



Information and Communication Technology Agency of Sri Lanka (Pvt) Ltd

Invitation for Bids (IFB)

Ticketing System with Integrated Call Center Application for Lanka Government Information Infrastructure (LGII)

IFB No: ICTA/SG2/GOSL/SER/NCB/2018/003

1. Information and Communication Technology Agency of Sri Lanka (Pvt) Ltd (ICTA) a government owned company incorporated under the laws of Sri Lanka, functions under the purview of Ministry of Telecommunication and Digital Infrastructure.
2. The Chairman, Project Procurement Committee on behalf of ICTA, now invites sealed Bids from eligible and qualified Bidders to bid for Ticketing System with Integrated Call Center Application for Lanka Government Information Infrastructure (LGII). Detailed descriptions of schedule of requirements is given in the Bidding Document.
3. Bidding will be conducted through National Competitive Bidding (NCB) procedure as defined in Procurement Guidelines of Democratic Socialist Republic of Sri Lanka and is open to all eligible Bidders that meet the qualifications requirements specified in the Bidding Document.

The Bidders should meet the following minimum qualification criteria:

- Experience under contracts in the role of contractor, subcontractor, or management contractor for at least last **Five (5)** years prior to the submission deadline.
 - Minimum average annual turnover of **Sri Lankan Rupees 45 Million** calculated as total certified payments received for contracts in progress or completed, within the last **three (3)** years.
 - The bidder should have completed at least **Two (02)** similar projects during last **three (03)** years.
4. Interested eligible Bidders may obtain further information from the Procurement Division, Segment 2, ICTA, No. 160/24, Kirimandala Mawatha, Colombo 05 and inspect the bidding documents free of charge during 09:00 hrs - 16:00 hrs on working days commencing from 19 August 2018. Contact Telephone: 0112369099 Extension: 298, E-mail: procurementsg2@icta.lk. Bidding documents are also available on <https://www.icta.lk/procurement/> only for reference purposes.

5. 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 Five Thousand Five Hundred only (LKR 5,500.00)** effective from **19 August 2018** during 09:00 hrs - 16:00 hrs on working days from the office of the ICTA at No. 160/24, 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 **11:00 hrs** on **29 August 2018** at the office of ICTA at the above address.
7. Bids must be delivered to **Procurement Officer (Segment 2), C/o Chief Executive Officer, Information and Communication Technology Agency of Sri Lanka (Pvt) Ltd, No. 160/24, Kirimandala Mawatha, Colombo 05** at or before **15:00 hrs** on **11 September 2018**. Late Bids and Bids sent electronically will not be accepted and will be rejected.
8. All Bids must be accompanied by a Bid Security in the form of a Bank Guarantee using the format given with the Bidding Documents in the amount of **Sri Lankan Rupees Three Hundred Thousand (LKR 300,000.00)**.
9. 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.

Chairman

Project Procurement Committee

Information and Communication Technology Agency of Sri Lanka (Pvt) Ltd

No. 160/24, Kirimandala Mawatha, Colombo 05