



Information and Communication Technology Agency of Sri Lanka

## REQUEST FOR EXPRESSIONS OF INTEREST

**Assignment Title: Providing Support and Maintenance Services for the CRM of eSamurdhi System**  
**Contract No: ICTA/GOSL/CON/CQS/2016/84**

The Information and Communication Technology Agency (ICTA) of Sri Lanka has identified the Safety Net and Welfare services in the government of Sri Lanka as a key domain for more efficient and effective services provisioning with the use of ICT. With this objective of improving efficiency and effectiveness of the process, ICTA in collaboration with stakeholder institutions ensure the continuity of the eSamurdhi solution as it is a key MIS for the integrated welfare one stop shop program. Welfare Management Information System has been identified as one of the key initiatives identified under the National Digital Policy of the Government of Sri Lanka; “Digitalization of the Economy”

ICTA intends to obtain the service of an eligible, qualified and experienced consultant (firm) for obtaining services to provide Support and Maintenance for CRM module of eSamurdhi system. The Consultant is required to provide Support and Maintenance service to make sure to continuity of the above system

ICTA now invites Expressions of Interest (EOIs) from eligible consultants (firms) that are willing to undertake this assignment. EOI must include requested information as specified in the “EOI Information Form” along with documentary evidence in support of core business and years in business, Financial, Business and Administrative strength/standing, qualifications in the field of assignment, experience in carrying out assignments of a similar nature and complexity, technical and managerial organization of the firm, technical capabilities and appropriate skills of key staff of the organization and other relevant information.

The “Scope of Services” and “EOI Information Form” documents are now available at ICTA for further information. Interested parties may download these documents from the website <https://www.icta.lk.procurement/>

Consultants (firms) will be selected in accordance with the procedures set out in the Government Guidelines: Selection & Employment of consultants. All interested parties are informed that all documentations shall be in English Language.

Interested parties may obtain further information from Procurement Division, ICTA by contacting via Phone: +94 11 2369099, Fax: +94 11 2369091 and -email: [procurement@icta.lk](mailto:procurement@icta.lk).

Expressions of Interest including all requested information must be delivered no later than **1500 hrs on August 30, 2016** either: (i) electronically to; [procurement@icta.lk](mailto:procurement@icta.lk) or (ii) hand delivered or (iii) by post to the address; Director - Procurement, C/o, Managing Director, ICTA, 2nd Floor, 160/24, Kirimandala Mawatha, Colombo 05, Sri Lanka.

Envelope containing the Expressions of Interest and subject field of e-mail should be marked “**Expressions of Interest for Providing Support and Maintenance services for the CRM of eSamurdhi System - ICTA/GOSL/CON/CQS/2016/84**”

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