



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



**BIDDING DOCUMENT
Volume 02**

National Competitive Bidding (NCB)

**Procurement of iPad Devices, Mobile Device Management Software and Secure
Communication Platform for Ministry of Foreign Affairs**

IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005

September, 2017

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Invitation for Bids (IFB)

INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

Procurement of iPad Devices, Mobile Device Management Software and Secure Communication Platform for Ministry of Foreign Affairs

IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005

1. Information Communication Technology Agency of Sri Lanka (ICTA) will be implementing projects by investing on improving the ICT infrastructure and system solutions at the Ministries and Government institutions to provide efficient, reliable and secure services between Government institutions and the general public. Under this initiative, ICTA intends to improve ICT facilities at the Ministry of Foreign Affairs to provide efficient and effective services within the Ministry, the missions abroad and to other government institutions as a priority project.
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 **Procurement of iPad Devices, Mobile Device Management Software and Secure Communication Platform for Ministry of Foreign Affairs.**

Package No:	Name of the Package	IFB Number	Amount of Bid Security/ LKR
01	Procurement of iPad Devices with iPad Case	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1	200,000.00
02	Procurement of Mobile Device Management Software	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2	30,000.00
03	Procurement of Secure Communication Platform	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3	100,000.00

Bidders may bid for one Package or more Packages and should furnish separate Bid Security for each Package.

3. The Bidders should meet the following minimum qualification criteria:

Package 01: Procurement of iPad Devices with iPad Case

- Minimum average annual turnover of **LKR 20 Million** calculated as total certified payments received for contracts in progress or completed, within the last three (3) years;
- The bidder must be an **accredited agent or authorized representative** of the manufacturer to submit bids on behalf of the manufacturer and he should have experience in selling similar type of items as specified in the schedule of requirement for at least 3 years prior to the date of the bid opening.
- To qualify for the award of contract, the bidder should have supplied at least 200 nos of iPad within the past 03 years.

Package 02: Procurement of Mobile Device Management Software

- A minimum of Three (03) years of experience as an IT firm in the implementation of enterprise MDM Solutions.
- To qualify for the award of contract, the bidder should have completed at least **Two (2)** similar projects within the last **Three (3)** years, with a value of at least **LKR 2 Million**, that have been successfully and substantially completed and that are similar to the scope of works indicated in the Schedule of Requirements

Package 03: Procurement of Secure Communication Platform

- A minimum of Five (05) years of experience as an IT firm in the implementation of enterprise Secure Communication Solutions.
 - To qualify for the award of contract, the bidder should have completed at least **Ten (10)** similar projects within the last **Two (2)** years, with a value of at least **LKR 5 Million**, that have been successfully and substantially completed and that are similar to the scope of works indicated in the Schedule of Requirements
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 **Procurement Division Segment 2, ICTA, 160/24, 3rd Floor, Kirimandala Mawatha, Colombo 05** and inspect the Bidding Documents free of charge during office hours (09:00 Hrs 16:00 Hrs) on working days Commencing from September 4, 2017 at the office of ICTA at the above address. Telephone: 2369099 Extension: 346, E-Mail: procurementsg2@icta.lk

Invitation for Bids

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 Ten Thousand (LKR 10,000.00)**, from **September 4, 2017** 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. Bids must be delivered to the address given in paragraph (5) at or before **1500 hrs, September 26, 2017**. Late bids will be rejected. Bids will be opened immediately after the deadline of bid submission in the presence of the bidders' representatives, who choose to attend. 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 amounts indicated in para(2). **Bidders shall submit separate Bid Security for each Package.**
8. A pre-bid meeting which potential Bidders may attend will be held 11:00 hrs on **September 14, 2017** at the office of ICTA at the address given in paragraph (5) above.

Chairperson

Project Procurement Committee

Information and Communication Technology Agency of Sri Lanka (ICTA)

160/24, 2nd Floor, Kirimandala Mawatha

Colombo 05.

Phone: + 94 11 2369099

Fax: + 94 11 2369091

E-Mail: procurementsg2@icta.lk

www.icta.lk

Section II. Bidding Data Sheet (BDS)

Section II. Bidding Data Sheet (BDS)

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

ITB Clause Reference	A. General												
ITB 1.1	The Purchaser is: Information & Communication Technology Agency of Sri Lanka.												
ITB 1.1	<p>The name and identification numbers of this procurement are:</p> <p>Procurement of iPad Devices, Mobile Device Management Software and Secure Communication Platform for Ministry of Foreign Affairs</p> <p><u>IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005</u></p> <table border="1"><thead><tr><th>Package No:</th><th>Name</th><th>IFB Number</th></tr></thead><tbody><tr><td>01</td><td>Procurement of iPad Devices with iPad Case</td><td>ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1</td></tr><tr><td>02</td><td>Procurement of Mobile Device Management Software</td><td>ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2</td></tr><tr><td>03</td><td>Procurement of Secure Communication Platform</td><td>ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3</td></tr></tbody></table> <p>Bidders may bid for one Package or more Packages. Partial bids shall be liable to be treated as “Non Responsive” and rejected.</p>	Package No:	Name	IFB Number	01	Procurement of iPad Devices with iPad Case	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1	02	Procurement of Mobile Device Management Software	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2	03	Procurement of Secure Communication Platform	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3
Package No:	Name	IFB Number											
01	Procurement of iPad Devices with iPad Case	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1											
02	Procurement of Mobile Device Management Software	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2											
03	Procurement of Secure Communication Platform	ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3											
ITB 2.1	The source of funding is: GOSL												
ITB 4.4	Foreign bidders are not allowed to participate in bidding.												
	B. Contents of Bidding Documents												
ITB 6	<p>Add the following to ITB 6:</p> <p>6.3 The Purchaser is not responsible for the completeness of the Bidding Documents and their addenda, if they were not obtained directly from the Purchaser.</p>												

Section II. Bidding Data Sheet (BDS)

ITB 7.1	For <u>Clarification of bid purposes</u> only, the Purchaser's address is: Procurement Officer – Segment 02 Information and Communication Technology Agency of Sri Lanka 160/24, Kirimandala Mawatha, Colombo 05. Telephone: 011 2369099 – Ext. 346 Electronic mail address: procurementsg2@icta.lk pre-bid conference will be held: Date: September 14, 2017 Time : 11:00 hrs at the above address
C. Preparation of Bids	
ITB 11.1 (e)	The Bidder shall submit the following additional documents: <ul style="list-style-type: none">(i) written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB Clause 21;(ii) Documentary evidence in accordance with ITB Clause 16 establishing the Bidder's eligibility to bid;(iii) Documentary evidence in accordance with ITB Clause 17, that the Goods and Related Services to be supplied by the Bidder are of eligible origin.(iv) The bidder should furnish documentary evidence on all past supplies of comparable value as the bid, over the last three years, together with evidence of satisfactory performance, such as certificate of acceptance.(v) Copies of original documents defining the constitution or legal status, place of registration and principle place of business of the company, firm or partnership, etc.(vi) Details of service centers and information on service support facilities that would be provided after the warranty period.(vii) Reports on financial standing of the bidder such as Profit and Loss statements, Bankers certificates, balance sheets, auditor's reports, etc for the past three years.(viii) The bidder should furnish a brief write up explaining available capacity and experience for the manufacturing/ maintaining and supply of the equipments within the specified time.
ITB 14.1	Add the following to ITB 14.1 The price of the goods quoted Delivered Duty Paid (DDP) at the final destination given in the Schedule of Requirements. The term DDP shall be governed by the rules prescribed in the current edition of Incoterms published by the International Chamber of Commerce, Paris

Section II. Bidding Data Sheet (BDS)

ITB 14.3	The Bidders may quote following minimum quintiles: Bidder is requested to quote 100% of the items of the each package. Bidders may bid for one Package or More Packages.												
ITB 15.1	The bidder shall quote the total bid price in Sri Lankan Rupees .												
ITB 17	Add the following to ITB 17: 17.4 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Requirements. 17.5 To establish the eligibility of the Goods and Related Services in accordance with ITB Clause 5, Bidders shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Bidding Forms.												
ITB 17.3	Period of time the Goods are expected to be functioning at least three years including warranty period . Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and spares in Sri Lanka												
ITB 18.1(a)	Manufacturer's authorization letter is required for iPAD devices												
ITB 18.1 (b)	After sales service is: required												
ITB 19.1	The bid shall be valid until: December 26, 2017 (91 days)												
ITB 20.1	The Bid shall include a Bid Security (issued by a bank or surety listed under the Central Bank of Sri Lanka) in format included in Section IV Bidding Forms. <i>Bidders shall furnish separate Bid Security for each Package.</i>												
ITB 20.2	The amount of the Bid Security shall be: <table border="1" data-bbox="483 1704 1353 2018"> <thead> <tr> <th data-bbox="483 1704 632 1787">Package No:</th> <th data-bbox="632 1704 906 1787">Name</th> <th data-bbox="906 1704 1098 1787">IFB Number</th> <th data-bbox="1098 1704 1353 1787">Amount of Bid Security/ LKR</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 1787 632 1944">01</td> <td data-bbox="632 1787 906 1944">Procurement of iPAD Devices with iPAD Case</td> <td data-bbox="906 1787 1098 1944">ICTA/SG2/G OSL/GOOD S/NCB/2017/005/PK1</td> <td data-bbox="1098 1787 1353 1944">200,000.00</td> </tr> <tr> <td data-bbox="483 1944 632 2018">02</td> <td data-bbox="632 1944 906 2018">Procurement of Mobile Device</td> <td data-bbox="906 1944 1098 2018">ICTA/SG2/G OSL/GOOD</td> <td data-bbox="1098 1944 1353 2018">30,000.00</td> </tr> </tbody> </table>	Package No:	Name	IFB Number	Amount of Bid Security/ LKR	01	Procurement of iPAD Devices with iPAD Case	ICTA/SG2/G OSL/GOOD S/NCB/2017/005/PK1	200,000.00	02	Procurement of Mobile Device	ICTA/SG2/G OSL/GOOD	30,000.00
Package No:	Name	IFB Number	Amount of Bid Security/ LKR										
01	Procurement of iPAD Devices with iPAD Case	ICTA/SG2/G OSL/GOOD S/NCB/2017/005/PK1	200,000.00										
02	Procurement of Mobile Device	ICTA/SG2/G OSL/GOOD	30,000.00										

Section II. Bidding Data Sheet (BDS)

		Management Software	S/NCB/2017/005/PK2	
	03	Procurement of Secure Communication Platform	ICTA/SG2/G OSL/GOOD S/NCB/2017/005/PK3	100,000.00
<p><i>Bidders shall furnish separate Bid security for each Package.</i></p> <p><i>The validity period of the bid security shall be until January 23 , 2018</i></p>				
<p>D. Submission and Opening of Bids</p>				
ITB 22.2 (c)	<p>One copy of the bid shall be accompanied by the Original Bid. This should be in two separate envelopes, duly marking as “ORIGINAL” and “COPY”.</p> <p>Also the Name and number of the Bid :</p> <p>“ Package No..... Procurement of iPad Devices, Mobile Device Management Software and Secure Communication Platform for Ministry of Foreign Affairs.” should be stated in the top left hand corner of the envelopes</p>			
ITB 23.1	<p>For bid submission purposes, the Purchaser’s address is:</p> <p>Attention: Chairman, Project Procurement Committee</p> <p>Address: Information and Communication Technology Agency of Sri Lanka, Procurement Segment 2, 3rd Floor, 160/24, Kirimandala Mawatha, Colombo 05.</p> <p>The deadline for the submission of bids is:</p> <p>Date: 26 September 2017 Time: 15:00 hrs</p> <p>In the Event of the specified date for the submission of bids, being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.</p>			
ITB 26.1	<p>The bid opening shall take place at:</p> <p>Address: Information and Communication Technology Agency of Sri Lanka, Procurement Segment 2, 3rd Floor, 160/24, Kirimandala Mawatha, Colombo 05.</p> <p>Date: 26 September 2017 Time: 15:00 hrs</p> <p>“Telex, Cable , E-mail or facsimile bids will be rejected”</p>			

Section II. Bidding Data Sheet (BDS)

	E. Evaluation and Comparison of Bids
ITB 34.1	Domestic preference <i>shall not be</i> a bid evaluation factor.
ITB 35.3(d)	The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: (a) Deviation in Delivery schedule: No (b) Deviation in payment schedule: No (c) the cost of major replacement components, mandatory spare parts, and service: No
ITB 35.4	N/A
ITB 35.5	N/A

Section III. Evaluation and Qualification Criteria

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

Contents

1. Evaluation Criteria (ITB 35.3 {d})
2. Evaluation Criteria (ITB 35.4)
3. Multiple Contracts (ITB 35.5)
4. Domestic Preference (ITB 34.1)
5. Post qualification Requirements (ITB 37.2)

1. Evaluation Criteria (ITB 35.3 (d))

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

- (a) Delivery schedule: **Not Applicable**
- (b) Deviation in payment schedule: **Not Applicable**
- (c) Cost of major replacement components, mandatory spare parts, and service.

Not Applicable

- (d) Specific additional criteria Other specific additional criteria to be considered in the evaluation, and the evaluation method shall be detailed in BDS Sub-Clause 35.3(d)]

2. Evaluation Criteria (ITB 35.4)

Each Packages evaluate separately and selects the lowest Evaluated Bids.

3. Multiple Contracts (ITB 35.5)

Not Applicable

3. Post qualification Requirements (ITB 37.2)

After determining the lowest-evaluated bid in accordance with ITB Sub-Clause 36.1, the Purchaser shall carry out the post qualification of the Bidder in accordance with ITB Clause 37, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.

Package 01:

- Minimum average annual turnover of **LKR 20 Million** calculated as total certified payments received for contracts in progress or completed, within the last three (3) years;
- The bidder must be an **accredited agent or authorized representative** of the manufacturer to submit bids on behalf of the manufacturer and he should have experience in selling similar type of items as specified in the schedule of requirement for at least 3 years prior to the date of the bid opening.

- To qualify for the award of contract, the bidder should have supplied at least 200 nos of iPad within the past 03 years.

Package 02:

- A minimum of Three (03) years of experience as an IT firm in the implementation of enterprise MDM Solutions.
- To qualify for the award of contract, the bidder should have completed at least **Two (2)** similar projects within the last **Three (3)** years, with a value of at least **LKR 2 Million**, that have been successfully and substantially completed and that are similar to the scope of works indicated in the Schedule of Requirements

Package 03:

- A minimum of Five (05) years of experience as an IT firm in the implementation of enterprise Secure Communication Solutions.
- To qualify for the award of contract, the bidder should have completed at least **Ten (10)** similar projects within the last **Two (2)** years, with a value of at least **LKR 5 Million**, that have been successfully and substantially completed and that are similar to the scope of works indicated in the Schedule of Requirements

4. Domestic Preference (ITB 34.1)

Not Applicable

Section IV. Bidding Forms

Bid Submission Form

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

Date:

To: **Chairperson**

Information and Communication Technology Agency of Sri Lanka

160/24, Kirimandala Mawatha

Colombo 05

Sri Lanka

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda]*;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Packages.

Package No:	Name of the Package	We offer to
01	Procurement of iPad Devices with iPad Case	
02	Procurement of Mobile Device Management Software	
03	Procurement of Secure Communication Platform	

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

Package No:	Name of the Package	Bid Price/ LKR (without VAT)
01	iPAD Device with iPad Case	
02	Mobile Device Management Software	
03	Secure Communication Platform	

- (d) The total price of our Bids after VAT, and any discounts offered are:
[insert the total bid price in figures];

Package No:	Name of the Package	Bid Price/ LKR (with VAT)
01	iPAD Devices with iPAD Case	
02	Mobile Device Management Software	
03	Secure Communication Platform	

- (e) Our bid shall be valid for the period of time specified in ITB Sub-Clause 19.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 43 and CC Clause 17 for the due performance of the Contract;
- (g) We have no conflict of interest in accordance with ITB Sub-Clause 4.2;
- (h) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared ineligible by the Bank, under the Purchaser’s country laws or official regulations, in accordance with ITB Sub-Clause 4.3;
- (k) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*
 In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

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

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

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

Price Schedule

*[The Bidder shall fill in these Price Schedule in accordance with the instructions indicated. The list of line items in column 1 of the **Price Schedules** shall coincide with the List of Goods and Related Services specified by the Purchaser in the Schedule of Requirements.]*

PRICE SCHEDULE

Package 01: Procurement of iPad Device with iPad Case [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1]									
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>
Line Item No.	Description of Goods or related services	Country of Origin of the Goods	Unit	Quantity	Unit price (DDP price) Excluding VAT	Total Price Excluding VAT (Col 5*6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. r 8+9)
1.1	iPAD Device		Nos	105					
1.2	iPAD Case		Nos	105					
Total bid price of Package 01 for iPad Device with iPad Case									

Package 02: Procurement of Mobile Device Management Software [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2]									
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>
Line Item No.	Description of Goods or related services	Country of Origin of the Goods	Unit	Quantity	Unit price (DDP price) Excluding VAT	Total Price Excluding VAT (Col 5*6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. r 8+9)
1.1	Mobile Device Management Software (Bidder shall include all cost for all customization, configuration and cost for license for iPad devices) Note: Payment will be made on actual Quantities.		Nos	105					

Total bid price of Package 02 for Mobile Device Management Software									
Package 03: Procurement of Secure Communication Platform [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3]									
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>10</i>
Line Item No.	Description of Goods or related services	Country of Origin of the Goods	Unit	Quantity	Unit price (DDP price) Excluding VAT	Total Price Excluding VAT (Col 5*6)	Discounted Total price (if any) excluding VAT	VAT	Total Price Including VAT (Col. r 8+9)
1.1	Secure Communication Platform (Bidder shall include all cost for all customization and configuration. Perpetual license for the Ministry of Foreign Affairs)		Item	01					
1.2	Meeting Members (iPAD users) <i>Note: Payment will be made on actual Quantities.</i>		Nos	105					
1.3	Secretariat Members <i>Note: Payment will be made on actual Quantities.</i>		Nos	20					
Total bid price of Package 03 for Secure Communication Platform									

Note: Bidders may bid for one Package or both Packages. Bidders are required to bid for the total quantity of the each Package. Partial bids shall be liable to be treated as “Non Responsive” and rejected.

.....

Signature and the Company Seal

Bid Guarantee

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

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

Beneficiary: Chairperson

Information and Communication Technology Agency of Srilanka

160/24 , Kirimandala Mawatha

Colombo 05

Sri Lanka

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

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

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

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

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

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

This Guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our

receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- (*insert date*)

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

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

Manufacturer's Authorization

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

Date:

{IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005 }

To:

Chairperson

Information and Communication Technology Agency of Srilanka,

160/24,Kirimandala Mawatha,

Colombo 05,

Sri Lanka.

WHEREAS

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

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

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

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

Title: *[insert title]*

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

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

Bidder Information Form

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

Date: _____

IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005

Page _____ of _____ pages

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 1, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB Sub-Clause 4.1. <input type="checkbox"/> In case of government owned entity from the Purchaser's country, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

Joint Venture Partner Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below].

Date: _____

IFB No: ICTA/SG2/GOSL/GOODS/NCB/2017/005

Page _____ of _____ pages

1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>
4. JV's Party Year of Registration: <i>[insert JV's Part year of registration]</i>
5. JV's Party Legal Address in Country of Registration: <i>[insert JV's Party legal address in country of registration]</i>
6. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of government owned entity from the Purchaser's country, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

9. Names and addresses of the Independent Inspecting Authorities in country of origin (for approval and selection by Purchaser)

1.
2.
3.

10. Name and address of Air Carrier proposed to be used by supplier:

.....
.....

11. The Bidder shall affirm the following:

I hereby swear that no individual or partner or stockholder or officer or director associated with this Bid is in any way associated or interested in any other Bid being submitted for this contract to the Purchaser.

.....
Signature of person authorized to sign

.....
(Name and title of person authorized to sign)

List below the supplementary supporting documentary evidence attached.

.....
.....
.....
.....
.....

Section V. Schedule of Requirements

- 5.1 LIST OF GOODS AND DELIVERY SCHEDULE
- 5.2 TECHNICAL SPECIFICATIONS
- 5.3 INSPECTIONS AND TESTS

5.1 List of Goods and Delivery Schedule

Package 01: iPad Device with iPad Case [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK1]				
Item No	Description	Quantity / Nos	Final (Project Site) Destination as specified in BDS	Delivery Date
1.1	iPAD Device	105	<ul style="list-style-type: none"> Ministry of Foreign Affairs, Ceylinco Building, Colombo – 01. 	Within 6 Weeks from the date of signing the contract
1.2	iPAD case	105	<ul style="list-style-type: none"> Ministry of Foreign Affairs, Republic Building, Sir Baron Jayathilake Mawatha, Colombo – 01. 	

Package 02: Mobile Device Management Software [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK2]				
Item No	Description	Quantity / Nos	Final (Project Site) Destination as specified in BDS	Delivery Date
2.1	Mobile Device Management Software	Item	<ul style="list-style-type: none"> Ministry of Foreign Affairs, Ceylinco Building, Colombo – 01. <p>Ministry of Foreign Affairs, Republic Building, Sir Baron Jayathilake Mawatha, Colombo – 01.</p>	Within 8 Weeks from the date of signing the contract

Package 03: Secure Communication Platform [ICTA/SG2/GOSL/GOODS/NCB/2017/005/PK3]				
Item No	Description	Quantity / Nos	Final (Project Site) Destination as specified in BDS	Delivery Date
3.1	Secure Communication Platform	Item	<ul style="list-style-type: none"> Ministry of Foreign Affairs, Ceylinco Building, Colombo – 01. Ministry of Foreign Affairs, Republic Building, Sir Baron Jayathilake Mawatha, Colombo – 01. 	Within 8 Weeks from the date of signing the contract

5.2 Functional and Technical Specifications

The bidder shall fill the columns 3 and 4. Bidder's failure to provide the information requested in the columns 3 and 4 may be a reason for the rejection of the bid. If any discrepancy is observed between the information provided by the bidder in the columns 3 and 4 and the other technical information attached to the bid, the information provided herein shall take precedence.

Bidder's failure to provide the information requested under columns (3) and (4) will become a reason for the rejection of the bid

5.2.1 iPad Device with iPad Case (Package 01)

iPAD Device

Item (1)	Minimum Specification (2)	Bidders Offer (Please specify details) (3)	Compliance to the specification (Yes / No) If "No" supplier's response (4)	Technical reference (Please specify the page number) (5)
Brand	Apple			
Model	(Specify)			
Country of origin	(Specify)			
Country of manufacture	(Specify)			
Year of manufacture	(Specify)			
Type	iPad Pro			
Network technology	GSM/EDGE (850, 900, 1800, 1900 MHz)			
	UMTS/HSPA/HSPA+/DC-HSDPA (850, 900, 1700/2100, 1900, 2100 MHz)			
	CDMA EV-DO			
	LTE band (1(2100), 2(1900), 3(1800), 4(1700/2100), 5(850), 7(2600), 8(900), 11(1500), 12(700), 13(700),			

	17(700), 18(800), 19(800), 20(800), 21(1500), 25(1900), 26(850), 27(800), 28(700), 29(700), 30(2300), 38(2600), 39(1900), 40(2300), 41(2500))			
Speed	HSPA+			
	HSDPA			
	LTE			
Display type	LED backlit IPS LCD, Capacitive Touchscreen, 16M Colors			
Display size	10.5 inch			
Display resolution	1668 x 2224 pixels or better			
Multitouch	Required			
Display protection	Scratch resistant glass (Specify)			
CPU	Six-core processor with 64-bit architecture			
Chipset	(Specify)			
GPU (Graphics Processing Unit)	(Specify)			
Ram	4GB Ram or better			
Internal memory storage	64 GB or better			
Sim card slot	Required - Nano / Micro Sim Slot			
Primary camera	12 MP with Autofocus and LED Dual Flash			
Secondary camera	7 MP			
Camera features	Geo-tagging			
	Face/smile detection			
	4K video recording			
	Touch focus			
	HDR (photo/panorama)			
	Timer mode			
	Other (Specify)			
Video recording	4K,1080p HD,720p HD video recording at 30 fps or better			
	Video geo-tagging			
	Other (Specify)			

Loudspeaker	Two (2) audio speaker or better			
Operating system	Latest stable iOS			
Connectivity and I/O ports	1 x 3.5mm jack			
	1 x WLAN (802.11a/b/g/n/ac)			
	1 x Bluetooth (4.2 technology)			
	1 x USB 3.0			
Features	GPS			
	NFC			
	Fingerprint			
	Other (Specify)			
Battery charge / life	Talk time			
	Up to 9 hours (Cellular)			
	Data browsing			
	Up to 8 hours (Wi-Fi + Cellular)			
Battery type	Non-removable 30.4-watt-hour rechargeable lithium-polymer battery			
Device with the box	USB Cable			
	USB Power Adapter			
Power Adapter	Socket compatible with plug type ¹ 220 – 240 V			
	Socket compatible with plug type ¹ 100 – 127 V			
Body color	Space Gray (Preferred)			
Power consumption	(Specify)			
Weight	(Specify)			
Dimensions (WxDxH)	(Specify)			
Manufacturer Authorization	Documentary proof must be attached from manufacturer			
Product experience certificate	Documentary proof must be attached from manufacturer			
Warranty & Maintenance	1-year comprehensive on-site manufacturer authorized international warranty ¹ and maintenance for device and battery, inclusive of replacement of all defective parts free of charge.			

Notes: 1 - Please Refer the Annexure 1 – List Foreign Missions

iPAD Case

Item (1)	Minimum Specification (2)	Bidders Offer (Please specify details) (3)	Compliance to the specification (Yes / No) If “No” supplier’s response (4)	Technical reference (Please specify the page number) (5)
Brand	Should be certified brand by Portable Tablet manufacturer			
Model	(Specify)			
Type	Full-size keyboard case with smart connector			
Material	Leather			
Color	Black (Preferred)			
Size	10.5”			
Warranty & Maintenance	1-year comprehensive on-site manufacturer authorized international warranty ¹ for device and battery, inclusive of replacement of all defective parts free of charge.			

Notes: **1** – Please Refer the **Annexure 1 – List Foreign Missions**

Training:

The Supplier shall arrange and undertake a comprehensive training program for the staff nominated by the Purchaser to ensure that they shall acquire a good working knowledge of the operation, and general maintenance of the Devices to be supplied under the Contract.

Service Level Agreement (SLA) for Support and Maintenance Services

Local Warranty SLA

1.1. Warranty Terms

- The Supplier must have an adequate mechanism across Colombo (including proper service and support facilities) for meeting the service level outlined in this document.

- **The Supplier shall provide Manufacturer's warranty for one year (hereinafter referred as Warranty Period), after the issue of taking-over certificate in respect of goods, the services and the works, or any portion thereof, as the case may be, which will include:**
 - Any hardware/operating system faults that are communicated to the supplier by the Purchaser, must be addressed and resolved within one (1) working day.
 - The Supplier must make available a central helpdesk number to the Purchaser and/or end-users to contact in case of a problem with the device(s). A ticket / service reference number will be assigned to the complaint.
 - If defect resolution takes longer than one (1) working day, the Supplier must provide a suitable replacement in proper working order, delivered to the end-user, free-of-cost till the time the actual device is fixed and returned.
 - In case the defect is not fixed and the original iPad device is not returned in five (05) working days, the Supplier will replace the faulty device with a new device, delivered to the end-user.

- The Supplier shall provide comprehensive warranty (including labour and spares) for twelve (12) calendar months.
- The warranty shall cover the system software, battery, labour and all the hardware parts including update/up gradation (free-of-cost) of the operating system.
- The Warranty Period shall start from the date of installation / configuration / deployment of the Goods on site.
- The Supplier shall, after expiry of the warranty period, by written notice served on the Purchaser with a copy to the Purchaser, apply for a Defects Liability Expiry Certificate.

1.2. Preventive Maintenance Services

- Annually four (4) dedicated preventive maintenance services shall be provided by the bidder during the period of the warranty and submit completion report to the Purchaser.
- The Supplier MUST provide maintenance and support services for the iPad Device to be available full time (24 x 7 x 365).

International Warranty SLA

1.1. Warranty Terms

- The Supplier must have an adequate mechanism across global (**Please Refer the Annexure 1 – List of Foreign Missions**) including proper service and support facilities for meeting the service level outlined in this document.
- The Supplier shall provide carry-in comprehensive warranty (including labour and spares) for twelve (12) calendar months.
- The warranty shall cover the system software, battery, labor and all the hardware parts including update/up gradation (free-of-cost) of the operating system.
- The Warranty Period shall start from the date of installation / configuration / deployment of the goods on site.

Annexure 1 – List of Foreign Missions

No	Mission		Postal Address (Location)
1	Afghanistan	Kabul	Embassy of the Democratic Socialist Republic of Sri Lanka QKabul Hotel and Business Complex, Taimany Wat Sabequa Square, Airport and Continental 40M Road, Kabul, Afghanistan
2	Australia	Canberra	High Commission of the Democratic Socialist Republic of Sri Lanka, 61, Hampton Circuit, Yarralumla, Canberra, ACT 2600, Australia
3	Australia	Melbourne	Consulate General of the Democratic Socialist Republic of Sri Lanka Suite 536, St. Kilda Road Towers, No 1, Queens Rd, Melbourne, VIC 3004, Australia
4	Australia	Sydney	Consulate General of the Democratic Socialist Republic of Sri Lanka, Level 11, No. 48, Hunter Street, Sydney NSW 2000, Australia.
5	Austria	Vienna	Embassy and Permanent Mission of the Democratic Socialist Republic of Sri Lanka, Weyringergasse, 33-35, 1040, Vienna, Austria
6	Bahrain	Manama	Embassy of the Democratic Socialist Republic of Sri Lanka, Villa 25, Um Shoom Avenue, Block 333, Al Mahooz, Kingdom of Bahrain
7	Bangladesh	Dhaka	High Commission of Democratic Socialist Republic of Sri Lanka, House No. 10, Road No. 62, Gulshan 02, Dhaka, 1212, Bangladesh
8	Belgium	Brussels	Embassy of the Democratic Socialist Republic of Sri Lanka to Belgium and Mission to the European Union, Rue Jules Lejeune, 27, 1050 Brussels, Belgium
9	Brazil	Brasilia	Embassy of the Democratic Socialist Republic of Sri Lanka, SHIS QI 26, Conjunto 11, Casa 18, Lago Sul, Brasilia DF, CEP – 71670-110, Brasilia DF, Brazil
10	Canada	Ottawa	High Commission of the Democratic Socialist Republic of Sri Lanka, Suite 1204, 333, Laurier Avenue west, Ottawa, Ontario, K1P 1C1, Canada

No	Mission		Postal Address (Location)
11	Canada	Toronto	Consulate General of the Democratic Socialist Republic of Sri Lanka, Suite 301, No.36, Eglinton Avenue West, Toronto, Ontario. M4R 1A1, Canada
12	China	Beijing	Embassy of the Democratic Socialist, Republic of Sri Lanka, No. 03, Jian Hua Lu, Beijing – 100600
13	China	Shanghai	Consulate General of the Democratic Socialist Republic of Sri Lanka, unit 08,6F,Building A Shanghai MixC,1799 Wuzhong Road, Shanghai, People's Republic of China, Post Code 201103
14	China	Guangzhou	Consulate General of the Democratic Socialist Republic of Sri Lanka, M02, The Garden Hotel, 368, Huanshi Dong Road, Guangzhou, 510064, People's Republic of China
15	Cuba	Havana	Embassy of the Democratic Socialist Republic of Sri Lanka, e/ 30 y 32 # 3004, 5ta Avenida, Miramar, Havana, Cuba.
16	Egypt	Cairo	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 8, Sri Lanka Street (former Yehiya Ibrahim Street), Zamalek, Cairo, Egypt
17	Ethiopia	Addis Ababa	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 875, Kebele 02, Bole Sub City, Addis Ababa, Ethiopia
18	France	Paris	Embassy of the Democratic Socialist Republic of Sri Lanka, No.16 ,Rue Spontini, 75016, Paris, France, Permanent Delegation of Sri Lanka to UNESCO, Bureau 2.08-2.09 , 01 Rue Miollis , 75732 Paris ,Cedex 15
19	Germany	Berlin	Embassy of the Democratic Socialist Republic of Sri Lanka, Niklasstrasse 19, 14163 Berlin
20	Germany	Frankfurt	Consulate General of the Democratic Socialist Republic of Sri Lanka, Lyoner Str. 34, Tower 2 – 7 th Floor, 60528 Frankfurt am Main, Germany
21	India	New Delhi	High Commission of the Democratic Socialist Republic of Sri Lanka, 27, Kautilya Marg, Chanakyapuri, New Delhi-110021, India

No	Mission		Postal Address (Location)
22	India	Chennai	Deputy High Commission of the Democratic Socialist Republic of Sri Lanka, No. 56, Sterling Road, Nungambakkam, Chennai – 600 034
23	India	Mumbai	Consulate General of the Democratic Socialist Republic of Sri Lanka, “Sri Lanka House”, 34, Homi Modi Street, Mumbai 400001, India
24	Indonesia	Jakarta	Embassy of the Democratic Socialist Republic of Sri Lanka, Jalan Diponegoro No.70, Central Jakarta 10320, Indonesia
25	Iran	Tehran	Embassy of the Democratic Socialist Republic of Sri Lanka, No.66, Kafiabadi Alley, Shahid Fallahi Street, Zafaranieh Tehran, Iran
26	Iraq	Bagdad	Embassy of the Democratic Socialist Republic of Sri Lanka, No.11, Lane 34, Area 611, Al-Mansour, Al-Dawoody, Baghdad, Iraq
27	Israel	Tel Aviv	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 4, Jean Jaures Street, 6341204, Tel Aviv, Israel
28	Italy	Rome	Embassy of the Democratic Socialist Republic of Sri Lanka, Via Adige No.2, 00198 Rome, Italy
29	Italy	Milan	Consulate General of the Democratic Socialist Republic of Sri Lanka, Embassy Via Francesco Melzi d'Eril, 34, 20154, Milan, Italy
30	Japan	Tokyo	Embassy of the Democratic Socialist Republic of Sri Lanka, 2/1/1954, Takanawa, Minato-ku, Tokyo 108-0074, Japan
31	Jordan	Amman	Embassy of the Democratic Socialist Republic of Sri Lanka, Al Madina Al Munawara Street, P O Box 830731, Amman 11183, Jordan
32	Kenya	Nairobi	High Commission of the Democratic Socialist Republic of Sri Lanka, L.R. No. 1/1102, Lenana Road, Kilimani, Nairobi, Kenya
33	Korea Republic of	Seoul	Embassy of the Democratic Socialist Republic of Sri Lanka, No.39, Dongho-ro 10-gil, Jung-gu, Seoul 04590, Republic of Korea

No	Mission		Postal Address (Location)
34	Kuwait	Kuwait	Embassy of the Democratic Socialist Republic of Sri Lanka, Building No. 01, Block No. 10, Street No. 107, Jabriya, State of Kuwait
35	Lebanon	Beirut	Embassy of the Democratic Socialist Republic of Sri Lanka, No.929, Mar Roukoz Street, Hazmiesh, Beirut, Lebanon
36	Malaysia	Kuala Lumpur	High Commission of the Democratic Socialist Republic of Sri Lanka, 12, Jalan Keranji Dua, Off Jalan Kedondong, Jalan Ampang Hilir, 55000, Kuala Lumpur, Malaysia
37	Maldives	Male	Embassy of the Democratic Socialist Republic of Sri Lanka, G.Zafna, Lily Magu, Malé 20-05, Republic of Maldives
38	Myanmar	Yangon	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 34, Taw Win Street, Dagon Township, Yangon Myanmar
39	Nepal	Kathmandu	Embassy of the Democratic Socialist Republic of Sri Lanka, P.O. Box 8802, “Shiva Ashish Nivas”, Gairi Marg, Chundevi, Maharajgunj, Kathmandu
40	The Netherlands	The Hague	Embassy of the Democratic Socialist Republic of Sri Lanka, Jacob de Graefflaan 2, 2517 JM, The Hague, The Netherlands
41	Nigeria	Abuja	High Commission of Democratic Socialist Republic of Sri Lanka, Plot No. 1346, Agulu Lake Street, Cadastral Zone A – 05, Maitama Extension, Abuja, Federal Republic of Nigeria
42	Norway	Oslo	Embassy of the Democratic Socialist Republic of Sri Lanka, Sjølyst Plass 4, 0278 Oslo, Norway
43	Oman	Muscat	Embassy of the Democratic Socialist Republic of Sri Lanka, Villa No. 701, Way No. 2114, Al Bashair Street, Madinat Al Sultan Qaboos, Sultanate of Oman
44	Pakistan	Islamabad	High Commission of the Democratic Socialist Republic of Sri Lanka, House No. 2C, Street 55, P.O.Box 1497, F-6/4, Islamabad, Pakistan
45	Pakistan	Karachi	Consulate General of the Democratic Socialist Republic of Sri Lanka, 20/1, 18 th Street, Khayaban-e-Shamsheer, Phase V, D H A, Karachi, Pakistan

No	Mission		Postal Address (Location)
46	The Philippines	Manila	Embassy of the Democratic Socialist Republic of Sri Lanka, 7th floor, No. 150, GC Corporate Plaza Building, Legaspi Street, Legaspi Village, Makati City, The Philippines
47	Poland	Warsaw	Embassy of the Democratic Socialist Republic of Sri Lanka, Choragwi Pancerneij 8, 02-951 Warsaw
48	State of Palestine	Ramallah City	Representative Office of the Democratic Socialist Republic of Sri Lanka, Villa Azzam Al – Ajouly., Ain Arik Crossing, Beitunia, Ramallah City, State of Palestine
49	Qatar	Doha	Embassy of the Democratic Socialist Republic of Sri Lanka, P.O. Box 19075, Doha, Qatar
50	Russian Federation	Moscow	Embassy of the Democratic Socialist Republic of Sri Lanka, UlitsaSchepkina – 24, Moscow 129090, Russia
51	Saudi Arabia	Riyadh	Embassy of the Democratic Socialist Republic of Sri Lanka, P O Box 94360, Riyadh 11693, Kingdom of Saudi Arabia
52	Saudi Arabia	Jeddah	Consulate General of the Democratic Socialist Republic of Sri Lanka, P. O. Box – 23561, Jeddah – 21436, Kingdom of Saudi Arabia
53	Seychelles	Victoria	High Commission of the Democratic Socialist Republic of Sri Lanka, Suite 3-01, Capital City Building, Independence Avenue, P.O. Box 255, Victoria, Seychelles
54	Singapore	Singapore	High Commission of the Democratic Socialist Republic of Sri Lanka, 51, Newton Road, #13-07/12 Goldhill Plaza, Singapore 308900
55	South Africa	Pretoria	High Commission of the Democratic Socialist Republic of Sri Lanka, 410, Alexander Street, Brooklyn, Pretoria 0181, South Africa
56	Sweden	Stockholm	Embassy of the Democratic Socialist Republic of Sri Lanka, Strandvägen 39, 1tr, P.O.Box 240 55, SE 104 50, Stockholm, Sweden.
57	Thailand	Bangkok	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 75/6 – 7, 13 th Floor, Ocean Tower II SukhumvitSoi 19, Bangkok 10110, Thailand

No	Mission		Postal Address (Location)
58	Turkey	Ankara	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 41, G.O.P, Ankara, Turkey 06700
59	United Arab Emirates	Abu Dhabi	Embassy of the Democratic Socialist Republic of Sri Lanka. Villa No. 18A, Sector E-18/03, Salam Street, Abu Dhabi, UAE.
60	United Arab Emirates	Dubai	Consulate General of the Democratic Socialist Republic of Sri Lanka, P.O. Box 51528, Dubai, UAE
61	United Kingdom	London	High Commission of the Democratic Socialist Republic of Sri Lanka, No. 13, Hyde Park Gardens, London, W2 2LU, United Kingdom
62	United Nations	New York	Permanent Mission of the Democratic Socialist Republic of Sri Lanka to the United Nations, 820, Second Avenue (2 nd Floor), New York – NY 10017, USA
63	United Nations	Geneva	Permanent Mission & Consulate General of the Democratic Socialist Republic of Sri Lanka, 56, Rue de Moillebeau, 5 th Floor, 1209 Geneva, Switzerland
64	United States of America	Washington	Embassy of the Democratic Socialist Republic of Sri Lanka, 3025 Whitehaven Street NW, Washington D.C. 20008 USA
65	United States of America	Los Angeles	Consulate General of the Democratic Socialist Republic of Sri Lanka, 3250 Wilshire Blvd, Suite #2180, Los Angeles, CA 90010, USA
66	Vietnam	Hanoi	Embassy of the Democratic Socialist Republic of Sri Lanka, No. 55B, Tran Phu Street, Dien Bien Ward, Ba Dinh District, Ha Noi, Viet Nam

5.2.2 Mobile Device Management Software (Package 02)

1. BACKGROUND.

The Ministry of Foreign Affairs (referred to as the “ministry”) is adopting digitization for a more strategic approach as the ministry is moving towards creating a paperless environment where information will be available anywhere at any given time. Managing these mobile devices represents a challenge to the ministry and could potentially create device management and compliance problems, such as lost or stolen mobile devices and lost data. This transformation requires an approach to ensuring that both confidential and sensitive data are protected, risks are mitigated, and benefits from their use is maximized.

2. OBJECTIVE

In an effort to ensure the security of confidential and sensitive data in ministry-owned and personally-owned mobile devices, the ministry is looking into implementing a Mobile Device Management (MDM) solution to manage, monitor, secure and track all mobile devices that are enrolled with the MDM solution.

3. REQUIREMENTS

The ministry requires a solution where the following is achieved:

- a. **High-level solution features and functionalities (not limited to):**
 - Ability to sync with Directory Services;
 - Centralized management;
 - Ability to push security updates to mobile devices;
 - Security to sensitive and confidential data;
 - The ability to differentiate and take action or wipe only corporate data in a device;
 - Ability to lock device after period of non-use;
 - Over-the-air (“OTA”): the ability to dictate different security settings, applications, and policies for different work segments;
 - Remote control capabilities with actions taken such as wipe, remote wipe, validation, locate, send, password reset, etc.;
 - Ability to generate web-based reports of devices that do not meet compliance policy (encryption, passwords, etc.);
 - Real time information on installed apps, security, and overall system configuration;
 - Ability to monitor and send alert to MDM Admin on issues such as malware detection, removal of policy;
 - Ability to quickly enroll devices; and
 - Ability to perform the following:
 - Auto-wipe (corporate data) after a set number of days;
 - Restrict data access when device becomes non-compliant;
 - Send message to device e.g. “we will be performing a certain action”;
 - Implement policy or policies by user, device, group, and/or department;
 - Geo-fencing rules to enforce location related compliance.

-
- b. **Information Security Management (not limited to):** Vendor solution is required to support the following:
- Data encryption;
 - Selective data wipe: The ability to wipe only corporate data from a device while leaving personal data intact;
 - Ability to distinguish personal data from corporate data and set different policy on either;
 - ActiveSync Device Restriction: restrict access to any device not being managed by the MDM solution;
 - Malware capabilities: Vendor must describe its support for malware detection and malware removal (real-time and scheduled scanning); and
 - Restrict access to ministry resources until the end-user agrees to an acceptable use clause.

4. DELIVERABLES

The following artefacts will be produced during the project's progression:

- a. A project plan, including milestones, outlining the solution deployment timelines and a periodical status reports as determined in consultation with project implementation leadership.
- b. Full implementation of the MDM solution designed for the ministry.
- c. Training material on how to administer the MDM solution.
- d. On site and/or web-based training for the ministry staff on the MDM solution.

5. FUNCTIONAL SPECIFICATION

Product Name:

Product Version:

Release Date:

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
1	Mobile Device Management (MDM) Software					
1.1	The solution shall be a cloud hosted solution.		X			
1.2	The solution shall be able to separate personal and corporate data on the device (containerization).		X			
1.3	The solution shall integrate with email services.		X			
1.4	The solution shall integrate with Directory Services and LDAP.		X			
1.5	The solution shall have a decentralized administration and support multi-tiered levels.		X			
1.6	The solution shall support web based console access.		X			
1.7	The solution shall support role / group based admin access.		X			
1.8	The solution shall be able to support any number of devices.		X			
2	Device					
2.1	The solution shall be able to support the latest stable		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
	versions of the following operating systems:					
2.1.1	iOS					
2.1.2	Android					
2.1.3	Blackberry					
2.1.4	Windows					
2.2	The solution shall be able to support over the air (OTA) automatic and manual push for major and minor releases.		X			
2.3	The solution shall be able to support over the air (OTA) device firmware updates for the MDM client via user download.		X			
2.4	The solution shall automatically deny the device if the MDM solution has been removed or modified on the device.		X			
2.5	The solution shall automatically wipe the corporate data (container) from the device if the MDM solution has been removed or modified on the device.		X			
2.6	The solution shall support restrictions or blacklist of devices by platform, OS model, IMEI, or MEID.		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
2.7	The solution shall support the ability of the administrator to wipe the device or disable the ability for the device.		X			
3	Device Inventory Management					
3.1	The solution shall provide an asset inventory management tool capable of retrieving serial numbers and tracking for the following:		X			
3.1.1	Provision date					
3.1.2	Last sync or last check in					
3.1.3	Change history					
3.1.4	OS version					
3.1.5	Device type MEID/IMEI					
3.1.6	Phone numbers					
3.1.7	Username					
3.1.8	Asset Location					
3.2	The solution shall be able to configure the device remotely		X			
3.3	The solution shall support self-enrolment, managed enrolment and bulk enrolment.		X			
3.4	The solution shall support provisioning approval prior to self-enrolment.		X			
3.5	The solution shall support device registration and service activation for MDM solution.		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
3.6	The solution should support automatic application installment upon enrolment.	X				
3.7	The solution shall support over the air (OTA) provisioning and de-provisioning of the device/user.		X			
3.8	The solution shall automatically release the MDM client license and wipe the container when an MDM administrator removes the device from the MDM solution.		X			
3.9	The solution shall provide the ability to manage Certificates for email, Wi-Fi, VPN, Client SSL, Browser and ability to remove from device.		X			
4	Security					
4.1	The solution shall support alphanumeric and a minimum of 4 character PIN/Passwords for device unlock.		X			
4.2	The solution shall support alphanumeric and a minimum of 8 character PIN/Passwords for container unlock.		X			

Requirement	Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
	Desirable	Mandatory			
4.3	The solution shall support the ability to set the number of days for device and container PIN/Password expirations.		X		
4.4	The solution shall support the ability to set a maximum number of login failure attempts for both the device and container.		X		
4.5	The solution shall support the ability to remotely reset or change the device and container PIN/Passwords.		X		
4.6	The solution shall support the ability to lock the device remotely by the admin.		X		
4.7	The solution shall support the ability to lock only the container on the device by the admin.		X		
4.8	The solution should support a custom user banner for container logon or locked container on the device.	X			
4.9	The solution should support the ability to display the Acceptable Use Policy (AUP) statement after unlocking the	X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
	container on the device and ability to confirm acceptance.					
4.10	The solution shall have the ability to remotely wipe the device for total wipe, container wipe, selective wipe, and external storage wipe where applicable.		X			
4.11	The solution shall have the ability to disable the device copy, cut and paste including restriction for container only and for specific applications.		X			
4.12	The solution should have the ability to disable the device screen capture.	X				
4.13	The solution should support the ability to enable/disable the GPS functions.	X				
4.14	The solution shall encrypt data at rest and data in transit.		X			
4.15	The solution shall be able to encrypt only the container.		X			
4.16	The solution shall ensure that any certificates on the device are stored in an encrypted area by either the MDM solution or native to the device.		X			
4.17	The solution shall have the ability to		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
	enforce enterprise VPN configurations.					
5	Backup and Restore					
5.1	The solution shall support backup and restore for device configuration data stored in the container.		X			
5.2	The solution shall support backup and restore for software stored in the container.		X			
5.3	The solution shall support backup and restore for application data stored in the container.		X			
5.4	The solution shall be able to restore MDM managed device configurations /data/apps for a new device to replace a lost device.		X			
5.5	The solution shall support using an enterprise path/site for backup and restore for the container data.		X			
5.6	The solution shall support the ability to disable external cloud backup and restore for full device and for container only data.		X			
6	Policy					

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
6.1	The solution shall support the ability to administer policies by groups and individuals		X			
6.2	The solution shall be able to support multi-layered hierarchical user groups that require different levels of security and compliance.		X			
6.3	The solution shall support the ability to manually push policies to devices in real time.		X			
6.4	The solution shall support over the air (OTA) for policy deployment.		X			
6.5	The solution shall support the ability to set policy by MDM managed applications.		X			
6.6	The solution shall support the ability to set policy by location for MDM managed applications.		X			
7	Application Management					
7.1	The solution shall support Application Management access rules for specific device groups for MDM managed applications.		X			
7.2	The solution shall have the ability to		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
	manage authorization and authentication via role based groups					
7.3	The solution shall have the ability to automatically and manually push updates for MDM managed applications.		X			
7.4	The solution shall support the ability to remotely uninstall MDM managed applications.		X			
7.5	The solution should support the ability to deny an end user the ability to remove a MDM managed application.	X				
7.6	The solution should support the ability to prevent or detect an end user from overriding a MDM managed application removal.	X				
7.8	The solution shall support and enforce the ability to Blacklist and/or Whitelist applications.		X			
8	Monitoring and Reporting					
8.1	The solution shall support the ability for periodic compliance checks on the device.		X			

Requirement		Importance of Requirement		Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
		Desirable	Mandatory			
8.2	The solution shall have the ability to alert administrators and user of security incidents.		X			
8.3	The solution should monitor the device and provide a dashboard for alerts, alarms, and inventory tracking.	X				
8.4	The solution should support both text and statistical graphic reports.	X				
8.5	The solution should report and have the ability for trend analysis on mobile service usage for data downloads/uploads, SMS, App downloads, App usage, document usage, overages, inactive phones and device tracking/GPS mapping.		X			
9	Maintenance and Support					
9.1	One (01) year comprehensive maintenance and support under free of charge		X			

Service Level Agreement for Support and Maintenance Services

1. Service Level Agreement (SLA)

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.

1.1 Objectives of Service Level Agreement

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

1.2 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 Employer and Bidder. In the event of a discrepancy between actual and targeted service levels both Employer and Bidder is expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

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

1.3 Support Levels

The bidder must provide support and maintenance services during Support Levels mentioned below;

- a) The service is required to be available full time (24 x 7 x 365).

-
- b) Any requirement for planned downtime must be notified to the client not less than seven (07) days in advance.

1.4 Service Parameters

- a) Availability, measured by aggregating downtime over successive twelve (12) month intervals from the date of commencement of service.
- b) Shall be not less than 99.7% pa.

1.5 Support Procedures

- a) 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.
- b) Dedicated telephone numbers and emails should be available for reporting issues.
- c) Client will nominate the personnel who are authorized to report non-conformities or other problems with the system from the departments.
- d) Reporting of non-conformities includes requests by the Client to apply critical software updates and/or patches.

1.6 Security Requirements

- a) The service provider MUST adhere to the security provisions applied in client premises.
- b) Physical security of the client premises is the client's responsibility.

5.2.3 Secure Communication Platform (Package 03)

2.1 Objective

The Ministry of Foreign Affairs (MFA) desires to:

- i. Implement a Secure communication platform that will automate the entire MFA meeting communications. This system will be available to both senior officials as well as the staff of foreign mission through the internet.
- ii. Facilitate the dissemination/distribution of meeting papers in soft copies.
- iii. Improve efficiency and minimize costs by providing flexible, alert notifications to senior officials and the staff of foreign missions whenever a meeting paper has been posted in the system and on pending issues. The notifications shall be in the form of emails.
- iv. Ensure that the senior officials, foreign missions staff, system administrators and other end users are suitably trained in the usage of the Secure communication platform.

2.2 Scope of Work

The scope of work includes:-

- i) The supply and configuration of a Secure communication platform.
- ii) Supply and installation/setup of the appropriate client and/or server software, operating systems, security certificates (SSL) and licenses.
- iii) Training of senior officials, foreign mission staff, system administrators and other end users.
- iv) Provision of warranty after successful commissioning (go-live) of system.
- v) Provision of support after go live
- vi) Preparation and timely submission of project reports.

2.3 Deliverables

- i) A detailed project plan with the resource requirements schedule
- ii) Periodic status reports
- iii) Training of administrators and end users
- iv) Installed and commissioned Secure communication platform
- v) Installed and configured supporting hardware and software systems as applicable
- vi) Training manuals
- vii) Final project completion report
- viii) Maintenance and support of 1 year for platform

2.5 Functional Specifications

The Recommended Minimum Functional Specifications for the system requested are described in detail below:

Product Name:

Product Version:

Release Date:

Item	Functional Requirement	Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
Implementation	Bidder Must specify storage capacity and connectivity capacity to the hosting servers at Lanka Government Cloud (LGC).			
Scalability	The system must be scalable based on number of users.			
Ease of use	The system and App interface must be simple and easy to use that even a computer novice can easily navigate.			
Availability	The system must be hosted and allow access over the internet 24 x 7 x 365. The system should be designed for low bandwidth internet use.			
Evaluations Module	The system should be flexible enough to allow for different types of meeting evaluation and allow the user responsible to define their own questions for each evaluation.			
	This module should allow for facilitating meeting evaluation of its own performance, including that of the Minister, executive users and the Directors.			

Item	Functional Requirement	Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
Minutes Modules	Provide an interface for the Secretary & Committee Secretaries to capture the Agenda, Reports & Minutes of meetings directly into the system. Once the basic information is loaded the Secretariat is able to publish the meeting and inform the meeting attendees that the information they need is available. Secretariat members are able to move around the agenda from item to item in a smooth fashion as they participate or deliberate at a meeting			
Reports	The system should have a feature that organizes reports and file as per the user requirements. Users should be able to create and customize reports as need arises.			
iOS App, Android App and windows App	Provide an App to that can be accessed online and/or offline.			
Compatibility	Should integrate easily with third party applications and products; Support multiple browsers as well as Windows/Android/Apple tablets or any other equivalent.			
Data Security	The provider to take responsibility of data security which will include storage and transmission over the internet.			
	ISO 27001 security management certified			
Document and Information Management	Role based access to documents.			
	Members should be able to make comments on documents or mark up the documents in preparation			

Item	Functional Requirement	Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
	for the meeting, hence should provide for free hand drawing tools, highlight pens, underline and strike through.			
	Convert documents produced in different formats to a uniform format for access by all members.			
	Late documents or changed documents can be added at any time by the Secretariat without difficulty.			
	Attendee can access the previous document as well as the new document.			
Member Management	Access to current roster of committee members, key member data such as contact information and bio data.			
	Provide regular email digests with basic information on meeting schedules, links to meeting materials, and assigned tasks.			
Meeting Management	Calendar for meeting planning, and built-in functionality to automatically send meeting reminders and track member attendance.			
	The system should automatically send out reminders to users to complete their respective tasks by the due dates.			
	Built-in voting module to record the voting (acceptance) results which are then viewable to applicable members.			
	Member's quick access to meeting documents, minutes etc.			
Communication	Users to have the ability to send messages to each			

Item	Functional Requirement	Provide the details of the compliance	If not complied provide Bidder's offer	Document reference to the compliance
	other within the system.			
	Allow individual or group discussions within the system.			
System Security and access	Access by user name and password, data should be transferred in encrypted format			
	The documents should be stored in an encrypted format in a database using encryption and should be transmitted in encrypted format			
	Meeting information is sent to the device in the encrypted format that it has been stored in.			
	System users are roles and privileges based (The secretariat can restrict access to agenda items and documents based on who should be allowed to view such items.)			
Database	System should have a search engine that allows for searching of documentations.			
	System should have capability to store any file type			
Maintenance and Support	One (01) year comprehensive maintenance and support under free of charge			

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- d) Any requirement for planned downtime must be notified to the client not less than seven (07) days in advance.

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1.5 Support Procedures

- e) 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.
- f) Dedicated telephone numbers and emails should be available for reporting issues.
- g) Client will nominate the personnel who are authorized to report non-conformities or other problems with the system from the departments.
- h) Reporting of non-conformities includes requests by the Client to apply critical software updates and/or patches.

1.6 Security Requirements

- c) The service provider MUST adhere to the security provisions applied in client premises.
- d) Physical security of the client premises is the client's responsibility.

Section VII. Contract Data

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

CC 1.1(i)	The Purchaser is: Information & Communication Technology Agency of Sri Lanka.
CC 1.1 (l)	The Project Site/Final Destination is: Information & Communication Technology Agency of Sri Lanka. No. 160/24, Kirimandala Mawatha, Colombo-05, Sri Lanka
CC 8.1	For notices , the Purchaser's address shall be: Attention: Chairperson Address: Information & Communication Technology Agency of Sri Lanka. No. 160/24, Kirimandala Mawatha Colombo-05, Sri Lanka Telephone: 0112369099-Ext. 346 Electronic mail address: procurementsg2@icta.lk The Supplier's address is:
CC 12.1	Details of Shipping and other Documents to be furnished by the Supplier are. I. The full detail of the shipment including description of goods, quantity, the vessel, the bill of lading number and date, port of loading, date of shipment, port of discharge, etc, II. 03 copies of supplier's invoice showing contract no, goods description, quantity, unit price and total amount. III. Original and 03 copies of the negotiable, clean, on-board bill of lading marked freight prepaid and 03 copies of non-negotiable bill of lading. IV. Insurance certificate with 02 copies V. Manufacturer's/ Supplier's warranty certificate with 02 copies VI. Supplier's factory inspection report with 02 copies. VII. Certificate of origin with 02 copies

CC 15.1

CC 15.1—The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:

Payment shall be made in Sri Lanka Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the Goods have been delivered and that all other contracted Services have been performed.

Package 01:

- I. **On Delivery:** Up to a maximum of Fifty (50) percent of the Contract Price, shall be paid after the supply and installations of item specified in the Price Schedule.
- II. **On User Acceptance:** The remaining Fifty (50) percent of the Contract Price shall be paid to the Supplier within thirty (30) days after the date of the acceptance certificate for the respective delivery issued by the Purchaser.

Package 02:

- I. **Upon successful UAT:** to a maximum of Thirty (30) percent of the Price of the contract, shall be paid on deployment of the solution and upon submission and acceptance of UAT report.
- II. **Upon successful OAT:** to a maximum of Seventy (70) percent of the contract, shall be paid on deployment of the solution and upon submission and acceptance of OAT report.

Package 03:

- I. **Upon successful UAT:** to a maximum of Thirty (30) percent of the Price of the contract, shall be paid on deployment of the solution and upon submission and acceptance of UAT report.
- II. **Upon successful OAT:** to a maximum of Seventy (70) percent of the contract, shall be paid on deployment of the solution and upon submission and acceptance of OAT report.

CC 17.1	<p>A Performance Security shall be required.</p> <p>17.4 After delivery and acceptance of the Goods, the performance security shall be reduced to five (5) percent of the Contract Price and valid up to 60 days beyond the Supplier's warranty obligations.</p>
CC 25.1	<p>The inspections and tests shall be as follows:</p> <p>Package 01:</p> <p>(i) The supplier shall get all iPad and iPad Case inspected and also submit guarantee/warranty certificate that the equipment conforms to laid down specifications.</p> <p>(ii) The acceptance test will be conducted by the Purchaser, their consultant or any other person nominated by the Purchaser at its option at the point of delivery as indicated in the Schedule of Requirements.</p> <p>(iii) If the Equipment fails to meet the laid down specifications, the supplier shall take immediate steps to remedy the deficiency or replace all defective equipment to the satisfaction of the Purchaser</p> <p>Package 02:</p> <p>(i) After deployment of the Mobile Device Management Software, UAT and OAT will be conducted by the Purchaser.</p> <p>(ii) If the product fails to meet the laid down specifications, the supplier shall take immediate steps to remedy the non-conformities to meet the Purchaser's requirement.</p> <p>Package 03:</p> <p>(i) After deployment of the Secure Communication Platform, UAT and OAT will be conducted by the Purchaser.</p> <p>(ii) If the product fails to meet the laid down specifications, the supplier shall take immediate steps to remedy the non-conformities to meet the Purchaser's requirement.</p>
CC 25.2	<p>The Inspections and tests shall be conducted by:</p> <p>Ministry of Foreign Affairs, ICTA and SLCERT</p>
CC 26.1	<p>The liquidated damage shall be 0.5% per week</p>
CC 26.1	<p>The maximum amount of liquidated damages shall be 10%</p>

CC 27	<p>27.3 The warranty period shall be twelve months (12 months) {<i>one year comprehensive</i>}</p> <p>27.5 & 27.6 - The period for correction of defects in the warranty period is 2 days.</p> <p>CC 27.7 MAINTENANCE SERVICE</p> <p>27.7- Four (4) preventive maintenance services shall be provided by the supplier during the period of warranty annually.</p> <p>Note: All charges with regard to the supply of spare parts, labour, travel, per diem and accommodation to supplier's staff etc; shall be borne by the supplier during the period of warranty.</p> <p>Client shall not pay any additional expenditure for services rendered during the above period.</p>
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