



INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF
SRI LANKA

INVITATION FOR BIDS (IFB)

**Procurement of a Service Provider for Setting Up, Managing
and Operations of the Multi-Channel Contact Center for
Government Information Center (GIC) - 1919**

IFB Number: ICTA/GOSL/SER/NCB/2021/10

1. Information and Communication Technology Agency of Sri Lanka (ICTA) is the apex ICT institution of the Government. In terms of the Information and Communication Technology Act No. 27 of 2003, (ICT Act) as amended by Act No. 33 of 2008, ICTA has been mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT. In terms of Section 6 of the ICT Act, ICTA is required to assist the Cabinet of Ministers in the formulation of the National Policy on ICT and provide all information necessary for its formulation. ICTA, is a wholly owned institution by the Government of Sri Lanka.
2. With the aim of offering quality government information and services to the general public, ICTA established the Government Information Centre (GIC) in 2006 to provide government information in Sinhala, Tamil and English languages through a call Centre, as part of the eSri Lanka development initiative. The GIC uses short-code number '1919', accessible across all the local telecommunication service providers, for general public to reach the call Centre for obtaining government information.
3. The Chairman, Department Procurement Committee (DPC), on behalf of Information and Communication Technology Agency of Sri Lanka (ICTA), now invites sealed Bids from eligible and qualified Bidders for providing services for Procurement of a Service Provider for Setting Up, Managing and Operations of the Multi-Channel Contact Center for an enhanced Government Information Center (GIC)- 1919 for a period of Three years.
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.

The Bidders must meet the following minimum qualification criteria:

- I. Minimum average annual turnover of LKR 50 Million calculated as total certified payments received for contracts in progress or completed, within the last three (3) years;
 - II. The bidder should have installed and operating at least Three (3) outsourced Multi-channel Contact Centers which are more than Twenty (25) Seats with the trilingual Support within last Five (5) years.
5. Interested eligible bidders may obtain further information from **Director Procurement** ICTA, No: 490, 6th Floor, R.A.De Mel Mawatha, Colombo 03. Telephone: 011 2369099, email: procurement@icta.lk from **October 06, 2021**. Bidding documents are also available on ICTA Website (<https://www.icta.lk/procurement/>) **only for inspection purposes**.
 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 Twenty Seven Thousand Five Hundred (LKR 27,500.00)** effective from **October 06, 2021** during office hours on working days from the office of the ICTA at the address given in paragraph (5) above. The method of payment will be by cash.
 7. A pre-bid meeting which potential Bidders may attend will be conducted **On-Line at 1100 a.m. on October 18, 2021**. (*For more details refer Clause 10.1 of Section II. Bidding Data Sheet*).
 8. Bids must be delivered to the address below on or before **3.00 p.m. November 01, 2021**. 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 at the address given in paragraph (5) above, at **3.00 p.m. November 01, 2021**. All bids must be accompanied by a Bid-Security of not less than **Sri Lankan Rupees One Million Five Hundred Thousand (LKR 1,500,000.00)**. Late Bids and Bids sent electronically will not be accepted and will be rejected.

Chairman
Department Procurement Committee
Information and Communication Technology Agency of Sri Lanka
No: 490, 6th Floor,
R.A.De Mel Mawatha
Colombo 03
October 06, 2021