



Information and Communication Technology Agency of Sri Lanka

Invitation for Bids (IFB)

Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC)

IFB Number: ICTA/GOSL/SER/NCB/2016/96

1. Information and Communication Technology Agency of Sri Lanka (ICTA) which functions under the purview of Ministry of Telecommunication and Digital Infrastructure, has initiated implementation of several initiatives across the government by developing and improving digital infrastructure as a key area to increase the efficiency of the government processes and to provide government services effectively and efficiently in line with the national policy of 'Digitization of Economy'.
2. ICTA initiated the Government Information Centre (GIC) Project to provide government information in Sinhala, Tamil and English languages through a call centre. This uses the number '1919' across all telecommunication service providers, which has now become a popular source for obtaining government information.
3. 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 services for Setting up, Managing and Operation of Call Centre for Government Information Centre (GIC) for a period of two years commencing from the beginning of 2017 for which this IFB is issued.
4. Bidding will be conducted using the National Competitive Bidding (NCB) procedure as defined in Procurement Guidelines of Democratic Socialist Republic of Sri Lanka (GoSL) and is open to all eligible Bidders that meet the qualifications requirements specified in the Bidding Documents.
5. Interested eligible Bidders may obtain further information from Mr. Gamini Karunaratne, Director-Procurement and Head-Administration, ICTA, 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05 and inspect the Bidding documents free of charge during office hours on working days commencing from **October 25, 2016** at the office of ICTA at the above address. Telephone: 2369099, Facsimile: 2369091 email: 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 (6) below.

6. A complete set of Bidding Documents in English Language may be purchased by interested Bidders on submission of a written application and upon payment of a non-refundable fee of Sri Lankan Rupees Fifteen Thousand (LKR 15,000.00) effective from **October 25, 2016** during office hours on working days from the office of the ICTA at the address given in paragraph (5) above. The method of payment will be by cash.
7. A pre-bid meeting which potential Bidders may attend will be held at **1400 Hrs (2.00 PM)** on **November 11, 2016** at the office of ICTA at the address given in paragraph (5) above.
8. Bids in hard copies (as per ITB 20 of Bidding Document) must be delivered to Director-Procurement, C/o Managing Director/Chief Executive Officer, Information and Communication Technology Agency of Sri Lanka (ICTA), 160/24, 2nd Floor, Kirimandala Mawatha, Colombo 05 at or before **1500 Hrs (3.00 P.M)** on **November 25, 2016**. Late Bids will not be accepted and will be rejected.
9. All Bids must be accompanied by a Bid Security in the form of a Bank Guarantee using the format given in the Bidding Document in the amount of Sri Lankan Rupees Five Hundred Thousand (LKR 500,000.00).
10. Bids shall be valid for a period of 90 days from the date of deadline for submission of the Bids.
11. 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 office of ICTA at the address given in paragraph (5) above.
12. 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, 2nd Floor, Kirimandala Mawatha
Colombo 05

October 24, 2016