulated Specification (Table 7 Technical Specifications) and backend support including principal support complying to the given SLA. Further bidder should provide require licensing for other performance based criteria such as EPS count according to the price schedule.

- a. Any conditions for which licensing shall not be applicable, during the support period
- b. Replacement policy during the support period

2.0.7 **Post Support and Maintenance**

The Bidder is required to state the support and maintenance that will be provided after the initial support period. This shall include Annual Support Contract proposed by the Bidder with Terms and Conditions.

2.0.8 **Limitation of Software Solution**

The Bidder is required to state any limitations of the proposed solution.

The bidder shall thoroughly study Sri Lanka CERT requirements and bidder shall provide any additional information and findings to fulfill Sri Lanka CERT requirement without limiting to the Specification (Table 7 Technical Specifications.)

2.0.9 **Training**

The Bidder shall provide three separate training for staff nominated by Sri Lanka CERT for the Proposed Software Solution. The training should be conducted physically in the Original Equipment Manufacturer (OEM) training Center.

2.1 TECHNICAL SPECIFICATIONS REQUIREMENT OF SOC SOFTWARE SOLUTION

All the necessary Hardware and storage will be provided by Sri Lanka CERT and existing Hardware details are listed bellow table .
Propose solution should comply with the existing hardware setup

No	Specifications	Configuration
1	VxRail E660F HCI Five Node Cluster with VSAN	Total: CPU 500Ghz, RAM 5TB, Storage 200Tb with 100TB usable at RAID 1.
2	VxRail E660F Node	Intel(R) Xeon(R) Gold 5318Y processor 24core CPU@ 48 * 2.10Ghz
3	Hypervisor	VMware ESXi 7.0.3
4	VMware vSphere	vSphere 7 Standard

Table 6 Existing Hardware details

Bidders should propose SOC Software Solutions in accordance with the below specifications. Any minimum specifications which are not matched should be clearly mentioned and an appropriate alternative workaround may be proposed.

No		Minimum Specification	Bidder's Offer		Technical Reference (Page No.)
			Yes/ No	If "No" indicate your offer	
6.		Manufacturer (Specify)			
7.		Brand (Specify)			
8.		Version (Specify)			
9.		Country of Origin (Specify)			
10.		Detail BOM of the proposed Product with SKU's/Part codes			

11.	Deployment, Architecture and Monitoring	Bidder should bid for the software licenses with Software Assurance for all associate software components.			
12.		Bidder must provide licenses for 3 years for all the associated software components including Base Operating System, Databases, etc...			
13.		During the contract period, bidder should perform operating system upgrade, installations, patches and resource configurations and patches.			
14.		Proposed product must be able to implement on VMware cluster ESXi 7.0.3			
15.		Proposed solution should comply with all the items mentioned in GENERAL REQUIREMENTS Table.			
16.		The proposed solution should be capable of show parsed logs in the proposed SOC system within 5 minutes from log generated time without missing any event logs.			
17.		Proposed Solution shall have the ability to ingest Minimum 7500 EPS per day and scalable up to Minimum 120000 EPS per day			
18.		Supplier is required to provide 7500 EPS in slabs. Upon the usage of the EPS, the purchaser shall request to provide additional slabs up to 120,000 EPS during the 3-year contract period (16 slabs * 7500 EPS). However, suppliers shall agree to provide the same price for each slab during the contract period (pricing for each slab shall be fixed).			
19.		Proposed solution shall be based on the EPS/volume of logs ingested and shall not have any limitations based on the agents/connector and devices count			
20.		The solution should be able to capture, normalize and store any volume of logs for which real time correlation is required without any restriction on software licensing. Processing capacity for the logs would be provided based			

		on the sizing of the logs by the Sri Lanka CERT on need basis.			
21.		Solution must support industry standard log collection methods (syslog, WMI, JDBC, SNMP, Opsec etc.).			
22.		Solution should have a method to create parses for custom logs that are generated inhouse build applications.			
23.		Bidder shall provide both log collection, processing (correlation rules), dashboards, etc.. without limitations.			
24.		Implementation should include the consultancy and the creation of use cases and playbook after analyzing the security risks of business processes and compliance requirements of Sri Lanka CERT			
25.		During the contract period of the product bidder must create/change unlimited number of use cases and all required parsers for log sources based on Sri Lanka CERT requirements without any restrictions and no additional cost to Sri Lanka CERT			
26.		The solution must be On-prem and all the log data should be in Sri Lanka CERT premises.			
27.		Proposed Solution shall have the ability ingest logs from multiple Tenants with the ability to scale and increase the number of log sources moving on.			
28.		Proposed Solution shall support the ingestion of logs, alerts and monitoring information from multiple geo-locations			
29.		Solution shall be delivered as a Centralized solution with a local collectors on-premises for distributed architecture to gather log and alerts from remote locations			
30.		Proposed Solution shall provide a minimal hot/warm data retention capability of 30days for real time analytics and threat correlation			
31.		The proposed solution should include all the associated licenses for underlying hardware and software components			

		required for the deployment of the solution. The solution should encompass any required 3rd party licensing required for HA implementation.			
32.		The solution should have a natively support mechanism to review/generate customized reports using archived logs without using complex search scripts			
33.		Propose SOC solution Should compatible with Proposed EDR solution.			
34.		Solution must Maintain a single unified up to date asset database that provides a complete view of an asset that is automatically registered into the database using data collected from logs, packets and flows.			
35.		SOC solution should be able to correlate Events Packets & Flows together to generate incidents.			
36.		SOC solution should utilize Artificial Intelligence(AI) and Machine Learning Algorithms as well as rules on logs, packets, and network flows collected to provide user behavior analytics			
37.		Automated conversion of external queries to the query language of the proposed solution			
38.		The proposed solution should use GenAI capabilities to enhance anomaly detection and root cause analysis			
39.		The proposed solution should use GenAI capabilities to contribute to threat detection and response			
40.		The proposed Solution should support to Automated conversion of external queries to the query language			
41.		The ability to be deployed fully on virtual machines			
42.		Ability to deploy as a centralized SOC cluster with multiple tenants			
43.		Centralized administration in a geographically dispersed deployment			

44.		Flexibility to integrate with third party message queuing platforms				
45.		Arrange assets, users and log sources logical groupings				
46.		Role-based access and delegated administration				
47.		Support for multi factor authentication				
48.		Integration with external identity repositories for user authentication and authorization				
49.		The solution should provide User Behavior Monitoring				
50.		The solution must provide the ability to deliver multiple dashboards that can be customized to meet the specific requirements of different users of the system.				
51.		Backup & restore	The ability to offload stored log data to third-party NAS, SAN and Hadoop clusters			
52.			The proposed solution should provide the customisable dashboards with RBAC for users Tenant.			
53.			Support integration with third party log management UI			
54.	Customization of UI and vendor logo					
55.	Solution must have capability to integrate security alerts with third party systems					
56.	Built in functionality to monitor health and performance of the platform					
57.	Built in functionality to monitor the health and performance of data collection					
58.	The ability to offload log from specific datasets (Device/Tenant/etc..)					
59.	Provide incremental backup and be able to restore data via UI.					

60.		Backup of configuration settings, functionality for system and data			
61.		Built in snapshot and restore management			
62.	Log Management	Propose solution shall provide both agent and agentless data collection mechanism			
63.		Propose solution shall support to agentless log collection via SQL pull			
64.		Propose solution shall support log collection from public/private cloud			
65.		Customization of data collection options			
66.		REST API-based data collection			
67.		Collect and store unstructured data			
68.		Index time filtering or aggregation of event data			
69.		Encrypted transmission of log data to the central log management systems			
70.		Encrypted data transmission inside the central log management platform			
71.		Encryption of data at rest in central log management system			
72.		Data isolation in a centralized log management system(tenant wise)			
73.		Log management tool must be capable of indexing terabytes of normalized log data.			
74.		Distributed log management platform to handle data explosion			

75.		Solution must provide data ingestion coverage across different data types [both logs and metrics]			
76.		Solution must provide a comprehensive out-of-the-box coverage across all types of event sources			
77.		Solution must have data enrichment capability			
78.		Applying log data retention policies per log source group, source type and so forth			
79.		The proposed solution should have a mechanism to change asset details (Ex: Asset IP address) which reflect the same throughout the system and all the associated rules, incidents, etc....			
80.	Security event detection	Ability to assign pre built analysis templates for the alerts [Analysis playbook]			
81.		Create detection techniques based on aggregation and threshold			
82.		Detecting security alerts based on data correlation			
83.		Adding exceptions and customization of rules to reduce false positive			
84.		Pre-built metric view on security events			
85.		Adding automatic severity scores for the generated alerts			
86.		Adding automatic Risk scores for the generated alerts			
87.			Embedded algorithms for historical data analysis, profiling and threat discovery		
88.		The ability to stream historical events through the correlation			

89.	Analytics	An interface for data exploration and interactive analysis of data			
90.		Algorithms for real-time data modelling and stream anomaly detection			
91.		Capabilities to automatically learn what activities are normal			
92.		Ability to automatically detect abnormalities in the large dataset			
93.		Allow users to combine Machine Learning anomaly detection with alerts			
94.		Provide Machine Learning capabilities natively to the cluster deployed			
95.		Ability to stream historical events through the correlation engine and other real-time analytics			
96.		Ability to have geospatial analysis of Network data			
97.		Ability to explore and create rich visualization			
98.		Real time data monitoring with visualization			
99.		Retrospective data analysis with visualization			
100.		Capability to analyze metrics and utilizations			
101.		Capabilities to support predictive analytics			
102.		Platform must support querying data to search, retrieve, and analyze data within the SOC Solution			
103.	The solution should also show information on an individual basis, such as the highest risk users by name, recent offenses and risk categories.				
104.	Built in Application Performance Monitoring (APM) ability				

105.		Support users to monitor from multiple geolocations.			
106.		A visual interface to easily customize, define and schedule new reports			
107.	Threat Detection	Collect Endpoint telemetry from EDR/AV technologies			
108.		Exporting indicators (IP addresses, domain names, URLs, or file hashes) in structured format (JSON,XML,CSV,etc..)			
109.		Periodically importing Threat Intelligence from Trusted threat feeds or via a Threat Intelligence provider API			
110.		Ability to search across Threat Intelligence			
111.		Filter Threat Intelligence data before import			
112.		Ability to search historical data for new Threat Intelligence data			
113.		Retaining and analyzing historical Threat Intelligence data			
114.		Mapping of detection techniques to Security frameworks like MITRE ATT&CK			
115.		Collect other structured context data for use in correlation, enrichment and reporting			
116.	Website Monitoring	Ability to monitor and alert on the availability of specific website/pages with customizable dashboards			
117.		Ability to monitor and alert the websites status with respect to defacement attacks			
118.		The proposed solution should have mechanisms to monitor websites for possible incidents including web defacement and thus not limited to, via the use of external monitor, without having install any specific agents on the web server			

119.	Incident response	Proposed solution shall have built-in case management system			
120.		Notifying users in real time via email, SMS or API call			
121.		Ability to Integrate security alerts with external workflow or SOAR system when required			
122.		Ability to add SIEM analysed events to case management workflow			
123.		Integrate and sync SIEM Case management with external Incident management tools			
124.		Solution shall support role-based access control for segregation of incidents and cases			
125.		The solution should have the ability for report scheduling on case management workflow			
126.	File Integrity Monitoring (FIM) Capabilities	The proposed solution shall have File Integrity Monitoring solution			
127.		The proposed solution shall have Capability of capturing the information changes such as What, when, how, who made the changes and etc..			
128.		Proposed solution shall have Support file directory recursion			
129.	Reporting	The system must provide a reporting module for customized report creation. Custom reports shall be created using any type of attributes included in the log data.			

130.	The system must support the ability to export reports in multiple formats such as PDF, HTML, XML, CSV/XLS etc.			
131.	The solution must provide out-of-the-box reports for specific compliance regulations (PCI, SOX, etc) and control frameworks including (NIST, COBIT, ISO).			
132.	The solution must provide out-of-the-box reporting templates, to report on incident information, for the management team as well as the IT Security team via the GUI. Describe how the solution provides the ability to configure reports.			
133.	The system must support the ability to schedule reports.			
134.	Proposed system should have out of the box reports to get detailed security status in the environment			
135.	Proposed system must have ability to generate reports with multiple types of graphs (Ex: pie charts, Lines charts, Bar charts, etc...) to illustrate the information.			
136.	Vendor should agree to support unlimited number of customized report generation according to Sri Lanka CERT requirements.			

Table 7 Technical Specifications

TECHNICAL SPECIFICATIONS REQUIREMENT OF ENDPOINT DETECTION AND RESPONSE (EDR)

No	Feature	Minimum Specification	Bidder's Offer		Technical Reference (Page No.)
			Yes/No	If "No" indicate your offer	
137	Manufacturer	(Specify)			
138	Brand	(Specify)			
139	Model	(Specify)			
140	Country of Origin	(Specify)			
141	Country of Manufacture	(Specify)			
142	Year of Manufacture	(Specify)			
143		Supplier is required to provide 1000 EDR Licenses in slabs. Upon the usage of the EDR Licenses, the purchaser shall request to provide additional slabs up to 10,000 EDR Licenses during the 3-year contract period (10 slabs * 1000 EDR Licenses). However, suppliers shall agree to provide the same price for each slab during the contract period (pricing for each slab shall be fixed).			
144	Management	The proposed solution should provide a web-based console and should allow administrators to			

		access the management interface from any machine, without installing additional software for all functionalities			
145		The proposed solution should support multi-tenancy without any additional cost			
146		The proposed solution should support multi-site configuration			
147		The proposed solution should support Centralized Policy Management			
148		should support full API access to all management capabilities and access to data.			
149		Should support capability of centralized auditing and logging of activity			
150		Should support role based access control			
151		Should support two factor or single sign on solutions for the management console and sensitive functions			
152		Should have capability log and audit the management activity ,with the ability to send logs to an external source			
153		Should support the option for hybrid cloud management architecture for highly regulated environments			
154	Windows	Should support the deployment of following Windows 7 SP1, 8, 8.1, 10,11			
		Windows Server Core 2012, 2016, 2019 & 2022			
		Windows Server 2019, 2016, 2012 R2, 2012, 2008 R2 SP1, 2022			

		Windows Storage Server 2016, 2012 R2, 2012			
155	Linux	Should support the deployment of following Centos (6.4 to 8.4), Centos Stream (v9), RHEL (6.4 to 9.2)			
		Ubuntu (14.04 to 22.04), SUSE Linux Enterprise Server (15.X, 15 SP5, 12.X), Debian (8 to 9), RockyLinux (8.4 to 9.2)			
		Linux Oracle (6.9 to 9.2), Fedora (25 to 38), CloudLinux Shared (v8, v6)			
156	macOS	Should support the deployment of following macOS Sonoma (14.0)			
		macOS Big Sur (11.0 to 11.7.9)			
		macOS Monterey (12.1 to 12.7)			
		macOS Ventura (13.0 to 13.6)			
157	Virtual Environments	Should support the deployment of following Microsoft Hyper-V Oracle VirtualBox VMware Fusion VMware Horizon VMware vSphere VMware Workstation			
158		EOL policy support for Linux versions/kernels older than 1 year			
159	Threat Prevention	Should support prevention capability across all major Operating Systems - Windows, Linux & MacOS.			
160		Should have capability to checked the files for any infection for both on write and execute			

161		Should support to protection against known and unknown malware			
162		Should support to monitor and protect from lateral movement			
163		Should support to protect from malicious scripts and documents			
164		Should support to monitor and protect from exploits and file less attacks			
165		Should support to monitor and protect from insider threats			
166		Should have ability to store raw data / telemetries for a minimum of 10 days			
167		Should support to store the malicious/alert data for at least 365 days without any additional cost			
168		should support to look for potentially unwanted programs			
169		Should be effective to against Zero-Day Attacks by analyzing behaviors on an endpoint, rather than only looking at daily signatures			
170		Should leverage Artificial Intelligence (AI) or Machine Learning (ML) to analyze files pre-execution & behaviors while a file is running			
171		Should protect the endpoint against malware, even when the system is not connected to the network.			
172		Should have capacity to detect dormant threats			
173	Response & Remediation	Should track all remote shell commands and logged during a remote shell session			
174		should support to alert on both suspicious and malicious threat behavior			

175		should support to unquarantined a file from the management interface or API			
176		Should have ability to remediate all operating system changes and perform corrective action			
177		Should provide option to network quarantine a device and provide flexibility to configure the same			
178		Should have automated threat response capabilities			
179		Should have capability to take the remediation actions on multiple systems or events at once			
180		Should reverse destructive data event including but not limited to ransomware			
181	Policy	Should support policy inheritance across the endpoints solution			
182		Should support policy modifications in near real time			
183		Should support to provide dynamic policy assignment based on device attributes			
184		Should support to turn ON or OFF unique engines or by Type of engine			
185		Should have workflows to easily exclude false positives			
186		Should have predefined list of known or recommended exclusions			
187	Agent	Should support to EPP and EDR capabilities available in a single agent			
188		Should support to schedule agent upgrades from the management console			
189		Should support to upgrade agents without impact to the end user			

190		Should support to automatically remove old agents from console			
191		Should have minimal impact on system performance			
192		Should support to send notification messages to the end user computer			
193		The agent should be lightweight with minimal system performance			
194		The agent size should be less than 100 MB			
195		The proposed solution should be signatureless to detect all types of Malware without compromising the security posture			
196		Should support to uninstall and temporarily disable agents remotely from the management console			
197		Proposed solution should not require a reboot on upgrade			
198		Should support to device control capabilities for Windows and Mac			
199		Should provide a software inventory for the environment			
200		Should provide enterprise-wide visibility with passive and active network sweeps			
201		The proposed solution should be able to identify any rogue endpoints that are not yet protected			
202		The proposed solution should automatically discover IoT devices in a network without the need to deploy sensors, sniffers, or other hardware			

203		Should support to provide Firewall Control for Windows, MAC & Linux			
204		Should support to single firewall rule to apply for multiple operating systems			
205	Dashboards	Should have customizable dashboards			
206		The proposed solution should report all known vulnerabilities in programs installed on an endpoint			
207		The solution should have the ability for data to be exported into 3rd party reporting tools			
208		Should compliances ISO27001 and GDPR			
209		Should support integration with Active Directory			
210		Should support to integrate with SIEM solutions			
211		Should have search capabilities for the following Hostnames, Operating System, File name, Date creation, Date modified, Hash (MD5,SHA1,SHA256), Registry, Information, File path, URL, IP address, Port traffic and or Traffic source			
212		Should support to provide the visualization flow of the chain of events			
213		Should provide an ID of all objects associated with a detection			
214		The proposed solution in the top 3 performers of the MITRE ENGENUITY ATT&CK Evaluation on the visibility of sub-steps evaluated on for last 3 years			

215		Vendor should offer support & deployment services			
216		Vendor should assist to deployment and configuration of the solution			
217	General Compliance	Bidder should Design, validate, installation, implementation as per Sri Lanka CERT security architecture design & pattern requirement			
218		Bidder must supply of appliance based Next Generation Firewalls with provision of version upgrades/patches			
219		Bidder shall do performance tuning and optimize product performance			
220		Bidder must have minimum of 03 product certified engineers in the project team for operational support related tasks			
221		Bidder shall provide all the required licenses for period of 3 years, should clearly specify subscription-based functionalities and perpetual-based functionalities. Further bidder should clearly specify the functionalities & features might be stopped once the license period is over.			
222		The Bidder should provide the latest version of the Solution. The bidder would be responsible for replacing the out-of-support, out-of-service, end-of-life, undersized, infrastructure elements at no extra cost to the Sri Lanka CERT during the entire contact period of 3 Years. Replacement to be done before due date of the product/service and the intimation to be given to Sri Lanka CERT at least one month before in case of any of the above scenario.			
223		The solution should be capable of retrieving the archived logs for analysis, correlation, reporting and			

		forensic purposes. The solution shall be capable of retaining the logs locally for minimum period of 3 months			
224		Bidder should develop a Standard Operating Procedure (SOP) for alert management, incident management, forensics, report management, log storage and archiving, Business Continuity. SOP should also cover log monitoring tool management including configuration, backup, and recovery			
225		Bidder should provide knowledge transfer and training on the technology, functionality, and operations of the proposed solution to Sri Lanka CERT staff			
226		Preparation of all documents related to deployment architecture, operation, maintenance including the Standard Operating Procedures (SOP) for all the underlying processes, roles and responsibilities of the personnel. Provide the complete set of Operation and System Manuals in 3 sets of Hardcopies as well as in Softcopies of all the systems/components provided as part of the solution			
227		Initial installation, configuration and integration should be vetted by the OEM only, through the Bidder. The Bidder would be the single point of contact. The Bidder should have necessary agreement with the OEM for all the required onsite support for entire contract period of three (3) years. Bidder should have back-to-back support with OEM during the total contract period for necessary support			

Note: Product Brochure(s) should be attached

3. Other Documents to be submitted by the bidder

No.	Document Name	Submission of Document	
		Yes/ No	If “No” indicate your reason
4.1	Software Architectural diagrams, As-built documents , Troubleshooting guides, Operational Checklist, User manual in both soft copies & hard copies shall be provided to purchaser		
4.2	Product Brochure(s) / Data sheets. Data sheets should be publicly available		
4.3	CVs of the proposed professional staff		

4. General Compliance

4.1 General compliance

	Minimum Service Requirements	Bidder's Offer	
		Yes/ No	If No Indicate your Offer
1	Bidder is required to supply, deliver, install, configure and commission the software and other components mentioned in the Section V – Schedule of Requirements to smooth functioning of the proposed solution.		
2	Supplier is required to comply with all the Service Level Agreements and licensing Requirements as mentioned in the Section V – Schedule of Requirements.		
3	Supplier is required to provide professionals as mentioned in the Section III Evaluation and Qualification Criteria.		
4	The proposed solution shall be fully redundant in order to avoid single point of failure.		
5	Any additional components necessary to implement the solution, specify and included in the items listed in Section V and shall not be quoted separately.		
6	All software components should be up-to-date at time of installation. Report shall be submitted to the purchaser.		
7	All administrative passwords shall be submitted to the purchaser with the above report.		
8	Alerting System should facilitate performance parameters of the total Solution		
9	Purchaser will NOT be responsible for the issuance of any licenses or authorizations required for this project for the Bidder.		
10	The items listed as requirements and deliverables must be used only as guidance of the deliverables and not as a limiting factor to provide additional information required that may not be listed here		
11	Bidder shall allocate qualified dedicated personnel or team 24x7 to directly communicate with Purchaser technical team to resolve all technical issues and carry out technical improvements within the contract period. Bidder should provide single point of contact & proper escalation matrix		

12	The proposed solutions shall be able to scale up or scale out according to requirements of the Purchaser. Bidder must provide the solution architecture to scale up for future expansions & high availability with the proposed solution.		
13	Product Upgrades: software upgrades without additional cost to purchaser		
14	Certification from the manufacturer or main authorized distributor in the Sri Lanka that all proposed items will not reach its END-OF-LIFE (products) and END-OF-SUPPORT (services) in 5 years' time from the date of award of contract.		
15	Bidder should provide all the required software with licenses in the financial and technical proposal		
16	Bidder shall do initial configurations to meet Sri Lanka CERT requirements and shall obtain OEM recommendation for the initial configuration.		
17	Bidder should provide on-site operational support for Sri Lanka CERT to perform configuration management by OEM Certified engineers.		
18	Bidder shall provide all labor, material, software, devices with same or better specifications required for troubleshooting and fault rectification without additional charge to the Sri Lanka CERT		
19	Bidder shall purchase required software, licenses, warranty & support, software subscriptions, support contracts from principal suppliers on behalf of Sri Lanka CERT & must be procured under Sri Lanka CERT ownership.		
20	Bidder shall ensure that software, applications, system software and other software are running in latest versions without additional cost during the contract period		
21	Bidder must provide Proactive and preventive maintenance schedules and should agree with Sri Lanka CERT at the start of this contract. Such records and completed tasks need to be shared by Weekly/Monthly/Quarterly/Bi-Annually and as and when required.		
22	Bidder shall agree to SLA stipulated under section 6		

23	Bidder shall provide on-site support and should carried out required configuration management activities for all the maintenance activities / operational requirement initiated by the Sri Lanka CERT		
24	Bidder shall do the installation of EDR agents, Soc Solution-related installation, etc.. (Covering all Island) as requested by the Purchaser when required within the contract period without any additional cost to the purchaser		
25	The bidder shall bear all additional charges except those specified in the price list		
26	Bidder shall provide the Training according to the Purchaser's Training requirement		

5.2 Training Requirements

The Bidder shall provide three separate training for staff nominated by Sri Lanka CERT for the Proposed Software Solution. The training should be conducted physically in the Original Equipment Manufacturer (OEM) training Center.

Requirements	Description	Bidder's Offer	
		Yes/ No	If "No" indicate your
Training 01	<ul style="list-style-type: none"> • SOC software administrative training should cover all the necessary components of the proposed software solution including managing, administrating, etc... • The training should cover the Original Equipment Manufacturer (OEM) certification training curriculum by an OEM-certified trainer. • The training should be conducted physically in the Original Equipment Manufacturer (OEM) training Center • Training should be delivered within Two (02) weeks of successful SOC software installation • SOC software administrative training for Five (05) Officers from Sri Lanka CERT • SOC incident response training (IRT) should cover all the necessary components of the proposed software solution including threat hunting, dashboard creating, monitoring, etc... 		
Training 02	<ul style="list-style-type: none"> • The training should be conducted physically in the training Center. 		

	<ul style="list-style-type: none"> • Training shall cover SOC analyst scope and which is related to proposed solutions. • Training should be delivered within Eight (08) months after the Contract signing • Training for six (10) Officers from Sri Lanka CERT • Training should cover <ul style="list-style-type: none"> I. Security Operations and Management II. Understanding Cyber Threats, IoCs, and Attack Methodology III. Incidents, Events, and Logging IV. Incident Detection with Security Information and Event Management (SIEM) V. Enhanced Incident Detection with Threat Intelligence VI. Incident Response. 		
Training 03	<ul style="list-style-type: none"> • EDR Solution administrative training should cover all the necessary components of the proposed software solution including managing, administrating, etc... • The training should cover the Original Equipment Manufacturer (OEM) certification training curriculum by an OEM-certified trainer. 		

	<ul style="list-style-type: none"> • The training should be conducted physically in the Original Equipment Manufacturer (OEM) training Center • Training should be delivered within Five (05) months after the Contract signing • EDR software administrative training for Three (03) Officers from Sri Lanka CERT • EDR incident response training (IRT) should cover all the necessary components of the proposed software solution including threat hunting, dashboard creating, monitoring, etc... 		
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Bidder shall submit the bellow table based on the above training requirement

Item No	Course Details	Numbers of participants	Number of training days	Training location	Trainer Qualifications
Training 01		05			
Training 02		10			
Training 03		04			

5. General Warranty Terms & Service Level Agreement (SLA)

Service Level Agreement

6.1. Incidents Response

#	Measurement	Definition	Measurement Interval	Target	Penalty
1	Response Time	“Response Time” is the total time taken by the Bidder between registering the complaints through any channels like ticketing system/ telephone / e-mail /in-person. This should include the generation of an acknowledgement with a reference id to track changes or work done.	Monthly	100% escalated incidents responded to within 30 Minutes.	No Penalty
				Escalated incident not responded to within 30 minutes	0.01% of the Total contract value for every 30 Minutes of delay on every Incident.

6.2. Resolution Time

Service Level Agreements	Resolution Time	Service/ equipment/components measurement	measured period	Penalty
Critical Incidents	2 hours “Resolution time” is amount of time between when the Purchaser first report an incident and when that problem is actually solved.	Any of system / services /system sub components / hardware /Software / Firmware / Internal connectivity failure of the provided solution which results in full or partial failure of NSOC operations.	24x7x30 (Monthly)	<p>No Penalty if Monthly availability is more than or equal to 99.98 %</p> <p>If Monthly availability is less than 99.98 % (Total downtime 8 minutes), 0.2% of Total contract value will be charged for additional one hour of downtime on an incremental basis</p> <p>If the number of Critical Incidents over two (2) per month, 0.1% of the total contract value per incident will be charged from 3rd critical incident onwards.</p>
High Incident	6 hrs. “Resolution time” is amount of time between when the Purchaser first report an incident and when that problem is actually solved.	Any of system / services /system sub components / hardware / Software / Firmware / Internal connectivity failure of the provided solution which results in high availability failure or Performance degrades	24x7x30	<p>No Penalty if 100% escalated high incidents resolved within 6 hours.</p> <p>0.02 % of the Total Contract value for every one hour of delay after initial six (6) hours on an incremental basis per high incident.</p> <p>If the number of high Incidents over two (2) 0.01% of the total contract value per incident will be charged.</p>

6. Inspections and Tests (CC 25.1)

Inspection will be carried out based on the provided specification in Section V.

The bidder will provide test cases for Operations Acceptance Testing (OAT) to be conducted (agreed upon with the purchaser) once the necessary installations and configurations are completed. Final acceptance will be upon successful OAT results.

Accordingly, following inspections and tests shall be performed:

No	Item	Minimum Service Requirements	Yes / No	Describe Offer
7.1	Inspection For Compliance with Specification	All software items will be examined for correct software configurations as defined in the specification.		
7.2	Functionality Test	All Software will then be tested for proper functionality as per the specification given in the Bidding document and for the initial configuration requirements given by Sri Lanka CERT.		

Section VI Conditions of Contract

- 1. Definitions**
- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “Contract” means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
 - (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
 - (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
 - (d) “Day” means calendar day.
 - (e) “Completion” means the fulfilment of the supply of Goods to the destination specified and completion of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract.
 - (f) “CC” means the Conditions of Contract.
 - (g) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract.
 - (h) “Purchaser” means the entity purchasing the Goods and Related Services, as specified in the Contract Data.
 - (i) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract.
 - (j) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
 - (k) “Supplier” means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement.
 - (l) “The Project Site,” where applicable, means the place named in the Contract Data.
- 2. Contract Documents**
- 2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.
- 3. Fraud and Corruption**
- 3.1 The Government of Sri Lanka requires the Purchaser as well as bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:

- i. “Corrupt practice” means offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
- ii. “Fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;
- iii. “Collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, non-competitive levels; and
- iv. “Coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.

- 4. Interpretation**
- 4.1 If the context so requires it, singular means plural and vice versa.
 - 4.2 **Entire Agreement**
The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of the parties with respect thereto made prior to the date of Contract.
 - 4.3 **Amendment**
No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
 - 4.4 **Severability**
If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

- 5. Language**
- 5.1 Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be written in English language. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.

- 6. Joint Venture, Consortium or Association**
- 6.1 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture,

consortium, or association shall not be altered without the prior consent of the Purchaser.

- 7. Eligibility** 7.1 All goods supplied under this contract shall be complied with applicable standards stipulated by the Sri Lanka Standards Institute. In the absence of such standards, the Goods supplied shall be complied to other internationally accepted standards, such as British Standards.
- 8. Notices** 8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the Contract Data. The term “in writing” means communicated in written form with proof of receipt.
8.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.
- 9. Governing Law** 9.1 The Contract shall be governed by and interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.
- 10. Settlement of Disputes** 10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
10.2 If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. Arbitration proceedings shall be conducted in accordance with the Arbitration Act No:11 of 1995.
10.3 Notwithstanding any reference to arbitration herein,
(a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and
(b) The Purchaser shall pay the Supplier any monies due the Supplier.
- 11. Scope of Supply** 11.1 The Goods and Related Services to be supplied shall be as specified in the Schedule of Requirements.
- 12. Delivery and Documents** 12.1 Subject to CC Sub-Clause 32.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements. Where applicable the details of shipping and other documents to be furnished by the Supplier are specified in the **Contract Data**.
- 13. Supplier’s Responsibilities** 13.1 The Supplier shall supply all the Goods and Related Services included in the Scope of Supply in accordance with CC Clause 11, and the Delivery and Completion Schedule, as per CC Clause 12.

14. Contract Price	14.1	Prices charged by the Supplier for the Goods supplied and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid.
15. Terms of Payment	15.1	The Contract Price, shall be paid as specified in the Contract Data.
	15.2	The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and Related Services performed, and by the documents submitted pursuant to CC Clause 12 and upon fulfilment of all other obligations stipulated in the Contract.
	15.3	Payments shall be made promptly by the Purchaser, but in no case later than twenty-eight (28) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.
16. Taxes and Duties	16.1	The Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
17. Performance Security	17.1	If required as specified in the Contract Data, the Supplier shall, within fourteen (14) days of the notification of contract award, provide a performance security of Ten percent (10%) of the Contract Price for the performance of the Contract.
	17.2	The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
	17.3	As specified in the Contract Data, the Performance Security, if required, shall be in Sri Lanka Rupees and shall be in the format stipulated by the Purchaser in the Contract Data, or in another format acceptable to the Purchaser.
	17.4	The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract, including any warranty obligations.
18. Copyright	18.1	The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.
19. Confidential Information	19.1	The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an

		undertaking of confidentiality similar to that imposed on the Supplier under CC Clause 19.
	19.2	The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the performance of the Contract.
	19.3	The above provisions of CC Clause 19 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
	19.4	the provisions of CC Clause 19 shall survive completion or termination, for whatever reason, of the Contract.
20. Subcontracting	20.1	The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
	20.2	Subcontracts shall comply with the provisions of CC Clauses 3 and 7.
21. Specifications and Standards	21.1	Technical Specifications and Drawings
		(a) The Goods and Related Services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section V, Schedule of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin.
		(b) The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
		(c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with CC Clause 32.
22. Packing and Documents	22.1	The Supplier shall pack the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.
23. Insurance	23.1	Unless otherwise specified in the Contract Data , the Goods supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery.
24. Transportation	24.1	Unless otherwise specified in the Contract Data , responsibility for arranging transportation of the Goods shall be a responsibility of the supplier.

25. Inspections and Tests

- 25.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Related Services as are specified in the **Contract Data**.
- 25.2 The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, at point of delivery, and/or at the Goods' final destination, or in another place as specified in the **Contract Data**. Subject to CC Sub-Clause 25.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 25.3 The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in CC Sub-Clause 25.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all traveling and board and lodging expenses.
- 25.4 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.
- 25.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods comply with the technical specifications codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.
- 25.6 The Supplier shall provide the Purchaser with a report of the results of any such test and/or inspection.
- 25.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to CC Sub-Clause 25.4.
- 25.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report pursuant to CC Sub-Clause 25.6, shall release the Supplier from any warranties or other obligations under the Contract.

26. Liquidated Damages

- 26.1 Except as provided under CC Clause 31, if the Supplier fails to deliver any or all of the Goods by the Date(s) of delivery or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the **Contract Data** of the delivered price of the delayed Goods or

unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those **Contract Data**. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to CC Clause 34.

27. Warranty

- 27.1 The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- 27.2 Subject to CC Sub-Clause 21.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the country of final destination.
- 27.3 Unless otherwise specified in the **Contract Data**, the warranty shall remain valid for thirty-six (36) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the **Contract Data**.
- 27.4 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
- 27.5 Upon receipt of such notice, the Supplier shall, within the period specified in the **Contract Data**, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
- 27.6 If having been notified, the Supplier fails to remedy the defect within the period specified in the **Contract Data**, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

28. Patent Indemnity

28.1 The Supplier shall, subject to the Purchaser's compliance with CC Sub-Clause 28.2, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:

- (a) the installation of the Goods by the Supplier or the use of the Goods in the country where the Site is located; and
- (b) the sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.

28.2 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in CC Sub-Clause 28.1,

the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

- 28.3 If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free
- 28.4 The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.
- 28.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

29. Limitation of Liability

- 29.1 Except in cases of criminal negligence or willful misconduct,
- (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser and
 - (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement.

30. Change in Laws and Regulations

- 30.1 Unless otherwise specified in the Contract, if after the date of 28 days prior to date of Bid submission, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Sri Lanka that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable, in accordance with CC Clause 14.

31. Force Majeure

- 31.1 The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- 31.2 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 31.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 32. Change Orders and Contract Amendments**
- 32.1 The Purchaser may at any time order the Supplier through notice in accordance CC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:
- (a) Drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - (b) The method of shipment or packing;
 - (c) The place of delivery; and
 - (d) The Related Services to be provided by the Supplier.
- 32.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier’s receipt of the Purchaser’s change order.
- 32.3 Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier for similar services.
- 32.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
- 33. Extensions of Time**
- 33.1 If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services pursuant to CC Clause 12, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier’s notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier’s time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 33.2 Except in case of Force Majeure, as provided under CC Clause 31, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to CC Clause 26, unless an extension of time is agreed upon, pursuant to CC Sub-Clause 33.1.

- 34. Termination**
- 34.1 Termination for Default
- (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
- (i) *if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to CC Clause 33;*
 - (ii) *if the Supplier fails to perform any other obligation under the Contract; or*
 - (iii) *if the Supplier, in the judgment of the Purchaser has engaged in fraud and corruption, as defined in CC Clause 3, in competing for or in executing the Contract.*
- (b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to CC Clause 34.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.
- 34.2 Termination for Insolvency.
- (a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser
- 34.3 Termination for Convenience.
- (a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- (b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
- (i) *to have any portion completed and delivered at the Contract terms and prices; and/or*
 - (ii) *to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier*
- 35. Assignment**
- 35.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

Section VII. Contract Data

Contract Data

The following Contract Data shall supplement and / or amend the Conditions of Contract (CC). Whenever there is a conflict, the provisions herein shall prevail over those in the CC

CC 1.1(h)	The Purchaser is: Sri Lanka CERT (Pvt.) Ltd.
CC 1.1 (l)	The Project Site(s)/Final Destination(s) are: Shall be specified by Purchaser in the delivery stage.
CC 6.1	Joint Ventures and Consortiums are not allowed. Sub-contracting is not allowed.
CC 8.1	<p>For notices, the Purchaser's address shall be: Attention: Project Manager Address: Sri Lanka CERT (Pvt.) Ltd, Room: 4-112, BMICH, Colombo 7, Sri Lanka. Telephone: +94 11 269 1692/269 5749/267 9888 Fax number: +94 11 269 1064 Electronic mail address: procurement@cert.gov.lk</p>
CC 14.1	The prices charged for the goods supplied and related services performed shall not be adjustable.
CC 15.1	<p>The method and conditions of payment to be made to the Supplier under this Contract shall be as follows: Payment shall be made in Sri Lanka Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the Goods have been delivered and that all other contracted Services have been performed.</p> <p>Initial Payment Milestone:</p> <p>a. maximum of Six (6%) percent of the Contract Price (item No.2 and item No.4 in the price schedule), shall be paid on successful Software Installation, configuration, Commissioning, knowledge transfer, and Completion of Training, OAT, and upon issuing of Final Acceptance Letter by the Purchaser and subject to Inspections, and Documentation specified in the Schedule of Requirements. Final Acceptance Letter shall be issued pursuant to the CC Sub-Clause 25.1. The following documents shall also be submitted;</p> <p style="margin-left: 40px;">(i) Software Architecture Design Document (ii) As Built Document (iii) Test Case Results (iv) OAT Document Signed off by the Purchaser</p> <p>Next Payment Milestones:</p> <p>b. Purchaser shall pay for the SOC solution license based on the 7500 EPS Slab wise (one or multiple Slab at a time) as required. c. Purchaser shall pay for the EDR license based on the 1000 Slab wise (one or multiple Slab at a time) as required.</p>

- (i) All the licenses shall be perpetual or subscription-based and issued under the name of Sri Lanka CERT
- (ii) Supplier invoice showing contract number, goods description, quantity, unit price and total amount;
- (iii) Delivery note
- (iv) Acceptance certificate certifying that the Software installed as per the RFP terms and conditions issued by the Purchaser or nominated authorized person by the Purchaser.

No.	Activity	Time Schedule	Payment / % of the Contract Price
01	Software Installation, configuration, initial 7500 EPS and 1000 EDR Commissioning, knowledge transfer and Completion of Training, OAT as per Schedule of Requirements	Within 4 weeks after awarding the contract	06% pursuant to the CC 15.1 (a)

The following documents shall be submitted by the contractor.

- (i) Reports on dedicated preventive maintenance (As per the CC 27.5 C)
- (ii) SLA performance reports signed off by the purchaser.

CC 17.1 The Performance Security acceptable to the Purchaser shall be the in the Standard Form of unconditional Bank Guarantee (as per the format given in the Bidding Document) issued by any commercial bank licensed by the Central Bank of Sri Lanka and the amount shall be 10% of the total contract price (excluding VAT). Performance security shall be submitted within 14 working days of the date of notification of award from the employer. It shall be valid up to 28 days following the date of Completion of the Supplier’s performance obligations under the contract, including any warranty obligations. Software licenses and support obligation shall be Three (3) years.

CC 17.3 Format of the Performance Security is given in the Section VIII Contract Forms

CC 20.1 Sub-contracting is not allowed under this procurement. Bids submitted with sub-contractors will be considered as non-responsive and will be rejected.

CC 25.1

- (i) Testing shall be done at the location specified by the purchaser as per the Section V Schedule of Requirement, Inspections and Tests.
- (ii) The inspection of the Goods shall be carried out to check whether the Goods are in conformity with the technical specifications. All items supplied shall be inspected and tested and shall be 100% matched with the specification submitted by the bidder.
- (iii) Following broad test procedure will generally be followed for inspection and testing of components. The supplier will dispatch the goods to the ultimate purchaser after internal inspection testing along with the supplier’s inspection report and manufacturer’s Authorization certificate. The purchaser will test the SOC Software after completion of the installation and commissioning at the site of the installation.
- (iv) Complete software as specified in **Section V** should be supplied, installed and fine-tuned properly by the supplier prior to commencement of Acceptance tests.
- (v) The acceptance test will be conducted by the purchaser/their consultant or any other person nominated by the purchaser, at its option with the Contractor. The acceptance will involve trouble-free operation for seven consecutive days. There shall not be any additional charges for carrying out acceptance tests. No malfunction, partial or complete failure of any

	<p>component or bugs in the software should occur. All the software should be completed and no missing modules/sections will be allowed. The supplier shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the purchaser, the successful completion of the test specified.</p> <p>(vi) In the event of the SOC software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the issues and complete the acceptance test, failing which the purchaser reserves the right to get the features and upgrades done by the supplier at no extra cost to the purchaser.</p>				
CC 26.1	<p>The liquidated damage shall be Two percent (2%) of the contract price per month (30 calendar days). The maximum amount of liquidated damages shall be Ten percent (10 %) of the total contract price.</p>				
CC 27.3	<p>The Support for the following items shall be as follows;</p> <table border="1" data-bbox="376 707 1546 819"> <thead> <tr> <th data-bbox="376 707 960 745">Items</th> <th data-bbox="960 707 1546 745">Comprehensive Warranty Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="376 745 960 819">SOC Software Solution and associate software component</td> <td data-bbox="960 745 1546 819">3 years</td> </tr> </tbody> </table> <p>Comprehensive support and licensing shall commence from the Issue Date of the Final Acceptance Letter by the Purchaser. Supplier must bear all charges with regard to the supply of labor, travel, per diem and accommodation to supplier’s staff etc.; during the period of support. Purchaser shall NOT pay any additional expenditure for service rendered during the Comprehensive support period. Supplier must adhere to the Service Level Agreements (SLA) listed in Section V Schedule of Requirements.</p>	Items	Comprehensive Warranty Period	SOC Software Solution and associate software component	3 years
Items	Comprehensive Warranty Period				
SOC Software Solution and associate software component	3 years				
CC 27.5	<p>(A) The Supplier MUST make qualified personnel available to the Purchaser by telephone, email or web access for the reporting and resolution of the problems with Software during the support period.</p> <p>(B) Annually Three (3) dedicated preventive maintenance services (by every four months) shall be provided by the bidder during the period of the support, maintenance and submit completion report to the Purchaser.</p>				

Section VIII. Contract Forms

Table of Forms

1. Contract Agreement
2. Performance Security
3. Bank Guarantee

Contract Agreement

THIS CONTRACT AGREEMENT is made
the [*insert: number*] day of [*insert: month*], [*insert: year*].

BETWEEN

- (1) [*insert complete name of Purchaser*], a [*insert description of type of legal entity, for example, an agency of the Ministry of or corporation*] and having its principal place of business at [*insert address of Purchaser*] (hereinafter called “the Purchaser”), and
- (2) [*insert name of Supplier*], a corporation incorporated under the laws of [*insert: country of Supplier*] and having its principal place of business at [*insert: address of Supplier*] (hereinafter called “the Supplier”).

WHEREAS the Purchaser invited bids for certain products and ancillary services, viz., [*insert brief description of products and Services*] and has accepted a Bid by the Supplier for the supply of those products and Services in the sum of [*insert Contract Price in words and figures, expressed in the Contract currency(ies)*] (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:
 - (a) This Contract Agreement
 - (b) Contract Data
 - (c) Conditions of Contract
 - (d) Technical Requirements (including Schedule of Requirements and Functional Specifications)
 - (e) The Supplier’s Bid and original Price Schedules
 - (f) The Purchaser’s Notification of Award
 - (g) [*Add here any other document(s)*]
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Products and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Products and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of *Democratic Socialist Republic of Sri Lanka* on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

For and on behalf of the Supplier

Signed: *[insert signature of authorized representative(s) of the Supplier]*

in the capacity of *[insert title or other appropriate designation]* in the

presence of *[insert identification of official witness]*

Performance Security

[Note: the purchaser is required to fill the information marked as “” and delete this note prior to selling of the bidding document]*

[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

----- *[Issuing Agency's Name, and Address of Issuing Branch or Office]* -----

* **Beneficiary:** ----- *[Name and Address of Purchaser]* -----

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. ----- *[reference number of the contract]* dated ----- with you, for the ----- *Supply* of ----- *[name of contract and brief description]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we ----- *[name of Agency]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- *[amount in figures]* --
----- *[amount in words]*, such sum being payable in the types and proportions of currencies

in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the day of, 20.. *[insert date, 28 days beyond the scheduled completion date including the warranty period]* and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

Guarantee for Advance Payment

[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated.]

Date: *[insert date (as day, month, and year) of Bid Submission]*
ICB No. and title: *[insert number and title of bidding process]*

[issuing agency's letterhead]

Beneficiary: *[insert legal name and address of Purchaser]*

ADVANCE PAYMENT GUARANTEE No.:*[insert Advance Payment Guarantee no.]*

We, *[insert legal name and address of issuing agency]*, have been informed that *[insert complete name and address of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert date of Agreement]* with you, for the supply of *[insert types of Goods to be delivered]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance is to be made against an advance payment guarantee.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount(s)]¹ in figures and words* upon receipt by us of your first demand in writing declaring that the Supplier is in breach of its obligation under the Contract because the Supplier used the advance payment for purposes other than toward delivery of the Goods.

It is a condition for any claim and payment under this Guarantee to be made that the advance payment referred to above must have been received by the Supplier on its account *[insert number and domicile of the account]*

This Guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[insert date]²*._____

[signature(s) of authorized representative(s) of the issuing agency]

¹*The bank shall insert the amount(s) specified in the CONTRACT DATA and denominated, as specified in the CONTRACT DATA, either in the currency (ies) of the Contract or a freely convertible currency acceptable to the Purchaser.*

²*Insert the Delivery date stipulated in the Contract Delivery Schedule. The Purchaser should note that in the event of an extension of the time to perform the Contract, the Purchaser would need to request an extension of this Guarantee from the bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, the Purchaser might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed [six months] [one year], in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee."*