



**INFORMATION AND COMMUNICATION TECHNOLOGY  
AGENCY OF SRI LANKA**

**BIDDING DOCUMENT**

**NATIONAL COMPETITIVE BIDDING (NCB)**

**FOR**

**Procurement of Cloud Based Enterprise Resource Planning Solution  
(Finance) as a Service for ICTA**

**INVITATION FOR BIDS No: ICTA/GOSL/SER/OC/NCB /2016/01**

**September, 2016**



## Information and Communication Technology Agency of Sri Lanka

### Invitation for Bids (IFB)

#### Procurement of Cloud Based Enterprise Resource Planning Solution (Finance) as a Service for ICTA -IFB No: ICTA/GOSL/SER/OC/NCB /2016/01

1. Information and Communication Technology Agency of Sri Lanka (ICTA), intends to implement an Enterprise Resource Planning solution as a service that includes comprehensive financial management system for effective financial management within the organization with the ability of generating required reports for effective decision making and management information.
2. The Chairman, Project Procurement Committee (PPC), on behalf of Information and Communication Technology Agency of Sri Lanka (ICTA), now invites sealed Bids from eligible and qualified Bidders for providing the required Cloud based Enterprise Resource Planning Solution (Finance) as a service for ICTA.

Detailed description of schedule of requirements is given in the Bidding Document.

3. Bidding will be conducted using the National Competitive Bidding (NCB) procedure and is open to all eligible and qualified bidders as defined in Procurement Guidelines of Democratic Socialist Republic of Sri Lanka (GoSL) that meet the qualification requirements specified in the Bidding Documents.
4. Interested eligible Bidders may obtain further information from Mr. Gamini Karunaratne, Director-Procurement & Head-Administration, ICTA, 160/24, 2<sup>nd</sup> Floor, Kirimandala Mawatha, Colombo 05 and inspect the Bidding documents free of charge during office hours (0900 Hrs 1700 Hrs) on working days commencing from **September 19, 2016** at the office of ICTA at the above address (Telephone: 2369099, Facsimile: 2369091 email: [procurement@icta.lk](mailto:procurement@icta.lk)). Bidding documents are also available on <https://www.icta.lk/procurement/> only for reference purposes and interested eligible Bidders shall purchase the Bidding Documents as described in paragraph (5) below.
5. A complete set of Bidding Document 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 Three Thousand Five Hundred (LKR 3,500.00) effective from **September 19, 2016** during office hours on working days from the office of the ICTA at 160/24, 2<sup>nd</sup> floor, Kirimandala Mawatha, Colombo 05. The method of payment will be by cash.
6. A pre-bid meeting which potential Bidders may attend will be held at **1400 Hrs (2.00 P.M)** on **September 27, 2016** at the office of ICTA at the above address.

7. Bids in hard copies (As per ITB clause 20 of Bidding Document) must be delivered to Director-Procurement & Head-Administration, C/o Managing Director/Chief Executive Officer, Information and Communication Technology Agency of Sri Lanka (ICTA), 160/24, 2<sup>nd</sup> Floor, Kirimandala Mawatha , Colombo 05 at or before **1500 Hrs (3.00 P.M) on October 12, 2016**. Late Bids and Bids sent electronically will not be accepted and will be rejected.
8. All Bids must be accompanied by Bid Securities in the form of a Bank Guarantee using the format given with the Bidding Documents in the amount of Sri Lankan Rupees One Hundred Thousand (LKR 100,000.00).
9. Bids shall be valid for a period of 90 days from the date of deadline for submission of the Bids.
10. Bids will be opened immediately after the deadline for submission of bids, in the presence of Bidders or their authorized representatives who choose to attend in person at the address stated above (in Para 7).
11. ICTA will not be responsible for any costs or any expenses incurred by the Bidders in connection with the preparation or delivery of Bids.

Chairman  
Project Procurement Committee  
Information and Communication Technology Agency of Sri Lanka  
160/24, 2<sup>nd</sup> Floor, Kirimandala Mawatha, Colombo 05

September 17, 2016

# Section 1

## Instructions to Bidders

### A. General

1. **Scope of Bid**
  - 1.1 The Employer, as defined in the **Bidding Data Sheet (BDS)**, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of this National Competitive Bidding (NCB) Contract is **provided in the BDS**.
  - 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS**.
2. **Source of Funds**
  - 2.1 Payments under this contract will be financed by the source **specified in the BDS**.
3. **Corrupt or Fraudulent Practices**
  - 3.1 The attention of the bidders is drawn to the followings:
    - Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;
    - Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Service providers/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 Employer requires the bidders, suppliers, service providers, 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 Employer to establish bid prices at*

*artificial, noncompetitive levels; and*

*d) “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.*

3.3 If the Employer found any unethical practices as stipulated under ITB Clause 3.2, the Employer 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 Services under this contract.

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 Employer to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under these Bidding Documents ; or

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 signing, shall be disqualified.

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

#### **5. Qualification of the Bidder**

5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

5.2 In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from pre-qualified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission.

5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids, unless otherwise

**stated in the BDS:**

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the Bid to commit the Bidder;
- (b) total monetary value of Services performed for each of the last three years;
- (c) experience in Services of a similar nature and size for each of the last three years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (d) list of major items of equipment proposed to carry out the Contract;
- (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
- (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
- (g) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
- (h) authority to the Employer to seek references from the Bidder's bankers; and
- (i) information regarding any litigation, current or during the last three years, in which the Bidder is involved, the parties concerned, and disputed amount;

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:

- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
- (b) the Bid shall be signed so as to be legally binding on all partners;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement, prior to the signing of

the Contract, in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;

- (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; when a foreign partner/s is/are involved one of the local partners shall be nominated as being in charge; and
- (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:

- (a) annual volume of Services of at least the amount **specified in the BDS;**
- (b) experience as service provider in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last Three (03) years **as specified in the BDS;**
- (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS;**
- (d) a Project Manager with Five (05) years' experience in Services of an equivalent nature and volume, including no less than Three (03) years as Manager; and
- (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS.**

5.6 A history of awards against the bidder or any partner of a Joint Venture in litigation or in Arbitration may result in disqualification of the bid.

5.7 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 5.5(a) and (e); however, for a joint venture to qualify the partner in charge must meet at least 75 percent of those minimum criteria for an individual Bidder and other partners at least 40 percent of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Bid.

6.1 Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid will cause all the proposals

## **6. One Bid per Bidder**

with the Bidder's participation to be disqualified.

- 7. Cost of Bidding** 7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
- 8. Site Visit** 8.1 The Bidder, at the Bidder's own responsibility and risk, may visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

## **B. Bidding Documents**

- 9. Content of Bidding Documents** 9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:
- |              |   |
|--------------|---|
| Section I    | Instructions to Bidders                                 |
| Section II   | Bidding Data Sheet                                      |
| Section III  | Bidding Forms   |
| Section IV   | Eligible countries (Not applicable)                     |
| Section V    | Activity Schedule (Description of services)             |
| Section VI   | General Conditions of Contract                          |
| Section VII  | Special Conditions of Contract                          |
| Section VIII | Performance Specifications and Drawings (if Applicable) |
| Section IX   | Contract Forms  |
- 9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III, V, and IX should be completed and returned with the Bid in the number of copies specified in the **BDS**.
- 10. Clarification of Bidding Documents** 10.1 A interested Bidder requiring any clarification of the bidding documents may notify the Employer by email at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 10 days prior to the deadline for submission of bids. Copies of the Employer's response will be forwarded to all Bidders who have purchased the bidding documents, including a description of the inquiry, but without identifying its source.
- 11. Amendment of** 11.1 Before the deadline for submission of bids, the Employer may



**Bidding Documents**

modify the bidding documents by issuing addenda.

- 11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated by e-mail to all Bidders of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by email to the Employer.
- 11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

**C. Preparation of Bids**

**12. Language of Bid**

- 12.1 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 Employer, shall be written in English language. In the event a document in a language other than English need be submitted, an official translation of the same in English need be submitted along with the document, and the content of the translated document shall only be recognized.

**13. Documents Comprising the Bid**

- 13.1 The Bid submitted by the Bidder shall comprise the following:
  - (a) The Form of Bid (in the format indicated in Section III);
  - Bid Security;
  - Priced Activity Schedule;
  - (d) Qualification Information Form and Documents;and any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

**14. Bid Prices**

- 14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section VIII, based on the priced Activity Schedule, Section V, submitted by the Bidder.
- 14.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Description of services), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 14.3 The Service Provider and its Personnel shall pay such taxes,

duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price. However, VAT shall not be included in the price but shall be indicated separately.

14.4 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

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendix E to the Contract.

15. Currencies of Bid and Payment

15.1 The Bidder shall quote in Sri Lankan Rupees for local services and the payment shall be made for such services in Sri Lankan Rupees.

15.2 The Bidder may quote in US Dollars for services for which foreign currencies involved. And the Bidder may be required by the Employer to justify to the Employer's satisfaction for such foreign currency requirements if any.

16. Bid Validity

16.1 Bids shall remain valid until the date specified in the **BDS**. A bid valid for a shorter date shall be rejected by the Employer as non responsive.

16.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Employer 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 17, 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.

17. Bid Security

17.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, as specified in the **BDS**.

17.2 The Bid Security shall be in the amount specified in the **BDS** and denominated in Sri Lankan 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 any commercial bank licensed by the Central Bank of Sri Lanka.
- (c) be substantially in accordance with the form of Bid Security included in Section III, Bidding Forms,

- (d) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;
- (e) be submitted in its original form; copies will not be accepted;
- (f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;

17.3 If a Bid Security or a Bid- Securing Declaration is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

17.4 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 35.

17.5 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 16.2; or
- (b) if the successful Bidder fails to:
  - (i) sign the Contract in accordance with ITB Clause 34;
  - (ii) furnish a Performance Security in accordance with ITB Clause 35.

17.6 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

**18. Alternative Proposals by Bidders**

18.1 Alternative bids shall not be considered.

**19. Format and Signing of Bid**

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked "ORIGINAL." In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.

19.2 The original and all copies of the Bid shall be typed or written in

indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.

- 19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

#### **D. Submission of Bids**

#### **20. Sealing and Marking of Bids**

- 20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as “ORIGINAL” and “COPIES”.
- 20.2 The inner and outer envelopes shall
- (a) bear the name and address of the Bidder;
  - (b) be addressed to the Employer at the address provided in the **BDS**
  - (c) **bear the name and identification number of the Contract as defined in the BDS and**
  - (d) provide a warning not to open before the specified time and date for Bid opening as **defined in the BDS**
- 20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.
- 20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

#### **21. Deadline for Submission of Bids**

- 21.1 Bids shall be delivered to the Employer at the address specified above (Refer 20.2 (b)) no later than the time and date **specified in the BDS.**
- 21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.

#### **22. Late Bids**

- 22.1 The Employer shall not consider any bid that reaches after the deadline for submission of bids. Any bid received by the Employer after the deadline for submission of bids shall be

declared late, rejected, and returned unopened to the Bidder.

**23. Modification and Withdrawal of Bids**

- 23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.
- 23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 23.3 No Bid may be modified after the deadline for submission of Bids.
- 23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security pursuant to ITB Clause 17.
- 23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

**E. Bid Opening and Evaluation**

**24. Bid Opening**

- 24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place **specified in the BDS.**
- 24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.
- 24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.
- 24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

- 25. Process to Be Confidential**
- 25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process. Upon the award to the successful bidder, the details of which may be availed on request. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.
- 25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation indicating specific short-comings. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.
- 26. Clarification of Bids**
- 26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.
- 26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.
- 26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.
- 27. Examination of Bids and Determination of Responsiveness**
- 27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.
- 27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially

responsive bids.

27.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

**28. Correction of Errors**

28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; 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; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with ITB Sub-Clause 17.5(b).

**29. Currency for Bid Evaluation**

29.1 For evaluation and comparison purposes, the currency (ies) of the bid shall be converted into a single currency as specified in the BDS.

**30. Evaluation and Comparison of Bids**

30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.

30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:

- (a) making any correction for errors pursuant to ITB Clause 28;
- (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section V, but including Day work, when requested in the Specifications (or Description of services) Section VIII;
- (c) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.

30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations,

and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.

30.4 The estimated effect of any price adjustment conditions under Sub-Clause 6.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.

**31. Preference for Domestic Bidders** 31.1 Domestic bidders shall not be eligible for any margin of preference in Bid evaluation.

## F. Award of Contract

**32. Award Criteria** 32.1 The Employer 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.

Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.

32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

**33. Employer’s Right to Accept any Bid and to Reject any or all Bids** 33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer’s action.

**34. Notification of Award and Signing of Agreement** 34.1 Prior to the expiration of the period of bid validity, the Employer shall notify the successful Bidder, in writing, that its Bid has been accepted.

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

34.3 Upon the successful Bidder’s furnishing of the signed Contract



Form and performance security pursuant to ITB Clause 35, the Employer will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 17.4

**35. Performance Security**

35.1 Within fourteen (14) days of the receipt of notification of award from the Employer, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section IX 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 17.4. Refer BDS.

35.2 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 Employer may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Employer to be qualified to perform the Contract satisfactorily.

**36. Advance Payment and Security**

36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS.**

## Section II. Bidding Data Sheet

The following specific information relating to services to be procured and procurement procedure that will be used shall complement, supplement or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict the provisions in the Bid Data Sheet (BDS) shall prevail over those in the ITB.

### Instructions to Bidders Clause Reference

<b>A. General</b>	
<b>1.1</b>	<p>The Employer is: Information and Communication Technology Agency of Sri Lanka</p> <p>The name and identification number of the Contract is;</p> <p><b>“Procurement of Cloud Based Enterprise Resource Planning Solution (Finance) as a Service for ICTA”</b></p> <p><b>IFB No: ICTA/GOSL/SER/OC/NCB/2016/01</b></p> <p>Bidders are required to bid for the total requirement of services given in description of services specified in the Bidding Document. Bids for partial requirements shall be treated as non-responsive and shall be rejected.</p>
<b>1.2</b>	<p>Intended completion dates for Successful establishment of the ERP solution as a service within 10 weeks from the commencement date of contract. Production period shall be 12 months from the date of Successful establishment (live run) of the ERP solution.</p>
<b>2.1</b>	<p>The source of funding for this project is: Government of Sri Lanka (GOSL)</p>
<b>4.4</b>	<p>Foreign bidders are allowed to bid</p>
<b>5.2</b>	<p>Prequalification of potential bidders has not been undertaken under this procurement activity.</p>
<b>5.3</b>	<p>Prequalification of potential bidders has not been undertaken this procurement activity. All bidders shall include all information and documents stated in ITB 5.3 along with their bids.</p>
<b>5.5(a)</b>	<p>The average annual volume of services performed by the Bidder over the last 3 years shall be Sri Lankan Rupees Five million (LKR 05 million).</p>
<b>5.5(b)</b>	<p>Experience (see 5.3 (c) of BDS) as a service provider being in the business of provisioning of at least two (02) similar services for each lot over last three (03) years, and details of services under way or contractually committed, names and addresses of clients who may be contacted for further information on those contracts.</p>
<b>5.5(c)</b>	<p>Should specify the proposed high-level design proposed to be used to cover the volume of services expected to be covered under the contract.</p>

<b>5.5(e)</b>	Bidder must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means other than any contractual payments to be received under this contract to meet the cash flow requirement of not less than Sri Lankan Rupees five million (LKR 05 Million) or equivalent, and net of the bidder's other commitments for this project.
<b>B. Bidding Data</b>	
<b>9.2 and 19.1</b>	The number of copies of the Bid to be completed and submitted shall be one in addition to the original bid.
<b>10.1</b>	Pre Bid meeting shall be held at the office of the Information and Communication Technology Agency of Sri Lanka at 160/24, 2 <sup>nd</sup> Floor, Kirimandala Mawatha, Colombo 05 on the following date and time  Date: September 27, <b>2016</b>  Time: <b>1400 hrs (2.00 P.M)</b>  Clarifications provided in response to the questions may also be published in the web ( <a href="https://www.icta.lk/procurement/">https://www.icta.lk/procurement/</a> ) without stating the source of the question.
<b>11.2</b>	All addenda may also be published in web ( <a href="https://www.icta.lk/procurement/">https://www.icta.lk/procurement/</a> )
<b>13.1</b>	Any other additional materials to be submitted with the bid as required and specified in the Bidding Documents
<b>16.1</b>	The period of Bid validity shall be 90 days from the deadline for Bid submission. Accordingly, bids should be valid till <b>January 10, 2017</b> .
<b>17.1</b>	The Bidder shall provide: Bid Security in the form of a Bank Guarantee (as per the format given in the Bidding Document) Bid Security shall be issued in favour of; Chairperson, Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
<b>17.2</b>	Bid Security shall be in the amount of Sri Lankan Rupees One Hundred Thousand (LKR 100,000.0) in the form of Bank Guarantee.
<b>17.2 (a)</b>	Bid Security shall be in the form of a Bank Guarantee (as per the format given in the Bidding Documents).
<b>17.2 (f)</b>	Bid securities shall be valid for 28 days beyond the validity period of the bids. Accordingly, Bid Securities shall remain valid till <b>February 07, 2017</b> .  If the Bid Security is to be issued by a bank outside Sri Lanka, it shall be from a bank that has a correspondent bank in Sri Lanka. Banks in Sri Lanka issuing the bank guarantee shall be a licensed commercial bank under the Banking Act No. 30 of 1988 and supervised by the Central Bank of Sri Lanka. The Bid security shall be enforceable in Sri Lanka.

## Section II. Bidding Data Sheet

<b>19.1</b>	The number of copies of the Bid to be completed and submitted shall be one in addition to the original bid.
<b>D. Submission of Bids</b>	
<b>20.2 (b)</b>	Address is: Director - Procurement and Head of Administration C/o, Managing Director/Chief Executive Officer Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
<b>20.2 (c)</b>	Name and identification number:  Name of Contract: <b><i>“PROCUREMENT OF CLOUD BASED ENTERPRISE RESOURCE PLANNING SOLUTION (FINANCE) AS A SERVICE FOR ICTA”</i></b>  Identification number of Contract No: <b>ICTA/GOSL/SER/OC/NCB /2016/01</b>
<b>20.2 (d)</b>	Shall be marked “Bids shall not be opened prior to deadline for submission of bids”.
<b>21.1</b>	<b>The deadline for submission of bids shall be:</b> <b>Time: at or before 1500hrs (3.00 P.M)</b> <b>Date: October 12, 2016.</b>
<b>E. Bid Opening and Evaluation</b>	
<b>24.1</b>	Bids will be opened immediately after the deadline for submission of bids at the address of; Information and Communication Technology Agency of Sri Lanka, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05.
<b>29.1</b>	The currency that shall be used for bid evaluation and comparison purposes is to convert all bid prices expressed in foreign currencies into a single currency, Sri Lankan Rupees. The source of exchange rate shall be daily indicative exchange rate of foreign currencies published by the Central Bank of Sri Lanka. The date of exchange rate shall be the date of deadline for submission of bids.
<b>30.3</b>	Alternative bids and options shall not be considered.
<b>31.1</b>	Not Applicable
<b>F. Award of Contract</b>	

Section II. Bidding Data Sheet

<b>32</b>	<b>Following paragraph is added to clause 32.1</b>  At the time the Contract is awarded, the Employer reserves the right to increase or decrease the quantity of Related Services originally specified in Appendix A – (Description of Services) by 20% without any change in the unit prices or other terms and conditions of the bid and the Bidding Documents.
<b>35</b>	The Performance Security acceptable to the Employer 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. Performance security shall be submitted within 07 working days of the date of notification of award from the employer.
<b>36.1</b>	Not applicable

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## **Section III. Bidding Forms**

### **Table of Forms**

<b>Service Provider's Bid .....</b>	<b>24</b>
<b>Qualification Information .....</b>	<b>27</b>
<b>Letter of Acceptance .....</b>	<b>31</b>
<b>Form of Contract .....</b>	<b>32</b>
<b>Bid Security (Bank Guarantee) .....</b>	<b>34</b>

## Service Provider's Bid

[date]

To: Chairperson  
 Information and Communication Technology Agency of Sri Lanka  
 160/24, Kirimandala Mawatha  
 Colombo 05

Having examined the bidding documents including addenda No ....., we.....(name of the bidder) offer to execute the services of "**Procurement of Cloud Based Enterprise Resource Planning Solution (Finance) as a Service for ICTA**" in accordance with the Conditions of Contract, specifications, drawings and all activities stated in the Description of Services accompanying this Bid as stated in the tables below for three Lots separately at Sri Lanka Rupees ..... indicated in the Table below *excluding Value Added Tax (VAT)*.

All other levies applicable shall be included in to the price (ITB 14.3).

#	Description	Price per month Excluding VAT		Number of months	Total Price Excluding VAT for 12 months	
		Sri Lankan Rupees	United States Dollars		Sri Lankan Rupees	United States Dollars
				12		

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity and Bid Security required by the bidding documents and specified in the Bidding Data Sheet.

Authorized Signature: \_\_\_\_\_  
 Name and Title of Signatory: \_\_\_\_\_  
 Name of Bidder: \_\_\_\_\_  
 VAT registration Number: \_\_\_\_\_  
 Address: \_\_\_\_\_

## Qualification Information

**1. Individual Bidders or Individual Members of Joint Ventures**

- 1.1 Constitution or legal status of Bidder: *[attach copy]*  
 Place of registration: *[insert]*  
 Principal place of business: *[insert]*  
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 The annual turnover of the last three (03) years, *[insert]*
- 1.3 Services performed as Service Provider on the provision of Services of a similar nature and complexity over the last three years. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.5(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data and valid certificates should be submitted. Refer also to ITB Sub-Clause 5.5(d) and GCC Clause 4.1.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			
...			



- 1.6 Audited Financial statements for the last three years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.
- 1.7 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents.
- 1.8 Name, address, and telephone, telex, and facsimile numbers of banks that may provide references if contacted by the Employer.
- 1.9 Information regarding any litigation, current or within the last three years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

1.10 We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.

1.11 Statement of compliance with the requirements of ITB Sub-Clause 4.2.

1.12 Proposed Program (service work method and project schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

**1.13 Bidder should possess technical know-how, essential equipment and infrastructure facilities to the required level to cover the volume of services expected under the contract.**

**2. Joint Ventures**

- 2.1 The information listed in 1.1 - 1.10 above shall be provided for each partner of the joint venture.
- 2.2 The information in 1.11 above shall be provided for the joint venture.
- 2.3 Attach the power of attorney of the signatory (ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.

- 
- 2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that
- (a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
  - (b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; when a foreign partner/s is/are involved one of the local partners shall be nominated as being in charge; and
  - (c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

**3. Additional Requirements**

- 3.1 Bidders should provide any additional information required in the BDS and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.

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**Letter of Acceptance**  
*[letterhead paper of the Employer]*

*[date]*

To: *[name and address of the Service provider]*

This is to notify you that your Bid dated *[date]* for execution of the **Procurement of Cloud Based Enterprise Resource Planning Solution (Finance) as a Service for ICTA** for the Contract Price of the equivalent of *[amount in numbers and words ]* as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our agency.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

Attachment: Contract

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## Form of Contract

*[letterhead paper of the Employer]*

### LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

*[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, *[name of Service Provider]* and *[name of Service Provider]* (hereinafter called the “Service Provider”).]*

#### WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of..... for a period of 36 months from the date of commissioning unless terminated earlier;
- (c) the Employer has received the financial allocation from the Government of Democratic Socialist Republic of Sri Lanka (Hereinafter called as “GOSL”) to eligible payments under this Contract.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications
- (f) the Priced Activity Schedule
- (g) And the following Appendices

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel

- Appendix D: Breakdown of Contract Price in Foreign Currency
- Appendix E: Breakdown of Contract Price in Local Currency
- Appendix F: Services and Facilities Provided by the Employer
- Appendix G: Performance Incentive Compensation-Not used
- Appendix H: Service Level Agreement

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
  - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

\_\_\_\_\_  
 .....  
*[Authorized Representative]* *Seal*

For and on behalf of *[name of Service Provider]*

\_\_\_\_\_  
 .....  
*[Authorized Representative]* *Seal*

**[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]**

For and on behalf of each of the Members of the Service Provider

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*

\_\_\_\_\_  
*[name of member]*

\_\_\_\_\_  
*[Authorized Representative]*

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## Bid Security (Bank Guarantee)

*[The Bank shall fill in this Bank Security (Bank Guarantee) Form in accordance with the instructions indicated.]*

**Beneficiary:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**BID SECURITY (BANK GUARANTEE) No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under Invitation for Bids No. \_\_\_\_\_ ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a Bid Security (Bank Guarantee).

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of \_\_\_\_\_ (\_\_\_\_\_) 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 by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Employer during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of 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 of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the office by \_\_\_\_\_ (date Month year).

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No.....

\_\_\_\_\_  
*[signature(s)]*

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**Section IV. Eligible Countries**

**Not Applicable**

## **Section V. Activity Schedule**

The Service Provider shall establish and provide services as described in the Appendix A – Description of Services. This gives detailed information about the project background, specifications, work flow, activities, and service level requirements etc.



## Section VI. General Conditions of Contract

### 1. General Provisions

#### 1.1 Definitions

- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “Contract” means the Contract Agreement signed by the Parties, 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 therefrom, as may be made pursuant to the Contract.
  - (d) “Day” means calendar day.
  - (e) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
  - (f) “GCC” means the General Conditions of Contract.
  - (g) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
  - (h) “Employer” means the entity who employs the Service Provider
  - (h) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Services is subcontracted by the Supplier.
  - (i) “Service Provider” means the natural person, private or government entity, or a combination of the above, whose bid to provide the Services has been accepted by the Employer and is named as such in the Contract Agreement.
  - (j) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
  - (l) “SCC” means the Special Conditions of Contract by which the

GCC may be amended or supplemented;

- (m) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
- (n) “The Project Site,” where applicable, means the place named in the SCC.
- (o) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (p) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SSC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (q) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (r) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;

**1.2 Applicable Law** The law governing the contract shall be the laws of the Democratic Socialist Republic of Sri Lanka.

**1.3 Language** This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

**1.4 Notices**

1.4.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, email or facsimile to such Party at the address specified in the SCC.

1.4.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

**1.5 Location** The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Employer may approve.

**1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.

**1.7 Inspection and Audit by the GOSL** The Service Provider shall permit the GOSL to inspect its accounts and records relating to the performance of the Services under this contract and to have them audited by auditors appointed by the GOSL, if so required by the GOSL.

**1.8 Taxes and Duties** The Service Provider and its Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

## **2. Commencement, Completion, Modification, and Termination of Contract**

**2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.

### **2.2 Commencement of Services**

**2.2.1 Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated, notified amongst the authorized representatives.

**2.2.2 Starting Date** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.

**2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.

**2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

### **2.5 Force Majeure**

**2.5.1 Definition** For the purposes of this Contract, “Force Majeure” means an event which could not be anticipated or is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

**2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

**2.5.3 Extension of Time** Any period within which a Party shall, pursuant to clause 2.4 of this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure, provided that such period does not exceed 30 days

## **2.6 Termination**

**2.6.1 By the Employer** The Employer may terminate this Contract, by not less than fifteen (15) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within fifteen (15) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider becomes insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt practices, collusive practices, coercive practices, obstructive practices or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) "fraudulent practice" is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another

party;

- (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
  - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a GOSL investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
  - (bb) acts intended to materially impede the exercise of the GOSL’s inspection and audit rights

**2.6.2 By the Service Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than thirty (30) days.

**2.6.3 Suspension of funds**

In the event that the GOSL suspends the funds to the Employer, from which part of the payments to the Service Provider are being made:

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the GOSL’s suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 day termination notice.

**2.6.4 Payment**

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or

**upon Termination** 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

### 3. Obligations of the Service Provider

#### 3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with third parties.

#### 3.2 Conflict of Interests

##### 3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel and its agents similarly shall not receive any such additional remuneration.

##### 3.2.2 Prohibition of Conflicting Activities

Neither the Service Provider nor its Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities which would conflict with the activities assigned to them under this Contract;
- (b) after the termination of this Contract, such other activities as may be **specified in the SCC**.

#### 3.3 Confidentiality

The Service Provider, and its Personnel shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the

Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**3.4 Insurance to be taken Out by the Service Provider**

The Service Provider (a) shall take out and maintain, at its own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.

**3.5 Service Provider's Actions Requiring Employer's Prior Approval**

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel"),
- (b) changing the Program of activities; and
- (c) any other action that may be **specified in the SCC**.

**3.6 Reporting Obligations**

The Service Provider shall submit to the Employer the reports and documents specified in Description of Services in the form, in the numbers, and within the periods set forth in the said Appendix.

**3.7 Documents Prepared by the Service Provider to Be the Property of the Employer**

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider shall not retain copies of such documents, software, licenses, data and any other form of intellectual property.

**3.8 Liquidated Damages**

**3.8.1 Payments of Liquidated Damages**

The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

**3.8.2 Correction for Overpayment**

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

**3.8.3 Lack of performance penalty** If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC.**

**3.9 Performance Security** The Service Provider shall provide the Performance Security to the Employer in the format of the performance Bank Guarantee given in the bidding document no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract in case of a bank guarantee.

#### **4. Service Provider's Personnel**

**4.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel listed by title as well as by name in Appendix C are hereby approved by the Employer.

**4.2 Removal and/or Replacement of Personnel**

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications and skills.
- (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.



## 5. Obligations of the Employer

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance as **specified in the SCC**.
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

## 6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price is payable in Respective currencies as stated in the SCC.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- (a) For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
  - (b) **If the SCC so specify**, the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider according to the payment schedule **stated in the SCC**. **Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

**6.5 Period allocated for Payments** Payments shall be made within the period specified in the **SCC**

**6.6 Day works**

6.6.1 If applicable, the Day work rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.6.2 All work to be paid for as Day works shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.6.3 The Service Provider shall be paid for Day works subject to obtaining signed Day works forms as indicated in Sub-Clause 6.6.2

## **7. Quality Control**

**7.1 Identifying Defects** The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

**7.2 Correction of Defects, and Lack of Performance Penalty**

(a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

(b) Every time notice of a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice or specified in the Service Level Agreement (SLA).

(c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as specified in Service Level Agreement (SLA).

## **8. Settlement of Disputes**

**8.1 Amicable Settlement** The Parties shall use their best efforts to settle amicably all disputes

arising out of or in connection with this Contract or its interpretation.

## **8.2 Dispute Settlement**

8.2.1 If any dispute arises between the

and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be appointed in terms of section 8.2.1.

## Section VII. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
<b>1.1(a)</b>	The contract name is; <b>Procurement of Cloud Based Enterprise Resource Planning Solution (Finance) as a Service for ICTA</b> The contract number; <b>ICTA/GOSL/SER/OC/NCB /2016/01</b>
<b>1.1(h)</b>	The Employer is; Information and Communication Technology Agency of Sri Lanka
<b>1.1(j)</b>	The Service Provider is; _____
<b>1.1(p)</b>	The Member in Charge is: _____
<b>1.3</b>	The language is English. In the event a document in a language other than English need be submitted, an official translation of the same in English need be submitted along with the document, and the content of the translated document shall only be recognized.
<b>1.4</b>	Notices shall be given to the Authorized Representative stated in SCC 1.6
<b>1.5</b>	The Services shall be performed at such location intimated by the Employer in writing.
<b>1.6</b>	The Authorized Representatives at the commencement of this contract are: For the Employer:      For the Service Provider: The parties may amend the above on notifications in writing signed by the Chief Executive of the respective institution.
<b>2.1</b>	The date on which this Contract shall come into effect is; the date the contract is signed by both parties (Effective date of the contract).
<b>2.2.2</b>	The Starting date for the commencement of Services is; 03 days from the effective date of the contract.
<b>2.3</b>	Intended completion dates for Successful establishment of the ERP solution as a service within 10 weeks from the commencement date of contract. Production period shall be 12 months from the date of Successful establishment (live run) of the ERP solution. Employer may decide at its discretion to extend of services period beyond the 12 months period covered under this contract considering the necessity.
<b>2.4</b>	Parties should ensure that due process of approval be obtained prior to such modifications and be in accordance with the GOSL.

<b>Number of GC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
<b>3.1</b>	<p>Following are additional requirements that the Service Provider shall comply.</p> <p>Upon termination and/or expiration of the contract due to the reasons as specified under GCC 2.6.1 and 2.6.2 respectively, Service Provider shall facilitate transferring of software, licenses, data and any other intellectual property ownership of which belong to the Employer from existing system to a new system designated by the Employer, within a reasonable period of time without any additional cost to the Employer.</p> <p>The Service Provider shall be required to sign an Non-Disclosure Agreement (NDA) at the time of signing the contract.</p>
<b>3.2.2 (b)</b>	<p>Neither the Service Provide nor its personnel shall disclose information in confidential nature with regard to the architecture, design and security of the infrastructure of the employer.</p>
<b>3.4</b>	<p>The risks and coverage by insurance shall be:</p> <p>(a) Third Party motor vehicle liability insurance in respect of motor vehicles operated in Sri Lanka by the Service provider or its Personnel or any Sub-Contractors or their Personnel; with a minimum coverage of LKR 1,000,000. This refers only to motor vehicles operated by the above parties for the purpose of the contract.</p> <p>(b) Third Party liability insurance, with a minimum coverage of 10% of the contract value.</p> <p>(c) Professional liability insurance, with a minimum coverage to 110% of the contract value.</p> <p>(d) employer’s liability and workers’ compensation insurance in respect of the Personnel of the service provider and of any Sub-Contractor, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and</p> <p>(e) insurance against loss of or damage to (i) equipment purchased in whole or in part with funds provided under this contract, (ii) the service provider’s property used in the performance of the Services, and (iii) any documents prepared by the service provider in the performance of the Services.</p> <p>(f) All risk Insurance coverage (war, riots, civil commotion) including fire, floods, lightning and burglary with a minimum coverage to 110% of the contract value.</p>
<b>3.8.1</b>	<p>The liquidated damages is applicable for delays beyond the last date specified for commissioning of services for use at the rate of 1 percent (1%) per day.</p> <p>The maximum amount of liquidated damages for the whole contract is Ten</p>

<b>Number of GC Clause</b>	<b>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</b>
	percent (10%) of the total Contract Price.
<b>3.8.3</b>	In the event of any defective performance from the Service Provider or failure to furnish the agreed level of service, the Service provider will make reasonable efforts to restore the service to the required operating condition on an urgent basis. A penalty as stipulated in the Service Level Agreement (SLA) will be imposed in the case of defective performance or failure to provide the agreed level of service to resolve the issue.
<b>5.1</b>	The assistance and exemptions provided to the Service Provider are: None
<b>6.2</b>	The total contract amount: in Sri Lankan Rupees is ..... in Foreign Currency is ..... (for a period of 12 months from the date of commissioning unless terminated earlier).
<b>6.3.2</b>	The performance incentive paid to the Service Provider shall be: Not applicable
<b>6.4</b>	Payments shall be made according to the schedule given in Appendix B – Schedule of Payments.
<b>6.5</b>	Payment shall be made within 60 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within 90 days in the case of the final payment. (refer Appendix B)
<b>7.1</b>	The principle and modalities of inspection of the Services by the Employer are as follows: Refer Appendix A – Description of Services
<b>7.2</b>	The Employer reserves the rights to encash the performance security for the lack of performance
<b>8.2.1</b>	The Adjudicator will be appointed in agreement with both Employer and the Service Provider. If any disagreement arises in appointing an Adjudicator, both Employer and the Service Provider shall agree to have the university of Moratuwa to appoint an Adjudicator on behalf of both Employer and the Service Provider.
<b>8.2.3</b>	The hourly rate payable to the Adjudicator shall be Sri Lankan Rupees Fifteen thousand (LKR 15,000)
<b>8.2.4</b>	Arbitration shall be heard in Sri Lanka in accordance with the Arbitration Act of Sri Lanka.

## **Section VIII. Performance Specifications and Drawings**

**Refer Appendix A – Description of Services**

## **Section IX. Contract Forms**

### **Table of Forms**

**Performance Bank Guarantee (Unconditional)**



## Performance Bank Guarantee (Unconditional)

To: \_\_\_\_\_

Whereas \_\_\_\_\_ (hereinafter called “the Service Provider”) has undertaken, in pursuance of Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to execute \_\_\_\_\_ (hereinafter called “the Contract”);

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of \_\_\_\_\_, \_\_\_\_\_, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_/ as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the Services to be performed there under or of any of the Contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

## Advanced Payment Bank Guarantee

\_\_\_\_\_ *[Bank's Name, and Address of Issuing Branch or Office]*

**Beneficiary:** \_\_\_\_\_ *[Name and Address of Client]*

**Date:** \_\_\_\_\_

**ADVANCE PAYMENT GUARANTEE No.:** \_\_\_\_\_

We have been informed that *[name of Service Provider]* (hereinafter called "the Service Provider") has entered into Contract No. *[reference number of the contract]* dated *[insert date]* with you, for the provision of *[brief description of Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[amount in figures]* (*[amount in words]*) is to be made against an advance payment guarantee.

At the request of the Service Provider, we *[name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[amount in figures]* (*[amount in words]*)<sup>1</sup> upon receipt by us of your first demand in writing accompanied by a written statement stating that the Service Provider is in breach of their obligation under the Contract because the Service Provider has used the advance payment for purposes other than toward providing the Services under the Contract.

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<sup>1</sup>

The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Client.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the Service Provider on their account number \_\_\_\_\_ at *[name and address of Bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Service Provider as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the Consultants have made full repayment of the amount of the advance payment, or on the \_\_ day of \_\_\_\_\_, \_\_,<sup>2</sup> whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

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*[signature(s)]*

*Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.*

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<sup>2</sup>Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Client might consider adding the following text to the form, at the end of the penultimate paragraph: “The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Client’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”

## **Appendix A – Description of Services**

### **Procurement of a Cloud Based Enterprise Resource Planning Solution (Finance) as a Service**

#### **a) Introduction**

Information and Communication Technology Agency (ICTA) of Sri Lanka is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No. 27 of 2003 (Amended in 2008), (ICT Act) ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. In terms of Section 6 of the ICT Act, ICTA is required to assist the Cabinet of Ministers in the formulation of the National Policy on ICT and provide all information necessary for its formulation.

ICTA intends to create a Digitally Inclusive Sri Lanka in 2018. Following are the key focus areas;

1. Implement a smart and sustainable online Government services, open and responsive local government, coordinated and connected Government.
1. Evidence-driven policy making.
2. Smart enterprises, high-quality jobs, an attractive business environment and a globally competitive ICT/BPM (Business Process Management) sector.
3. Building a smart and inclusive information society – to be built on Sri Lanka's extensive Nenasala telecenter network and the scaling up of the promising eSociety innovations.
4. Developing relevant local language digital content required to uplift living conditions of the rural and urban poor, and disadvantaged groups.
5. Empowering the citizens to enable a citizen-centric government.
6. Enable participatory governance in all aspects.

**b) Background**

ICTA works on implementing projects which are funded by the government. Therefore, all aspects of ICTA operations need to be in-line with government financial and audit regulations with regard to expenditure associated with implementing projects. Further, it is important to ensure transparency and good governance in all aspects, including financial management.

At ICTA, related projects implementations are managed by different project teams having expertise in the designation domain / technologies. Currently, payments and other expenses associated with respective projects are managed by the Finance Team. This is done with the currently available information via the existing Finance Management Solution.

The existing solution is established at ICTA with a selected set of functionalities. As a result, the existing system has certain limitations. As a result, ICTA is currently not in a position to manage all cost components in such a way, which is more conducive to a project based organization.

Addition to that, reporting mechanism has to be improved further in order to provide rapid feedback to the relevant stakeholders. Further, efficiency and effectiveness of the financial transaction has to be increased to improve the visibility and transparency of the activities.

In order to achieve the above, it is important to have a financial management solution which meets the current and future requirement of ICTA in term of financial management.

**c) Objective**

To have an Enterprise Resource Planning solution as a service that includes comprehensive financial management system for effective financial management within the organization with the ability of generating required reports for effective decision making and management information for a period of twelve (12) months.

d) **Scope of Services**

Bidder MUST indicate their compliances to items listed below.

No	Tasks to be carried out	Compliance Yes/No (Indicate 'Yes' or 'No' only)	Comments/ Remarks (Mandatory, if compliance is 'No')
<b>4.1</b>	<b>Establishment of the ERP (Finance) Solution</b>		
4.1.1	Bidder should carry-out a study/analysis on existing system/process and should provide a requirement specification.		
4.1.2	Bidder should customize/implement the solution as per the requirement specification and business requirement listed in section 5.		
4.1.3	Bidder should deploy the proposed ERP system as a cloud based solution.		
4.1.4	Bidder should conduct a system demonstration to showcase the system functions.		
4.1.5	Bidder should support for the user acceptance testing (UAT).		
4.1.6	Bidder should provide sufficient training for the users to conduct UAT.		
4.1.7	Bidder should conduct hands on training for system users.		
4.1.8	Bidder should provide user manual and administrator manual.		
4.1.9	Establishment of ERP should be completed within “2.5 months” time frame.		
<b>4.2</b>	<b>Compliance to financial regulations</b>		
4.2.1	The bidder should have an Audit firm which comprise auditors who qualified as Members of the Institute of Chartered Accountants of Sri Lanka. The audit firm has to ensure the ERP solution offered to ICTA is in compliance with the government financial regulations.		

4.2.2	Prior to commencing live operations, (subsequent to UAT acceptance) the bidder should submit a compliance audit report.		
<b>4.3</b>	<b>Services during operations</b>		
4.3.1	Service duration should be for 12 months after UAT which include reviews in every 6 months period. Changes to the system and service will be done based on the mutual understanding of two parties.		
4.3.2	Bidder should adhere to the SLA attached herewith in Annexure-1.		
4.3.3	Bidder should attend to the issues and provide immediate feedbacks based on the severity of the issues which will be posted in JIRA (ICTA task management system) when the system is in operational.		
<b>4.4</b>	<b>Proposed deployment / accessibility for users</b>		
4.4.1	ERP solution should be a cloud based solution and the proposed solution should be portable and integrated with local cloud.		
4.4.2	Bidder should guarantee to give access to 50 named-users.		
4.4.3	Bidder should adhere and make sure to obtain non-functional requirements as per the Annexure 2		
<b>4.5</b>	<b>Minimum team composition</b>		
4.5.1	Project Manager/Co-ordinator with minimum 3 years experience in similar role.		
4.5.2	Business Analyst with minimum 2 years experience in similar role.		

e) **Business Requirements of the ERP Solution**

Bidder MUST indicate their compliances to items listed below.

No	Minimum Requirements	Compliance Yes/No (Indicate 'Yes' or 'No' only)	Comments/ Remarks (Mandatory, if compliance is 'No')
<b>5.1</b>	<b>Master Data</b>		
5.1.1	Master Data such as customers and suppliers		
5.1.2	Multi Company/Subsidiaries		
5.1.3	Bank Details		
5.1.4	Petty cash		
5.1.5	Tax Rates		
5.1.6	Fixed Assets register to be maintained		
5.1.7	Payments/Receipts		
5.1.8	Maintain multi-currency rates		
5.1.9	Chart of Accounts (COA) for general accounts and project specific accounts within the hierarchy of chart of accounts		
<b>5.2</b>	<b>SLPSAS/SLAS Standard</b>		
5.2.1	System should facilitate to meet SLPSAS/SLAS standards		
5.2.2	System should facilitate to meet the current SLPSAS standard applicable to business operations and should be able to facilitate future amendments to SLPSAS		
5.2.3	Generate audit trail report		
5.2.4	Maintenance of audit trails on each transaction		
<b>5.3</b>	<b>General Ledger</b>		
5.3.1	General Ledger requirements		
5.3.2	General Ledger : Recurring Journal Entries		
5.3.3	General Ledger : Manual Journal Entries		
5.3.4	General Ledger : Journal Entry Reversal		
5.3.5	General Ledger : Provision		
5.3.6	General Ledger : Maintenance of project wise ledger		



5.3.7	General Ledger : Management of Financial Month		
5.3.8	Reporting Requirements such as monthly/annual/date range wise ledger printing Project wise ledger printing		
<b>5.4</b>	<b>Accounts Payable</b>		
5.4.1	Supplier Invoice Creation/Supplier payment vouchers		
5.4.2	Project related supplier payments integration with budget line items		
5.4.3	Payment process: Supplier and Other payments		
5.4.5	Advance settlement voucher		
5.4.6	Payment process: Pre-payments/Advance payments		
5.4.7	Reporting Requirements		
5.4.8	Day-end process for updating the General Ledger is preferred for payment vouchers to avoid reverse journal entries due to transaction errors		
5.4.9	Before the Day-end process all payment transactions should be in a day-book and once the day-end is run it should be posted to the General Ledger		
5.4.10	Intercompany Payable		
<b>5.5</b>	<b>Accounts Receivable</b>		
5.5.1	Accounts Receivable general requirements are as follows:		
5.5.2	Generate customer invoices based on the quotations provided for the customers based on the services provided by ICTA to government institutions		
5.5.3	Project wise accounts receivable accounts integrated with the budget line		
5.5.4	Issuing of receipts for the customers		
5.5.5	Cash /Bank Management		
5.5.6	Intercompany Receivable		
<b>5.6</b>	<b>Bank Reconciliation</b>		
5.6.1	Bank Reconciliation general requirements		
5.6.2	Monthly bank reconciliation based on soft copy of the bank statement		

5.6.3	Once the bank reconciliation is completed it should be promoted to Chief Accountant for approval before updating the General Ledger		
5.6.4	Reporting Requirements – Cash/ Bank detailed report monthly/annually or for a given period Bank reconciliation reports		
<b>5.7</b>	<b>Fixed Assets</b>		
5.7.1	Fixed Asset Register		
5.7.2	Additions of Assets		
5.7.3	Depreciation of Assets		
5.7.4	Transfers of Assets		
5.7.5	Disposals /Scrapping of Assets		
5.7.6	Revaluation process		
5.7.7	Reporting Requirements		
<b>5.8</b>	<b>Budgets</b>		
5.8.1	Budget Setup based on the Programs and Projects		
5.8.2	Distribution of the budget for twelve months		
5.8.3	Periodical budget revision if required		
5.8.4	Variance analysis monthly/quarterly		
5.8.5	Financial Budgets		
5.8.6	Reporting Requirements		
<b>5.9</b>	<b>Financial statements</b>		
5.9.1	Monthly/quarterly/annual or for a given period income and expenditure reports		
5.9.2	Monthly/quarterly/annual or for a given period Trial balance		
5.9.3	Monthly/quarterly/annual or for a given period Balance sheet		
<b>5.10</b>	<b>Management Accounting</b>		
5.10.1	System should define and create financial statements for 5 year performance.		
5.10.2	System should facilitate to have record of costs incurred during the company operations by assigning them to cost centres. System should facilitate to perform cost centre accounting.		
5.10.3	System should facilitate to analyse detailed project activities to ensure projects are executed within the budget. System should facilitate project accounting.		

5.10.4	System should facilitate to evaluate market segments, which can be classified according to products, customers, orders, or any combination of these, or based on strategic business units. System should facilitate profitability accounting		
<b>5.11</b>	<b>Costing</b>		
5.11.1	Costing – Cost Price		
5.11.2	Reporting Requirements		
5.11.3	Petty Cash		
<b>5.12</b>	<b>Project Accounting</b>		
5.12.1	System should facilitate to setup projects in the system and perform project accounting operations on separate GL codes for project accounting and also support project accounting on the basis of memorandum records. The project account setting up should be integrated with the project budget.		
5.12.2	Cash paid specific project related items on project memorandum account.		
5.12.3	System should facilitate to create a project in the system		
5.12.4	System should facilitate to create suppliers such as Bidder, goods and service providers profile (Supplier Master) in the system		
5.12.5	In customer master file, the system should facilitate to maintain “Project Customer” with a tick box to identify project customers.		
5.12.6	System should facilitate to create pre-costing on each project activity and for the project as a whole		
5.12.7	The system should facilitate to generate Quotations for each project based on project setup information		
5.12.8	System should facilitate to approve each project quotation.		
5.12.9	System should facilitate to capture payment details of project customers on a separate screen/ tab.		
5.12.10	System should be able to invoice project customer and display invoiced amounts on		

	project payment details		
5.12.11	System should be able to capture advance payment for project customer and display on project payment details		
5.12.12	Project accounting module should integrate with Account receivable module. Therefore projects receivable can regulate via account receivable module		
5.12.13	System should facilitate to make payment to subcontractors and capture the payments made under project payment screen		
5.12.14	Project accounting module should integrate with Account Payable module. Therefore projects payable such as raised a payment voucher for the subcontractor, other project related expenses can regulate via account payable module		
5.12.15	System should be able to capture payments and expenses with the corresponding project code.		
5.12.16	System should capture actual project expenses based on cost components		
5.12.17	Ability to transfer settlement cost or revenue (net profit/loss) of each project at any given time		
<b>5.13</b>	<b>Bank Interface</b>		
5.13.1	System should be able to communicate with different bank platforms and generate and execute payments online		
<b>5.14</b>	<b>Routing operations</b>		
5.14.1	Month end process to close monthly transactions and open a new month		
5.14.2	Year-end process to complete a financial and open new financial year		
5.14.3	Archiving process		
5.14.4	Archived accounts retrieval process		
5.14.5	User administration		
5.14.6	User roles and rights creation		
<b>5.15</b>	<b>Reporting Requirement</b>		
5.15.1	System should facilitate to generate detailed and summary reports on Actual vs. Budget for		

	the each project.		
5.15.2	System should facilitate to generate detailed and summary reports on actual Cost and revenues of each project.		
5.15.3	System should facilitate to maintain separate invoice register for the all the project executed.		
5.16.4	System should facilitate to generate summary reports consists with fields such as Project ID, Customer Name, Current status ,start date and end date.		
5.15.5	System should facilitate to generate detailed report on all the subcontractors working with projects.		
5.15.6	Ability to generate graphical representation for each project executed. For example, graphical representation of progress of projects to see how many days, weeks, or months are available to complete project in a specific time range.		
<b>5.16</b>	<b>Audit trails</b>		
5.16.1	System should facilitate to provide authorizations for processes, sessions, fields, tables and reports in the system to each user based on their job function. This indicates that the user will only have access to those functions which are necessary for them to perform their job role.		
5.16.2	It should be possible to identify an audit trail for each user, which will indicate which processes, sessions, fields, tables and reports the user has accessed, edited or used and the date and time of each access/update.		
5.16.3	Ability for each system transaction should have an audit trail.		
5.16.4	Ability to have audit trail serial continuity for all types of transactions division wise		
5.16.5	System should facilitate for application level auditing and following audit trail details should be captured.		
<b>5.17</b>	<b>Other Integration</b>		
5.17.1	Ability to export data to data analysis		

	platform.		
5.17.2	Ability to integrate with JIRA via APIs.		
5.17.3	Ability to integrate with third party CRM.		
5.17.4	Ability to create pre-defined templates for capturing payments and purchases to projects.		

## 24 Composition of Review Committee and Review Procedures

All versions of deliverables will be reviewed by an authorized team appointed by ICTA.

## 7. Implementation schedule

No	Deliverables	Deliverables Submission
5.1	Project plan including study, customization, testing, training, UAT, go-live etc.	Commencement date + 1 week
5.2	Requirement Specification based on the study/analysis and listed business requirements.	Commencement date + 2 weeks
5.3	Demonstration of a system prototype	Commencement date + 6 weeks
5.4	Successful establishment of the ERP solution as a service; <ul style="list-style-type: none"> <li>• Audit compliance report</li> <li>• UAT acceptance report</li> <li>• User trainings</li> <li>• Documentation (User manuals, Administrator manual)</li> </ul>	Commencement date + 2.5 months
5.5	Support and Maintenance services	12 months after production (go-live)
5.6	Monthly Report (including a summary of maintenance services)	At the end of each month of services

- End -

## **Annexure-1**

### **SERVICE LEVEL AGREEMENT *for* SUPPORT AND MAINTENANCE SERVICES**

#### **1. Introduction**

The aim of this agreement is to provide a basis for close co-operation between the Client and the Bidder for support and maintenance services to be provided by the Bidder, thereby ensuring a timely and efficient support service is available.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

#### **2. Objectives of Service Level Agreements**

- To create an environment conducive to a co-operative relationship between Client, Bidder and Client's representatives (government organizations) to ensure the effective support of all end users.
- To document the responsibilities of all parties taking part in the Agreement.
- To define the commencement of the agreement, its initial term and the provision for reviews.
- To define in detail the service to be delivered by each party and the level of service expected, thereby reducing the risk of misunderstandings.
- To institute a formal system of objective service level monitoring ensuring that reviews of the agreement is based on factual data.
- To provide a common understanding of service requirements/capabilities and of the principals involved in the measurement of service levels.
- To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.

### 3. Service Level Monitoring

The success of Service Level Agreements (SLA) depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both Client and Bidder. In the event of a discrepancy between actual and targeted service levels both Client and Bidder are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by Client. Reports will be produced as and when required and forwarded to the Bidder.

### 4. Principal Period of Support (PPS) Requirements

The Principal Period of Support (PPS) is as follows;

<b>PPS category</b>	<b>Duration</b>	<b>Applicability</b>
PPS	From 08:00 AM to 06:30 PM Monday to Friday (excluding mercantile holidays) From 08:00 AM to 02:00 PM Saturday(excluding mercantile holidays)	All system components.

Bidder MUST provide System Support and Maintenance Services during the above stipulated times.

### 5. On-Call Services Requirements

Bidder MUST make at least ONE qualified personnel available to the Client by telephone and email for the reporting and resolution of non-conformities or other issues, defects or problems. Dedicated telephone number(s) and email(s) should be available for reporting issues. Client will nominate the personnel who are authorized to report non-conformities or other problems with the system from the head office/regional offices. Reporting of non-conformities includes requests by the Client to apply critical software updates or patches.



Table-1 shows the response priority assigned to faults according to the perceived importance of the reported situation and the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified PPSs. The indicated telephone response time represents the maximum delay between a fault/request being reported and a Bidder's representative contacting the Client by telephone. The purpose of this telephone contact is to notify the Client of the receipt of the fault/request and provide the Client with details of the proposed action to be taken in respect of the particular fault/request.

## 6. Response Time, Problem Resolution and Penalties

Response time with Penalties are shown in Table-1

<b>Critical</b>	<b>Less-Critical</b>	<b>Non- Critical</b>
Total system inoperability Core business functions cannot be performed	Partial system inoperability Core business functions can be performed with below conditions; - with ad-hoc interruptions - with degraded performance (10% or more)	Systems performs in normal manner, but with; - alerts/ warnings - Performance degraded (less than 10%)
20 Minutes	30 Minutes	60 Minutes

*Table-1: Response Time*

If faults are not corrected within the time limits specified in the Table-2, the Client shall be entitled to a penalty payment for each hour that the Bidder fails to resolve the fault. Maximum penalty applicable for a given month is 10% of the monthly service fee.

<b>Critical</b>	<b>Less-Critical</b>	<b>Non- Critical</b>
1 Hour	2 Hours	3 Hours
SLR 10,000 per hour	SLR 5,000 per hour	SLR 3,000 per hour

*Table-2: Resolution Time and Penalties*

## Annexure-2

### Non-Functional Requirements

#### 1. Security and Authentication

- Only authenticated users should be allowed. Access privileges should be granted to a user by assigning roles. The roles should be created by assigning tasks.
- The application should ensure “confidentiality” and “integrity” wherever applicable by adhering to transport and message level security standards. (i.e. HTTPS, WS-Security).

#### 2. Audit Facilities

- An audit trail of all activities must be maintained. On a service or operation being initiated, the system should log the event, creating a basic ‘audit log entry’. It should not be possible for the operation to be executed without the log entry being made.
- The information recorded in the audit trail depends on the type of activity which takes place. Each service would be responsible for logging detailed information. The different types of operations are; (not limited to)
  - 4 Data Capture & Maintenance
  - 5 Creation of an entry / item
  - 6 Modification an item
  - 7 Deletion
  - 8 Control (or status change)
  - 9 Process execution
  - 10 Data synchronization
  - 11 Print (only selected item)
  - 12 Retrieval
  - 13 Monitor
- Detail logging may be enabled or disabled for each type of operation, and/or for each business object. It should be possible to configure which attributes of a data

item should be traced at the detail level. Tracing of some attributes may be considered mandatory, and they should not be turned off.

### 3. High Availability and Backup

- Application level high-availability should be ensured. There shouldn't be any single-point-of-failure.
- Necessary mechanisms for off-site backup should be implemented. Backup procedure and restoration procedure should be properly documented and restoration should be properly tested.
- The main contingencies that should be considered and the training with regards to these shall be given to the relevant staff -
  - Equipment failure
  - Physical / natural Disaster
  - Breakdown in EDM, messaging or communication facilities.
  - Changes in operations and policy
  - Sudden absence of key personnel
  - Breach in Security

### 4. Performance

- Following performance criteria is provided as a guideline only. If the actual performance is falling below the stipulated figures, the Bidder is to justify the reasons. However, the performance level must be accepted by the technical evaluation committee appointed by the client.
- The bandwidth is assumed at 256kbps with 50 named-users in total.

Item	Performance
i. Screen Navigation: field-to-field	< 10 milliseconds
ii. Screen Navigation: screen-to-screen	< 5 seconds
iii. Screen Refresh	< 3 seconds
iv. Screen list box, combo box	< 3 seconds
v. Screen grid – 25 rows, 10 columns	< 5 seconds

vi.	Report preview – (all reports) – initial page view (if asynchronous)	< 60 seconds in most instances. It is understood that complicated / large volume reports may require a longer period
vii.	Simple enquiry – single table, 5 fields, 3 conditions – without screen rendering	< 5 seconds for 100,000 rows
viii.	Complex enquiry – multiple joined table (5), 10 fields, 3 conditions – without screen rendering	< 8 seconds for 100,000 rows
ix.	Server side validations / computations	< 10 milliseconds
x.	Client side validations / computations	< 1 millisecond
xi.	Batch processing (if any) per 100 records	< 120 seconds
xii.	Login, authentication, and verification	< 3 seconds
xiii.	Daily backups (@ Dept.) – max duration	1 hour (on-line preferred)
xiv.	Total Restore (@Dept) – max duration	4 hours

## Appendix B – Schedule of Payments

Payment for the services performed as described in this contract shall be made in Sri Lankan Rupees on monthly basis upon receipt of invoice and acceptance that the service provider has performed the services satisfactorily during the respective month for which the payment is requested.

## Appendix C – Key Personnel

Serial No	Team/ Team member Name	Position	Area of Expertise	Tasks and Responsibilities Assigned
1	Project Manager/Coordinator	.....	.....	
2	Business Analyst	.....	.....	
3	.....	.....	.....	
4	.....	.....	.....	
5	.....	.....	.....	

## Format of Curriculum Vitae of Key personnel

Name of the Employee	
Proposed Position	
Nationality	
Age	
Education	
Other training	
Offices Held, Academic Distinctions, Awards & Scholarships	
Language & Degree of Proficiency	
Membership in Professional Societies	
Countries of Work Experience	
Employment Record	
Period	Company & Designation
	<i>(Could be expanded to suit requirement)</i>
Detailed Employment Record	
Time frame	Description of Projects
	<i>(Should be expanded to suit requirement)</i>

## **Appendix D – Breakdown of Contract Price in Foreign Currency**



**Appendix E - Breakdown of Contract Price in Local (Sri Lankan Rupees)**

## **Appendix F – Services and Facilities provided by the employer**

Not Applicable

## **Appendix G – Performance Incentive Compensation**

Not applicable

## **Appendix H – Service Level Agreements**

Refer Appendix A