



Sri Lanka CERT (Pvt.) Ltd

INVITATION FOR QUOTATIONS

Procurement of Enterprise Resource Planning (ERP) Solution
[IFB No: CERT/GOSL/SER/NCB/2024/26]

National Competitive Bidding (NCB)

August, 2024

Sri Lanka CERT (Pvt) Ltd
Invitation for Bids (IFB)
Procurement of Enterprise Resource Planning (ERP) Solution
[IFB No: CERT/GOSL/SER/NCB/2024/26]

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 a ERP Solution. The ERP purchased under this tender will be used for operational activities of Sri Lanka CERT. Detailed description of schedule of requirements is given in the Bidding Document.
2. Bidding will be conducted using the National Competitive Bidding (NCB) procedure.
3. 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 Two Thousand and Five Hundred (LKR 2500.00) effective from August 13, 2024 during office hours (8.30am – 3.00pm) 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.
4. Bids must be delivered to Chairman, Department Procurement Committee, Sri Lanka CERT, Room: 4-112, BMICH, Colombo 7 to be received on or before 1400 Hrs. (2.00 P.M) on September 03, 2024. Late Bids and Bids sent electronically will not be accepted and will be rejected.
5. A pre-bid meeting which potential Bidders may attend will be held at 1400 Hrs. (2.00 P.M) on August 20, 2024. at the office of Sri Lanka CERT at the above address.
6. Bids shall be valid for a period of 77 days (November 18, 2024) from the date of the deadline for submission of the Bids.
7. 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 Hundred and Twenty Thousand (120,000.00). Bid Security shall be valid up to 28 days (December 17, 2024) beyond the bid validity date.
8. Bids shall be opened immediately after the closing of bids, in the presence of Bidders or their authorized representatives who choose to attend in person at the address stated above (in Para 4).
9. 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.

August 08, 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.

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 1 Volume, which include all the sections indicated below, and should be read in conjunction with any addendum issued in accordance with ITB Clause 8.
- Section I – Instructions to Bidders (ITB)
 - Section II – Bidding Data Sheet (BDS)
 - Section III – Evaluation and Qualification Criteria
 - Section IV - Bidding Forms
 - Section V – Schedule of Requirements
 - Section VI – Conditions of Contract
 - Section VII – Contract Data
 - Section VIII – Contract Forms
- 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.
- 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.
- (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
 - (d) 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 Bids

31.1 The Purchaser shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 11 have been provided, and to determine the completeness of each document submitted.

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.

- (a) Bid Submission Form, in accordance with ITB Sub-Clause 12.1;
- (b) Price Schedules, in accordance with ITB Sub-Clause 12;

(c) Bid Security or Bid Securing Declaration, in accordance with ITB Clause 20.

32. Examination of Terms and Conditions; Technical Evaluation

- 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.
- 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.
- 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.

33. Conversion to Single Currency

- 33.1 If the bidders are allowed to quote in foreign currencies in accordance with sub clause 15.1, for evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in foreign currencies in to Sri Lankan Rupees using the selling rates prevailed 28 days prior to closing of bids as published by the Central Bank of Sri Lanka. If this date falls on a public holiday the earliest working day prior to the date shall be applicable.

34. Domestic Preference

- 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.

35. Evaluation of Bids

- 35.1 The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.
- 35.2 To evaluate a Bid, the Purchaser shall only use all the factors, methodologies and criteria defined in this ITB Clause 35.
- 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	Procurement of Enterprise Resource Planning (ERP) Solution for 36 months covering the aspects defined in the Section V of the Schedule of Requirements. Partial Bids shall be liable to treated as non-responsive and shall be rejected. The Purchaser is: Sri Lanka CERT (Pvt) Ltd [IFB No: CERT/GOSL/SER/NCB/2024/26]
ITB 2.1	The source of funding is the Government of Sri Lanka (GoSL)
ITB 4.1	Joint Ventures and Consortiums are allowed . Sub-contracting is not allowed .
ITB 4.4	Foreign bidders are not allowed
	B. Contents of Bidding Documents
ITB 7.1	For Clarification of bid purposes only, the Purchaser's address is: Attention: Manager (Information Security) Address: Sri Lanka CERT (Pvt.) Ltd Room: 4-112, BMICH, Colombo 7. Fax: +94 11 269 1064 email: procurement@cert.gov.lk A Pre-bid meeting will be held: Date: August 20, 2024, Time: 2.00 P.M Venue: Sri Lanka CERT (Pvt) Ltd, No.4-112, BMICH, Colombo 07. Clarifications may be requested not later than 03 days before the deadline for submission of bids.

	C. Preparation of Bids
ITB 11.1	The bidder shall submit the following additional documents I. Audited statements of accounts of the company for the past Three (03) years (2020/2021, 2021/2022 and 2022/2023) II. A certified copy of business registration certificate III. VAT Registration Certificate IV. Documentary evidence to establish conformity of the goods to the technical specifications/standards V. Documentary evidence of JV/Consortiums
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 14.3	The Bidders may quote following minimum quantities: Bidder is requested to quote 100% of requirements in the technical specifications.
ITB 15.1	Pricing should be in Sri Lanka Rupees. All payments will 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)	Authorization is required for following Items: Ownership of the product
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 Seventy-Seven days (77) days from the date of bid closure, accordingly the bid shall be valid until November 18, 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 LKR 120,000.00 Bid Security shall be issued in favor of (Beneficiary); 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 28 days beyond the original validity period of bids (up to, December 17, 2024) or beyond any period of extension subsequently requested under ITB clause 19.
ITB 21.2	Board Resolution or the power of attorney attested by the notary public.
	D. Submission and Opening of Bids
ITB 22.1 (a)	The Bidder shall not have the option of submitting their Bids electronically. This procurement is carried out on the basis of “Single Stage Single Envelope Method”. Therefore, both technical and price proposals will be submitted in a single envelope.

	The Bidder should submit 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.
ITB 22.2 (c)	The inner and outer envelopes shall bear the following identification marks: Procurement of Procurement of Enterprise Resource Planning (ERP) Solution for Sri Lanka CERT [IFB No: CERT/GOSL/SER/NCB/2024/26]
ITB 23.1	For bid submission purposes, the Purchaser’s address is: Chairman, Department Procurement Committee Sri Lanka CERT (Pvt.) Ltd. Room: 4-112, BMICH, Colombo 7, Sri Lanka The deadline for the submission of bids is: Date: September 03, 2024 Time: 1400 hrs.
ITB 26.1	The bid opening shall take place at: Address: Sri Lanka CERT (Pvt) Limited, Room: 4-112, BMICH, Colombo 7, Sri Lanka. Date: September 03, 2024 Time: 1400 hrs. (immediately after deadline for bid submission)
ITB 33.1	Not applicable
ITB 34.1	Not applicable
ITB 35	Evaluation will be done for the entire list of requirements specified in the Section V schedule of requirements and Section III evaluation and qualification criteria of this document. The selection is based on the lowest evaluated bid price.
ITB 43	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 including the service and maintenance obligation.

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.

Contents

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

1. Evaluation Criteria (ITB 35.3 (d))

- a. The Purchaser's evaluation of a bid will be based on the compliance to the schedule of requirements (section V) and substantially responsiveness and technically qualified as per the section III (1) (b), lowest Evaluated Bid Price.
- b. Technical Evaluation.

Marking Scheme of Technical Evaluation

#	Evaluation Criteria	Full Marks
1.	Product Features as specified in the Section "V" of the schedule of requirements	30
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.	Staff proposed for the assigned as specified in the Section III (1) (d)	05
Total		100 Marks

Marks will be generated based on the response of the bidder to the given specification in the Section V-schedule of requirement. Bidders scoring more than or equal to 85 marks (cut-off score) out of 100 marks in the technical evaluation is considered as qualified. The bidders who qualify with technical evaluation (with marks more than or equal to 85) and those who bids with the least offer will be awarded the tender.

c. Experience and Technical Capability (Mandatory)

The Bidder shall furnish documentary evidence to demonstrate that it meets the following requirements;

Criteria	Comply (Yes/No)	Details	Documentary Evidence
The bidder must have successfully implemented the proposed solution in more than 10 recognized local clients with similar scope.			
The bidder must have 08 years of industry experience in implementing ERP solutions.			
The bidder must provide case studies or references from past projects that demonstrate successful ERP implementation. (contact information for reference checks should be provided)			
The bidder must provide any relevant certifications including product ownership licenses or any other certificates that the ERP vendor should possess.			
The bidder must specify their ability to customize and integrate the ERP system with existing systems. Please provide methodologies,			

tools, and technologies used for integration.			
The bidder must specify the ability of the proposed system to fulfill the requirement of Sri Lanka CERT.			
The bidder should provide the latest financial statements or evidence of financial stability.			
The bidder shall be the same as the developer of the proposed solution.			
Bidder shall have experience in providing Cloud solution for ERP applications.			

d. Technical staff shall have the following qualifications:

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 within last six (06) month 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/ Coordinator	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	Senior Software Engineer	2	Bachelor's degree (or equivalent) in Information Technology or related	5 years of experience in Working with ERP solutions	Should be complied
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2. Post – Qualification Requirements (ITB 37.2)

After determining the substantially responsive lowest-evaluated bid in accordance with ITB Sub-Clause 36.1, the Purchaser shall carry out the post-qualification of the Bidder in accordance with ITB Clause 37, using the following requirements.

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

Criteria	Requirement
Minimum average annual turnover of LKR 40 Million calculated as total certified payments received for contracts in progress or completed, within the last three (3) years	Mandatory
The Bidder shall furnish documentary evidence that it meets the following financial requirements: Audited financial statements of the company for the past three (03) years shall be submitted with the bid	Mandatory
Other documents specified in ITB 11.1	Mandatory

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:

Sri Lanka CERT (Pvt) Ltd
No.4-112, BMICH, Colombo 07

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
Procurement of ERP Solution for Sri Lanka CERT for 36 Months
IFB No: [CERT/GOSL/SER/NCB/2024/26]

Item	Description of Goods or related services (2)	Qty. / No. of Users (3)	Unit price for 1 Year Excluding VAT LKR (4)	Total Price Excluding VAT LKR (5) = (3) x (4)	VAT LKR (6)	Total Price Year 1 Including VAT LKR (7) = (5) +(6)
YEAR ONE						
2.1.1	Module 1 : HR Module (System should accommodate for maintaining 75 employees details)	5				
2.1.2	Module 2: HR – Appraisal Module (75 employees)	75				
2.1.3	Module 3 : Payroll (75 employees)	5				
2.1.4	Module 4: Accounting	5				
2.1.5	Module 5 : Services	10				
2.1.5 (a)	Module 5 : Services – Time Sheet	75				
2.1.6	Module 6: Stock Management for Consumables	5				
2.1.7	Onetime setup charges (and any other charges)	Bidder to Specify				
YEAR TWO						
2.1.8	Total cost for all the modules including licensing , support and maintenance (from 2.1.1 to 2.1.6)	As above				
YEAR THREE						
2.1.9	Total cost for all the modules including licensing , support and maintenance (from 2.1.1 to 2.1.6)	As above				
Total Price for 3 years						

Note: Number of users shall be changed, and the bidder shall agree to accommodate the requirement change, and the price variation due to the same.

Initially, employer may procure the solution only for three years and extend to following years based on the organizational and budgetary requirements subject to mutually agreed rates for licensing, support and maintenance.

Evaluated bid price shall be the total bid price for all the three years.

Bidders are required to bid for the total quantity. Partial bids shall be liable to be treated as “Non-Responsive” and rejected.

.....
Signature and the Company Seal

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:

Sri Lanka CERT (Pvt) Ltd
No.4-112, BMICH, Colombo 07.

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)]

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><i>[Refer (c) Proposed Professional Staff, Section III – Evaluation and Qualification Criteria to meet the minimum requirement or preferably more]</i></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>
	<p>Brief description of the projects: Positions held: Technologies used:</p>

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. Technical Specifications
2. UAT

Schedule of Requirements

Procurement of ERP Solution for 36 months.

Introduction:

Sri Lanka CERT is currently in the process of improving the operational efficiency in order to effectively operate the organization. To fulfill this objective, an Enterprise Resource Planning solution to be procured for 36 months. This solution aims to cover the operational requirements of (a) Human Resource management (b) Staff Appraisal management (c) Accounting functions (d) Payroll function (e) Service module (f) Stock management for Consumables.

Sri Lanka CERT aims to procure a well-established product that covers the functions as mentioned above. The proposed solution shall be a user friendly, cost effective, reliable, secure and efficient. The bidder is required to supply, install & configure the proposed solution and maintain a period that is defined by Sri Lanka CERT. Key specifications of the solution is presented in the following section.

Scope of the Service

The Bidder shall provide the following services, but not be limited to:

- a) In consultation with the management of Sri Lanka CERT, identify the requirements of Sri Lanka CERT with respect to the Human Resource management, Staff Appraisal management, Accounting functions, Payroll function, Service module and Stock management for Consumables
- b) In consultation with Sri Lanka CERT, identify non-functional requirements such as reliability, security, performance, identity management & access controls, interoperability and scalability.
- c) Develop requirement specification, project plan, and methodology to address the requirement of Sri Lanka CERT and obtain the approval.
- d) Develop project architecture document and technical specifications with regards to the proposed solution.
- e) The proposed solution shall be produced by the bidder who is also the developer of the same.

- f) The proposed solution shall be a reliable and secure cloud based solution which can be easily operated by the staff.
- g) Based on the requirements specification and the technical specification, the bidder shall install, configure and migrate the existing data to the solution.
- h) The bidder shall maintain the proposed solution for a period of 3 years.
- i) The Bidder is required to maintain the latest version of the proposed solution. New updates and modifications shall not incur additional cost to Sri Lanka CERT.
- j) Bidder should provide required licensing for all the features. Sri Lanka CERT should have all valid licenses to operate the solution and additional licensing cost should not be incurred.
- k) The contractor shall provide adequate trainings and prepare user manuals for the staff.
- l) The contractor shall provide on-site support until the proposed system is fully commissioned at Sri Lanka CERT.
- m) The Bidder is required to provide support and maintenance during the contract period and it shall not incur additional cost for Sri Lanka CERT. The contractor is required to provide 24x7 customer support to Sri Lanka CERT and a dedicated point of contact.
- n) The specific details of the proposed solution shall cover following functional areas as presented in the table below. Bidders should propose ERP 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. Bidders are required to state their compliance to specifications/requirements against each and every criterion of the specification sheets. Incomplete / non-compliant specification sheets will strongly lead to disqualification of the bidder without getting any clarifications.

Technical Specifications

	Description	Bidder's Compliance		Bidder's Response
		Yes	No	
	<u>Module 1 : HR and Appraisal Module</u>			
01	Ability to maintain 75 number of employees			
02	Maintaining employee's profile (personal details, qualifications, contact details, photograph, educational and professional qualifications, dependents, training etc.)			
03	Managing staff attendance with inputs from finger print machines			
04	Managing staff leave/short leave with approval process			
05	Maintaining staff rosters			
06	Maintaining staff categories/levels/job description			
07	Training and development of staff			
08	Overseas training and travels			
09	Maintain staff contracts/NDAs			
10	Maintain staff recruitment			
11	Maintain staff exit procedures			
12	Maintain disciplinary procedures			
13	Maintain staff grievances			
14	Maintain staff performance appraisals			
15	Maintain employee targets/goals/KPIs etc.			
16	Maintain organization chart, cadre, vacancies			
17	Reports covering all aspects mentioned above			
18	Insert, update, delete, archive functions in relation to the features mentioned above			

	<u>Module 2 : Payroll</u>			
19	Maintain staff salary (increments, allowances and deductions)			
20	Generate payroll			
21	Generate pay slips			
22	Bank transfers			
23	Salary reconciliation			
24	Issuing salary confirmation			
25	Issuance of APIT T-10 form			
26	Payroll reports			
27	<u>Module 3: Accounting</u>			
28	Maintain payment voucher			
29	Maintain petty cash voucher			
30	Maintain invoice			
31	Receipt generation			
32	Payment recommendation			
33	Approvals			
34	Certification			
35	Payments			
36	Cheque issuing			
37	Bank reconciliation			
38	Cash forecast generation			
39	Financial statement preparation			
40	Accounts receivables			
41	Accounts payables			
42	Debtors & creditors age analysis			
43	Fixed Assets Register			
44	Reports covering all the above			
	<u>Module 4 : Services</u>			
45	Creating Job Codes *			

46	Creating Time Sheet **			
47	Maintain client details			
48	Maintain payment milestones			
49	Maintain payment received against milestones			
50	Reports covering above			
	<u>Module 5 : Stock Management for Consumables</u>			
51	Purchase Orders			
52	Goods Receipt			
53	Maintain the ledger			
54	Goods Issue			
55	Goods Return			
56	Age Analysis			
57	Stock Reports			
	<u>General software functions</u>			
58	User management			
59	Responsiveness			
60	Interoperability			
61	Cloud based			
62	Multi user			
63	Security of the total solution			
64	Data encryption (minimum PII)			
65	Inbuilt approval/authorization matrix for different functions			
66	User privilege levels			
67	Backups facility/Restore damaged files in the event of damaged data file being found			
68	Data migration support from manual/previous system			
69	Data import/export facility			
70	Data upload facility			

71	System upgrades/updates			
72	3 year contract (upfront)			
73	Implementation			
74	Configuration			
75	Maintenance			
76	User manual (hardcopy, softcopy (web based))			
77	Audit trail			
78	Web-based application with 99% availability			
79	Prevent any type of data losses			
80	Availability of Multifactor authorization facility			
81	Notification service for any transactions. This shall support email and messaging services			
82	Search facility for entire solution			
83	The GUI should be user friendly			
84	Flexibility of system customization			
85	Integration with third party systems			
86	Data freezing capability after the due date			
87	Role based implementation for transactions			
88	Ability to maintain multiple approval levels			
89	Document uploading facility			
	<u>Technical Requirements</u>			
90	Ability to upgrading versions without any limitations			
91	Contractor should provide training of the software as part of the solution			
92	Help desk support should be available (24x7)			
93	Free version upgrade should be provided			
94	Redundant servers should be deployed to ensure uptime			
95	Secure and encrypted communication channels (e.g., SSL/TLS) should be deployed			
96	Firewalls should be deployed to protect against unauthorized access			

97	Scalability of the system to balance the increased load			
98	Performance degrade, unauthorized access, or any other destructions should be alerted to the system administrator			
99	The vendor should provide evidences on vulnerability assessments conducted for the system and hosting environment on periodic basis			
100	Ensure data encryption at rest and in transit			
101	99% availability of the system			
102	Encrypt sensitive and PII data			

*** - Job Code will be linked with Accounting, Time Sheet, Inventory systems etc. throughout its lifecycle. E.g. Job Code shall be mandatory for creating invoices.**

**** - Time Sheet shall be linked with Attendance module in HR and Job Code and relevant areas of the Accounts Module.**

***** - Purchase order and GRN in Stock Module should be linked with fixed assets register.**

User acceptance testing (UAT)

Bidder shall provide a testing and commissioning plan in clearly indicating all the parameters to be tested against the expected outcomes for the total solution. Payments for the proposed solution is subjected to successful acceptance of UAT.

Delivery and Payment Terms

Duration of this assignment is 3 years.

Payment shall be paid based on the following schedule subject to 5% retention of the total contract value.

Deliverable	Due Date	Payment Milestones
Requirement specification, project plan, technical architecture, proposed solution architecture	3 days + award date	0%
Installation and configuration of HR Module	7 days + award date	0%
Full commissioning of HR module. UAT and training completion of HR module including data migration	10 days + award date	10%
Installation and configuration of Appraisal Module	14 days + award date	0%
Full commissioning of Appraisal module. UAT and training completion of Appraisal module including data migration and integration with HR module.	16 days + award date	10%
Installation and configuration of Accounts Module	14 days + award date	0%
Completion of Accounts module. Successful completion of parallel run, UAT and training.	18 days + award date	15%
Installation and configuration of Payroll Module	30 days + award date	0%
Completion of Payroll module. UAT and training completion of Payroll module including data migration and integration with HR module.	40 days + award date	15%

Installation and configuration of Services Module	50 days + award date	0%
Completion of Services module. UAT and training completion of Services module.	60 days + award date	15%
Installation and configuration of Stock Management of Consumables Module	65 days + award date	0%
Full commissioning of Stock Management of Consumables module. UAT and training completion of Stock Management of Consumables module.	70 days + award date	15%
User acceptance of System integration test, providing user/technical manuals. Providing user training on total solution and support and maintenance for 3 years.	75 days + award date	20%

* - Retention payment will be released after 3 years on successful completion of the total solution subject to any deduction for non-performance of the support and maintenance.

** - Total retention (5%) will be deducted from the last milestone

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	<p>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:</p> <ul style="list-style-type: none"> 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	<p>Entire Agreement</p> <p>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.</p>
	4.3	<p>Amendment</p> <p>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.</p>
	4.4	<p>Severability</p> <p>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.</p>
5. Language	5.1	<p>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.</p> <p>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.</p>
6. Joint Venture, Consortium or Association	6.1	<p>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.</p>
7. Eligibility	7.1	<p>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.</p>

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
		<ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (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. <p>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.</p>
	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: Sri Lanka CERT (Pvt.) Ltd Room: 4-112, BMICH, Colombo 7.
CC 6.1	Joint Ventures and Consortiums are allowed. Sub-contracting is not allowed.
CC 8.1	<p>For notices, the Purchaser's address shall be: Attention: Manager (Information Security) 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> <p>For notices, the Supplier's address shall be: Attention: _____ Address: _____ Telephone: _____ Fax number: _____ Electronic mail address: _____</p>
CC 10.2	<p>Existing CC 10.2 replaced with following.</p> <p>If, after twenty-eight (28) days, the parties have failed to resolved their dispute or difference amicably shall be settled in the following manner;</p> <p>In the event the parties are unable to resolve the Dispute within 28 days, either party may submit the Dispute for Commercial Mediation to an expert mediator nominated by the Ceylon Chamber of Commerce in terms of the Commercial Mediation Centre of Sri Lanka, Act No. 44 of 2000 (As amended in 2005). In the event the parties are unable to resolve the Dispute through mediation or if a certificate of non-settlement is entered in terms of Section 3 F of the said Act, either party may refer the dispute to a court of competent jurisdiction.</p>
CC 10.3 (b)	Not applicable for the disputed amount (if any).

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 Forty-Five (45) days of submission of claim after completion of the following milestone successfully and supported by the duly signed UAT.</p> <p>Delivery and Payment Terms Duration of this assignment is 3 years.</p> <p>Payment shall be paid based on the following schedule subject to 5% retention of the total contract value.</p> <table border="1" data-bbox="384 528 1361 1917"> <thead> <tr> <th data-bbox="384 528 863 629">Deliverable</th> <th data-bbox="863 528 1059 629">Due Date</th> <th data-bbox="1059 528 1361 629">Payment Milestones</th> </tr> </thead> <tbody> <tr> <td data-bbox="384 629 863 763">Requirement specification, project plan, technical architecture, proposed solution architecture</td> <td data-bbox="863 629 1059 763">3 days + award date</td> <td data-bbox="1059 629 1361 763">0%</td> </tr> <tr> <td data-bbox="384 763 863 898">Installation and configuration of HR Module</td> <td data-bbox="863 763 1059 898">7 days + award date</td> <td data-bbox="1059 763 1361 898">0%</td> </tr> <tr> <td data-bbox="384 898 863 1032">Full commissioning of HR module. UAT and training completion of HR module including data migration</td> <td data-bbox="863 898 1059 1032">10 days + award date</td> <td data-bbox="1059 898 1361 1032">10%</td> </tr> <tr> <td data-bbox="384 1032 863 1167">Installation and configuration of Appraisal Module</td> <td data-bbox="863 1032 1059 1167">14 days + award date</td> <td data-bbox="1059 1032 1361 1167">0%</td> </tr> <tr> <td data-bbox="384 1167 863 1357">Full commissioning of Appraisal module. UAT and training completion of Appraisal module including data migration and integration with HR module.</td> <td data-bbox="863 1167 1059 1357">16 days + award date</td> <td data-bbox="1059 1167 1361 1357">10%</td> </tr> <tr> <td data-bbox="384 1357 863 1491">Installation and configuration of Accounts Module</td> <td data-bbox="863 1357 1059 1491">14 days + award date</td> <td data-bbox="1059 1357 1361 1491">0%</td> </tr> <tr> <td data-bbox="384 1491 863 1626">Completion of Accounts module. Successful completion of parallel run, UAT and training.</td> <td data-bbox="863 1491 1059 1626">18 days + award date</td> <td data-bbox="1059 1491 1361 1626">15%</td> </tr> <tr> <td data-bbox="384 1626 863 1760">Installation and configuration of Payroll Module</td> <td data-bbox="863 1626 1059 1760">30 days + award date</td> <td data-bbox="1059 1626 1361 1760">0%</td> </tr> <tr> <td data-bbox="384 1760 863 1917">Completion of Payroll module. UAT and training completion of Payroll module including data migration and integration with HR module.</td> <td data-bbox="863 1760 1059 1917">40 days + award date</td> <td data-bbox="1059 1760 1361 1917">15%</td> </tr> </tbody> </table>	Deliverable	Due Date	Payment Milestones	Requirement specification, project plan, technical architecture, proposed solution architecture	3 days + award date	0%	Installation and configuration of HR Module	7 days + award date	0%	Full commissioning of HR module. UAT and training completion of HR module including data migration	10 days + award date	10%	Installation and configuration of Appraisal Module	14 days + award date	0%	Full commissioning of Appraisal module. UAT and training completion of Appraisal module including data migration and integration with HR module.	16 days + award date	10%	Installation and configuration of Accounts Module	14 days + award date	0%	Completion of Accounts module. Successful completion of parallel run, UAT and training.	18 days + award date	15%	Installation and configuration of Payroll Module	30 days + award date	0%	Completion of Payroll module. UAT and training completion of Payroll module including data migration and integration with HR module.	40 days + award date	15%
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Installation and configuration of HR Module	7 days + award date	0%																													
Full commissioning of HR module. UAT and training completion of HR module including data migration	10 days + award date	10%																													
Installation and configuration of Appraisal Module	14 days + award date	0%																													
Full commissioning of Appraisal module. UAT and training completion of Appraisal module including data migration and integration with HR module.	16 days + award date	10%																													
Installation and configuration of Accounts Module	14 days + award date	0%																													
Completion of Accounts module. Successful completion of parallel run, UAT and training.	18 days + award date	15%																													
Installation and configuration of Payroll Module	30 days + award date	0%																													
Completion of Payroll module. UAT and training completion of Payroll module including data migration and integration with HR module.	40 days + award date	15%																													

	Installation and configuration of Services Module	50 days + award date	0%
	Completion of Services module. UAT and training completion of Services module.	60 days + award date	15%
	Installation and configuration of Stock Management of Consumables Module	65 days + award date	0%
	Full commissioning of Stock Management of Consumables module. UAT and training completion of Stock Management of Consumables module.	70 days + award date	15%
	User acceptance of System integration test, providing user/technical manuals. Providing user training on total solution and support and maintenance for 3 years.	75 days + award date	20%
	<p>* - Retention payment will be released after 3 years on successful completion of the total solution subject to any deduction for non-performance of the service and maintenance.</p> <p>** - Total retention (5%) will be deducted from the last milestone</p>		
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. warranty, support and maintenance 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	All items and specifications provided in the Section -V of the bidding document.		
CC 26.1	The liquidated damage shall be 0.1% of the contract price per day (The maximum amount of liquidated damages shall be Ten percent (10 %) of the total contract price.		
CC 27.3	The supplier should provide the support and maintenance for three years.		

<p>CC 27.5</p>	<p>(A) Within the period mention in the Service Level Agreement in the 27.6 of the contract data Supplier shall , expeditiously rectify and resolve the issues , at no cost to the Purchaser.</p> <p>(B) 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 the contract period.</p>										
<p>CC 27.6</p>	<p>Service Level Agreement</p> <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 during Support Services Subscription period.</p> <p>(B) Annually four (4) dedicated preventive maintenance services shall be provided by the bidder during the period of the Support Services Subscription.</p> <p>(C) The Supplier MUST provide maintenance and support services 24 hours per day/ 7 days per week without any additional cost.</p> <ul style="list-style-type: none"> • Times: 24 x 7 x 365 • Emergency Patches: Yes <table border="1" data-bbox="630 792 1305 981"> <thead> <tr> <th>Severity Level</th> <th>Target Response</th> </tr> </thead> <tbody> <tr> <td>Level 1</td> <td>1 business hour</td> </tr> <tr> <td>Level 2</td> <td>2 business hours</td> </tr> <tr> <td>Level 3</td> <td>4 business hours</td> </tr> <tr> <td>Level 4</td> <td>8 business hours</td> </tr> </tbody> </table>	Severity Level	Target Response	Level 1	1 business hour	Level 2	2 business hours	Level 3	4 business hours	Level 4	8 business hours
Severity Level	Target Response										
Level 1	1 business hour										
Level 2	2 business hours										
Level 3	4 business hours										
Level 4	8 business hours										
	<p>(E) The supplier shall adhere to the Incident classification and resolution times as given below;</p> <p>Severity 1 (Urgent) A problem that severely impacts in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts business operations and no procedural workaround exists.</p> <p>State of affair: escalated incidents not responded within 8 hours Penalty: 0.9% of the total contract value for every 30 minutes of delay.</p> <p>Severity 2 (High) A problem where the software is functioning but use in a production environment is severely reduced. The situation is causing a high impact to portions of business operations and no procedural workaround exists.</p> <p>State of affair: escalated incidents not responded within 4 hours Penalty: 0.7% of the total contract value for every 30 minutes of delay.</p> <p>Severity 3 (Medium) A problem that involves partial, non-critical loss of use of the software in a production environment or development environment. For production environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural workaround. For development environments, where the situation is causing project to no longer continue or migrate into production.</p> <p>State of affair: escalated incidents not responded within 2 hours Penalty: 0.5% of the total contract value for every 30 minutes of delay.</p> <p>Severity 4 (Low) A general usage question, reporting of a documentation error, or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on</p>										

	<p>business or the performance or functionality of system. For development environments, there is a medium-to-low impact on business, but business continues to function, including by using a procedural workaround.</p> <p>State of affair: 100% escalated incidents responded within 1 hour Penalty: No penalty</p> <p>(F) Failure to provide any of the agreed-upon services or remedy any defects will result in the claiming of the cost of damages, and such damages will be claimed under the Performance Bond or the retention money.</p>
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Section VIII. Contract Forms

Table of Forms

1. Contract Agreement
2. Performance Security
3. Advance Payment Bank Guarantee – **Not Applicable**

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)]