



**INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF
SRI LANKA (PRIVATE) LTD**

BIDDING DOCUMENT

ADDENDUM NO. 1

National Competitive Bidding (NCB)

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

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

September 2018

- 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 prime contractor in the provision of at least three service contracts of a nature and complexity equivalent to the Services over the last 3 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) 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 Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three 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 litigation or arbitration awards against the bidder or any partner of a Joint Venture 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.

General Technical Requirements

No.	Requirement	Bidder's Offer (Briefly Describe)	Compliance with the Specifications requested Complied / Not Complied
1	DATES: All information technologies MUST properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data.		
2	Electrical Power: All active (powered) equipment must operate on: voltage range and frequency range, e.g., 220v +/- 20v, 50Hz +/- 2Hz. All active equipment must include power plugs standard in Sri Lanka.		

No.	Requirement	Bidder's Offer (Briefly Describe)	Compliance with the Specifications requested Complied / Not Complied
3	Environmental: Unless otherwise specified, all equipment must operate in environments of general Sri Lankan conditions.		
4	Safety: All electronic equipment that emits electromagnetic energy must be certified as meeting International standards		
5	Bidder shall provide necessary hardware and software with the total solutions.		
6	Bidder shall responsible to installing and configuring up to date OS/ patches, firmware, etc.		
7	<p>ICTA will NOT be responsible for the issuance of any licenses or authorizations required for this project for the Bidder.</p> <p>It is the responsibility of the Bidder to obtain required licenses in time to commence operations of ICTA or form alliances with appropriate local licensed Telecommunication and bidder to deliver the required services for all users</p>		
8	The items listed as requirements and deliverables must be used only as guidance of the deliverables and not as a limiting factor to provide additional information required that may not be listed here.		
9	Bidder should use their experience and best practices approach to provide any and all required information related to the assignment,		

No.	Requirement	Bidder's Offer (Briefly Describe)	Compliance with the Specifications requested Complied / Not Complied
	beyond the items listed in this document if appropriate.		
10	Bidder shall allocate qualified dedicated personnel or team 24x7 to directly communicate with LGII technical team to resolve all technical issues and carry out technical improvements.		
11	<p>Upon the completion of the implementation, LGII technical team will be carrying out site inspection and the UAT.</p> <p>After completion of the UAT bidder should provide the recommendation for services operation.</p>		
12	Bidder shall complete the implementations according to the ICTA's requirements within an agreed time period.		
13	<p>The proposed solutions shall be should be scale up or scale out according to requirements of the ICTA. Bidder must provide the solution architecture to scale up for future expansions.</p> <p>To minimize the down time and penalty of the SLA bidder shall provide the high availability with the proposed solution</p>		
14	Bidder shall responsible to provide the services without interrupting existing services. Also, bidder shall responsible to assist ICTA/LGII staff to carryout existing services migration and transition with minimizing service down times.		

No.	Requirement	Bidder's Offer (Briefly Describe)	Compliance with the Specifications requested Complied / Not Complied
15	This network shall be used to facilitate ICT needs in the country. Hence this solution will be scale up on the business requirements.		
16	<p>Bidder shall responsible to provide following documents.</p> <ol style="list-style-type: none"> 1. Detail low Level Design 2. Physical architectural diagrams and report 3. As built document 4. Troubleshooting guides for technical team 5. User manuals <p>All documents required both soft copies hand hard copies with readable format. Bidder shall provide required printed copies where and when required.</p> <p>All data sheet should be publicly available.</p>		
17	<p>Bidder shall provide training for minimum of 8 technical persons for entire solution on expert & administration level for each product.</p>		
18	Bidder should provide 3 years support and maintenance for entire solution including hardware, software and all components.		
19	<ol style="list-style-type: none"> 1. During the contract period Bidder shall supply additional licenses for Ticketing and IP Telephony systems as when needed for the same unit rate mentioned on the price schedule. 2. The maximum required number of licenses for ticketing system of 80 agents. 		

No.	Requirement	Bidder's Offer (Briefly Describe)	Compliance with the Specifications requested Complied / Not Complied
	3. The maximum required number of licenses for IP Telephony system of 50agents.		
20	Bidder should do initial configurations according LGII requirement. Also bidder should do necessary IVR recordings for at most four sub level in 3 Languages.		