Ministry of Finance, Planning and Economic Development

Excise Department of Sri Lanka

Addendum 01

to the

PROCUREMENT DOCUMENT

Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department (RASED)

IFB No: ED/AC/20/F/19/2024

Employer:
Commissioner General of Excise
Excise Department of Sri Lanka
No. 353, Kotte Road,
Rajagiriya.

March 05, 2025

Addendum 01

to the

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Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department (RASED)

IFB No: ED/AC/20/F/19/2024

1.0 Background

Following the Invitation for Bids and issuance of the Procurement Document by the Excise Department of Sri Lanka for the "**Procurement of Design, Development, Implementation, and Maintenance of the Revenue Administration System for the Excise Department (RASED)**" dated **January 19, 2025**, the Excise Department conducted a Pre-Bid meeting on **February 5, 2025**. Based on the clarifications sought by the bidders, it has been deemed necessary to provide additional information to further clarify certain aspects of the Procurement Document.

All bidders are required to carefully assess the information provided in **Addendum 01** and **the Clarifications**. The RASED and the related costs proposed by the bidders must take these details into consideration.

Any clarifications regarding **Addendum 01** must be submitted by bidders **on or before March 10, 2025**. All clarifications must be addressed to the contact information provided in the Procurement Document. Any questions or clarifications submitted **after March 10, 2025, will not be addressed** by the Excise Department of Sri Lanka.

The Deadline for Submission of Bids is extended **until 3:00 p.m. on March 25, 2025**.

2.0 Amendments to the original Procurement Document

SN		Volume 01 Section II – Bid Data Sheet	
	Clause No	**Original Content**	**Amended Content**
1.	**ITB** 4.1 (Page 40) Section II BDS	**Maximum number Joint Venture partners**: Two(2)	Maximum number Joint Venture partners: **Three(3)**
2.	**ITB** 10.1 (Page 41) Section II BDS	For **Clarification of Bid purposes** only, the Purchaser's address is: Attention: ICT Officer Address: Fourth Floor, No. 353, Kotte Road, Rajagiriya. Telephone: +94 11 2045016 E-mail: ictofficer@excise.gov.lk Requests for clarification should be received by the **Purchaser no later than 7 days prior to the Deadline for Submission of Bids**.	For **Clarification of Bid purposes** only, the Purchaser's address is: Attention: ICT Officer Address: Fourth Floor, No. 353, Kotte Road, Rajagiriya. Telephone: +94 11 2045016 E-mail: ictofficer@excise.gov.lk and copy to dcescrit@excise.gov.lk Requests for clarification should be received by the **Employer on or before March 10, 2025**.
3.	**ITB** 14.3 (Page 41) Section II BDS	Any other documents submit with the Bid:	Any other documents submit with the Bid: In addition to the documents listed in the Clause ITB 14.3 of BDS Original the Procurement Document, following documents also submit with the Bid ix. **ISO 27001 Certificates** x. **Non-collusion Affidavit** Note: Format for the Non-collusion Affidavit is included in the "**4.10.4: Revised Section IV – Bidding Forms**"

4.	ITB 22.1 (Page 42) Section II BDS	The bid validity period shall be **119 days** after the Deadline for Submission of Bids, as specified below in reference to ITB Clause 26. The bid shall be valid until and inclusive of **June 23, 2025**	The bid validity period shall be **119 days** after the Deadline for Submission of Bids, as specified below in reference to ITB Clause 26. The bid shall be valid until and inclusive of **July 22, 2025**
5.	ITB23.2 (Page 43) Section II BDS	Bid Security must be submitted using only the prescribed form included in this Procurement Document. Bid Security should be from a Commercial Bank and valid for 28 days beyond the original validity period of the bid. **i.e July 21, 2025**	Bid Security must be submitted using only the prescribed form included in this Procurement Document. Bid Security should be from a Commercial Bank and valid for 28 days beyond the original validity period of the bid. **i.e** valid until and inclusive of **August 19, 2025**
6.	ITB 26.1 (Page 44) Section II BDS	For **Bid submission purposes** only, the Purchaser's address is: Attention: Chairman, Standing High Level Procurement Committee Address: Excise Department, Fourth Floor, No. 353, Kotte Road, Rajagiriya **The Deadline for Submission of Bids is:** Date: February 24, 2025 Time: 3.00 pm	For **Bid submission purposes** only, the Purchaser's address is: Attention: Chairman, Standing High Level Procurement Committee Address: Excise Department, Fourth Floor, No. 353, Kotte Road, Rajagiriya **The Deadline for Submission of Bids is:** Date: **March 25, 2025** Time: **3.00 pm**
7.	ITB 29.1 (Page 44) Section II BDS	**The Bid opening shall take place at:** Address: Fourth Floor, No. 353, Kotte Road, Rajagiriya Date: February 24, 2025 Time: 3.00 pm	**The Bid opening shall take place at:** Address: Sixth Floor Auditorium, No. 353, Kotte Road, Rajagiriya Date: **March 25, 2025** Time: **3.00 pm**

		Volume 01 Section III – Evaluation and Qualification Criteria	
	Clause No	**Original Content**	**Amended Content**
8.	3.3 Detailed Evaluation of Technical Bids	Detailed Evaluation of Technical Bids	Detailed Evaluation of Technical Bids Added following clause; c). The Bidder must meet the **minimum requirements** for the **POS Machines, Thermal Printers, and Barcode Scanners specified in "Revised Annex 8: Specification for the POS Machines and SLA"**; otherwise, the bid will be rejected in accordance with Clause ITB 34.2(a)(i)
	Volume 01 Section IV – Bidding Forms		
9.	**Volume 01 Section IV (Page 57 to 96)**	**Section IV – Bidding Forms**	**Revised Section IV – Bidding Forms** As per this Addendum 01, original **Section IV – Bidding Forms** has been revised. Bidders **must submit the Bid** as per the "**Revised Section IV – Bidding Forms" which publish on Website.** EDSL will email **Annex I:** "**Revised Section IV – Bidding Forms"** in **MS Word format** to all bidders who have purchased Procurement Documents**.**
10.	4.11.2.8. to 4.11.2.11 Page 90 to 95 **Volume 01 Section IV**	Original Numbers 4.11.2.8. Change Requests 4.11.2.9. Initial Cloud Setup 4.11.2.10. Recurrent Cost: Support and Maintenance period 4.11.2.11. POS Equipment	Revised Numbers 4.11.2.7. Change Requests 4.11.2.8. Initial Cloud Setup 4.11.2.9. Recurrent Cost: Support and Maintenance period 4.11.2.10. POS Equipment Corrected in **Annex I:** "**Revised Section IV – Bidding Forms"**

11.	**4.11.2.11 POS Equipment** Section IV	Bidder shall include initial setup and configuration cost, 4 year warranty, support and maintenance cost for the Bid.	Bidder shall include initial setup and configuration cost, **3 years warranty**, support and maintenance cost to 4.11.2.10. POS Equipment
	Volume 02 Section VI. Schedule of Requirements		
12.	**Clause No**	**Original Content**	**Amended Content**
13.	4. Scope of Works, Item 12 (Page 14) Section VI	Supply and implementation of solution for user authentication using secure tokens and supply of secure tokens	Not Required. Item 12 is deleted and indicated "Not Required"
14.	4. Scope of Works, Item 13 (Page 14) Section VI	Site preparation for EDSL facilities (establishment of helpdesk, NoC etc) EDSL, under RASED implementation, will modernize the existing infrastructure such as the current Network Operations Center (NoC) at EDSL and the facility for hosting the helpdesk operations of RASED etc. SIP is required to undertake the site preparation activity for establishment of the NoC and helpdesk. The bid document includes a provision sum, for these works, and the same cost under provisional sum will be applied to the commercial bids of all the bidders. The successful bidder/SIP is required to undertake these activities, post award of contract, based on the design, bill of quantities and layouts finalized for implementation of these facilities. These works/services are an integral part of the RASED project.	EDSL, under RASED implementation, will modernize the existing infrastructure such as the current Network Operations Center (NoC) at EDSL and the facility for hosting the helpdesk operations of RASED etc. SIP is required to establish Helpdesk in EDSL premises. Cost for the Furniture, Software and Hardware Cost shall in to the Section IV: Bidding Form 4.11.2.5 Helpdesk Item 01: Supply and install Helpdesk System. During the requirement gathering stage, SIP shall obtain all information for NOC, LAN, Connectivity, etc and design IT Infrastructure for Excise Department of Sri Lanka. **Cost for this IT Infrastructure, Computers, NOC will be borne by Excise Department of Sri Lanka.** Design and Implementation of **Cloud Solution for RASED** is the responsibility of the SIP and such cost shall include to the Bid Price.

15.	7.3 Interfaces with other entities for data sharing (Page 96)	Original 6 Importers and Exporters	Corrected as 6 Department of Import and Export Control
16.	7.6 Functional Process: Crime and Court (Page 88) Section VI	7.6 Functional Process: Crime and Court	7.6 Functional Process: Crime and Court Elaborated Diagram in Annex III
17.	10.4 Compute Sizing (Page 106) Section VI	The estimated number of total concurrent users of the system is 9000	The estimated number of total concurrent users of the system is 9400 (50% Concurrent Users)
18.	Annex 1: Performance sizing page 211 section VI , compute	The bandwidth is assumed at 512kbps (Shared) with 1000 concurrent users.	512 kbps per user

19.	Annex 2: Service Cove Period /Performance Requirement: Item 14	RASED cloud infrastructure performance indicators Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Annex 2: Service Cover Period Recovery Time Objective (RTO) defines as **Maximum Two (2) Hours**
20.	Annex 2: Service Cove Period /Performance Requirement: Item 15	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Annex 2: Service Cover Period Recovery Point Objective (RPO) **define as Zero**
21.	Annex 8: Specification for the POS Machines and SLA (Page 280)	Annex 8: Specification for the POS Machines and SLA a. POP Machines b. Thermal Printer c. Barcode Scanner	Revised Annex 8: Specification for the POS Machines and SLA a. POS Machines b. Thermal Printer c. Barcode Scanner Technical Specifications are indicated in the **Annex II: Revised Annex 8: Specification for the POS Machines and SLA**
	Volume 3 Section VII – General Conditions		
	Clause No	**Original Content**	**Amended Content**
22.			No Amendments
	Volume 3 Section VIII – Particular Conditions		
	Clause No	**Original Content**	**Amended Content**
23.			No Amendments
	Volume 3 SECTION IX: Contract Forms		
	Clause No	**Original Content**	**Amended Content**
24.			No Amendments

Annex I

<u>Revised</u> Section IV – Bidding Forms

4. BID SUBMISSION FORMS - TECHNICAL BID

Table 1: Bidder Response Format – Technical Bid

Order in Bid	Document Number and Information Required	Check Y/N	Page No.
I	Bidder's Front Page (Bidder's name. Bid details)		
II	Bidder Response Format – Technical Bid (as a table of contents/checklist)		
	1. Bid Submission Form		
1.	1.1 Letter of Technical Bid – Ref 4.1		
	2. Qualification of the Bidder		
2.	2.1 Bidder Information Sheet – Ref 4.2.1		
3.	2.2 Average Annual Turnover – Ref 4.2.2		
4.	2.3.1 Financial Resources – Ref 4.2.3		
5.	2.3.2 Evidence of Access to or Availability of Credit Facilities - Ref 4.2.3.1		
6.	2.4 General Experience in Information Software, Products and/or Services – Ref 4.2.4		
7.	2.5 Specific Experience in Contracts of a Similar Nature – Ref 4.2.5		
	3. Bidder's Response to the Schedule of Requirements		
8.	3.1 Bidder's Overall Technical Solution - Ref 4.3		
9.	3.2 Description of Approach, Methodology and Project Plan for Performing the Assignment – Ref 4.4		
10.	3.3 Key Personnel – Ref 4.5		
11.	3.4 Key Personnel Details– Ref 4.5.1		
12.	3.5 Staff Development Plan – Ref 4.5.2		
13.	3.6 Indicative Bill of Materials – Ref 4.6		
14.	3.7 Software List – Ref 4.7		
15.	3.8 List of Names Sub-Contractors – Ref 4.8		
16.	3.8 Other Required Information – Ref 4.9		
	4. Guarantees and Declarations		
17.	4.1 Bid Security (Bank Guarantee) – Ref 4.10.1		
18.	4.2 Manufacturer's Authorization – Ref 4.10.2		
19.	4.3 Subcontractor's Agreement – Ref 4.10.3		

Order in Bid	Document Number and Information Required	Check Y/N	Page No.
20.	4.4 Non-collusion Affidavit - Ref 4.10.4		
21.	All the Compliance Sheets and Documents stipulated in the Section VI: Schedule of Requirement		

Note:

Bidders must submit the Technical Proposal as per the "Table 1: Bidder Response Format – Technical Bid" and must clearly indicate the Page numbers in the entire Technical Proposal. It is the responsibility of the bidders to ensure that the proposals/bids submitted by them fully address the requirements stated in all the sections of the Procurement Document. Bidders are required to read all the sections and contents of the Procurement Document and are required to submit any documentation that is asked for in the Procurement Document, whether or not it is listed in the table above or not. It is the responsibility of the bidders to ensure that the proposals/bids submitted by them fully address the requirements stated in all the sections of the Procurement Document.

4.1. Letter of Technical Bid

Date:

IFB No: **ED/AC/20/F/19/2024**
Project: **Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department**

To: Commissioner General of Excise
        Excise Department of Sri Lanka,
        No. 353, Kotte Road,
        Rajagiriya,

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Procurement Document, including Addenda issued in accordance with Instructions to Bidders (ITB) 11.

(b) We offer to *Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department (RASED),* in conformity with the Procurement Document.

(c) Our bid consisting of the Technical Bid and the Price Bid shall be valid for a period of **119** days from the date fixed for the bid submission deadline in accordance with the Procurement Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(d) We undertake, if our bid is accepted, to commence work on the Information Software, Products and/or Services and to achieve Installation and Operational Acceptance within the respective times stated in the Procurement Documents.

(e) We hereby certify that all the Software offered in this bid and to be supplied under the Contract (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.

(f) We, *including any subcontractors or manufacturers for any part of the contract*, do not have any conflict of interest in accordance with ITB-4.2.

(g) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the Department of Public Finance;

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the bid for and on behalf of _____

Dated on _____ day of _____, _____

4.2. Qualification of the Bidder

4.2.1. Bidder Information Sheet

All Bidders whether they be individual firms, each partner of a Joint Venture, and a named, Sub-contractor(s) for highly specialized components of the Software, Products and/or Services, which are bidding, must complete the information in this form. All Bidders that complete this sheet should also complete the further Qualification Forms provided in this section.

Date: _____

Invitation for Bid No.: _____   Page _____ of _____ pages

Please note that a written authorization needs to be attached to this sheet as required by ITB 24.2.

❑ Bidder's Information	
Bidder's legal name	
Bidder's actual or intended country of registration	
Bidder's year of registration	
Bidder's legal address in country of registration	
Bidder's authorized representative (name, address, telephone numbers, fax numbers, e-mail address)	
Attached are copies of the following original documents. 1. In case of single entity, articles of incorporation or constitution of the legal entity named above, in accordance with ITB 4.1 and 4.2. 2. Authorization to represent the firm or JV named in above, in accordance with ITB 24.2. 3. In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1.	

Name of Bidder	Authorized Signature of Bidder:

4.2.2. Average Annual Turnover

Bidder's Legal Name: _____   Date: _____

IFB No.: _____   Page _____ of _____ pages

Annual Turnover Data	
Financial Year	**LKR**
2021/2022	
2022/2023	
2023/2024	
Average Annual Turnover*	

Note:

Calculated as total certified payments received for contracts in progress or completed, within the last 3 years

Name of Bidder	Authorized Signature of Bidder:

4.2.3. Financial Resources

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria. Bidder shall submit the Financial Resources requirements exclusively for this project and provide bank contact details for verification.

Financial Resources		
No.	Source of financing	Amount (LKR equivalent)
1		
2		
3		

Name of Bidder	Authorized Signature of Bidder:

4.2.3.1. Evidence of Access to or Availability of Credit Facilities

To be completed by the Bidder and, if *JVCA*, by each partner as appropriate to demonstrate that they meet the requirements stated in the **Section III Evaluation and Qualification Criteria**.

Evidence of Access to or availability of credit facilities

Date: ……………………….

BANK CERTIFICATE

This is to certify that M/s. …………………………………………………………… is a reputed company with a good financial standing.

If the contract for the work, namely

……………………………………………………………………….is awarded to the above firm, we shall be able to provide overdraft/credit facilities to the extent of

Rs. …………………………………………………………….......to meet their working capital requirements for executing to the above contract during the contract period.

………………………………..

(Signature)

Name of Bank

Senior Bank Manager

Address of the Bank

4.2.4. General Experience in Information Software, Products and/or Services

All individual firms and all partners of a Joint Venture and Named Subcontractors must complete the information in this form with regard to the management of Information Software, Products and/or Services contracts generally.

General Experience			
Starting and Ending Month/Year	**Years**	**Contract Identification**	**Role of Bidder**
		Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of *Employer*: Address: Email: Telephone:	
		Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of *Employer*: Address: Email: Telephone:	
		Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of *Employer*: Address: Email: Telephone:	
		Contract name: Brief Description of the Products/Services supplied by the Bidder: Name of *Employer*: Address: Email: Telephone:	

Name of Bidder	**Authorized Signature of Bidder:**

4.2.5. Specific Experience in Contracts of a Similar Nature

Use a separate sheet for each contract.

Contract of Similar Size and Nature		
Contract No . .. . . . of	**(Name of the project)**	
Award Date		**Completion Date:** *Bidder shall submit completion certificates with this form*
Total Contract Amount	**LKR**	
If partner in a JV or subcontractor, specify participation of total contract amount	**Percent of Total**	**Amount**
Performance	**Contract was completed _____ months ahead/behind original schedule (if behind, provide explanation).**	**Contract was completed LKR _____ equivalent under/over original contract amount (if over, provide explanation).**
Subcontracting	**Approximate percent of total contract value undertaken by subcontract: _____ %** **Nature of the subcontracted Information Software, Products and/or Services:**	
Employer's Name **Address** **Telephone/Fax Number** **E-mail**		
Description of the similarity in accordance with Criteria (3.7 of Section III)		
Nature of Information Software, Products and/or Services involved and special features relevant to the contract for which these Procurement Documents are issued	**Special contractual/technical expertise provided.**	
Any other Information		

Name of Bidder	Authorized Signature of Bidder:

4.3. Solution Proposed by the Bidder (Bidder's Overall Technical Solution)

The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the provision of these Application, Products and Services. With this form, the Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies which the Bidder proposes to utilize in the execution of the RASED Contract.

The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System Development and Implementation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

A written confirmation by the Bidder that, if awarded the Contract, it shall accept responsibility for successful Implementation and interoperability of all the proposed Information Technologies included in the System, as further specified in the Section VI: Schedule of Requirements.

Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements. Failure to do so increases significantly the risk that the Bidder's Technical Bid will be declared technically non-responsive.

Bidder shall address the flowing in the Technical Bid

Criteria *(Refer: 3.3.2)*	Description
Software Architectural Solution	**High-level Architecture/Deployment Architecture/Technical, Technology Elaborations:** 1} High Level Solution Architecture 2) Deployment Architecture 3) Data Architecture 4) Integration Architecture 5) Technology Architecture (Technology Stack for each layer) **Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks** [1] Alignment with project goals and requirements: [2] Modularity [3] Scalability: [4] Reusability [5] Performance: [6] Maintainability:

	[7] Security and Privacy [8] Interoperability:
Software Functionality	**High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture.** Architecture and Technical/Technology Elaboration Information Security Design/Architecture and Technical/Technology Elaboration Monitoring/Alerts and Observability Design/Architecture and Technical/Technology Elaboration **Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks** 1.) High Availability, Redundancy, Fault-tolerance 2.) Automation, Performance 3.) Scalability, Modularity, 4.) Reliability, Self-healing, Robustness, Self Service
Technical Solution (Database, integration, infrastructure, security…) and Cloud Solution	**High-level Architecture/Deployment Architecture/Technical, Technology Elaborations: Architecture.** Network Design/Architecture and Technical/Technology Elaboration Software Features and Collaboration Tools Technical/Technology Elaboration Data Migration Design/Architecture and Technical/Technology Elaboration Authentication, Access Control, Encryption Technical/Technology Elaboration Monitoring/Alerts and Observability Design/Architecture and Technical/Technology Elaboration **Each Architecture/Technology listed above should contain below design principals , not limited to in or obtain full marks** 1.) High Availability and Redundancy 3.) User Management and Access Control 2.) Automation, Performance 3.) Scalability, Modularity and Platform Support 4.) Remote Access and Web, Mobile Support 5.) Software Features and Collaboration Tools 6.) User-Friendly Interface, Customization and Flexibility 6.) Monitoring and Logging 7.) Archived, Audit, retention
Data Migration Interfacing	**Technology listed above should contain below design principals , not limited to in or obtain full marks** [1] Alignment with system requirements:

	[2] Performance:
GIS/GPS	[3] Maintainability:
	[4] Security and Privacy
Helpdesk	[5] Interoperability:
EDSL Website	
POS	

Name of Bidder	Authorized Signature of Bidder:

4.4. Description of Approach, Methodology and Project Plan for Performing the Assignment (15 Marks)

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (inclusive of charts and diagrams) divided into the following four chapters:

a) Technical Approach and Methodology, (7 Marks)
b) Project Plan (3 Marks)
c) Organization and Staffing (3 Marks)
d) Support and Maintenance(2 Marks)

a) <u>Technical Approach and Methodology:</u>

    a) <u>Technical Approach and Methodology</u>

In this chapter you should explain your technical understanding of the objectives of the assignment. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also list the potential standards, protocols & specifications you may adopt and highlight the compatibility of these with the proposed architecture. It is also necessary to list the best practices and the Contractor should describe the approach adopted to ensure the Code Reusability.

b) <u>Project Plan.</u>

In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer) and submission dates of the reports/ deliverables. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the SoR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings and tables to be delivered as final output, should be included here. The work plan should be consistent with the 4.5.2. Staff Deployment Plan.

c) <u>Organization and Staffing</u>

In this chapter you should propose the structure and composition of your proposed project team. You should list the main disciplines of the assignment, the key expert responsible and proposed technical and support staff.

d) <u>Support and Maintenance</u>

In this chapter you should propose the approach for Four (4) years support and maintenance of the system, to meet the objectives of the SLA specified in Service Level Agreement for support and maintenance. Bidders shall submit proposal on Warranty and Service levels, Bidder shall submit a detailed proposal in compliance with the requirements specified in Procurement Document and indicating, among others, how the following are dealt with , but not to be limited to

- Severity Levels

- Scope of Support Engagements

- Updates

- Creating and Managing Support Incidents

- Helpdesk

- Availability of Island Support

- Support Levels

- Conditions for Providing Support Services, etc.

Name of Bidder	Authorized Signature of Bidder:

4.5. Key Personnel

For specific positions essential to contract management and implementation (and/or those specified in the Procurement Documents, if any), Bidders should provide the names of at least two candidates qualified to meet the specified requirements stated for each position. The data on their experience should be supplied on separate sheets using one form for each candidate.

Bidders may propose alternative management and implementation arrangements requiring different key personnel, whose experience records should be provided.

1.	**Title of position***	
	Name of prime candidate	
	Name of alternate candidate	
2.	**Title of position***	
	Name of prime candidate	
	Name of alternate candidate	
3.	**Title of position***	
	Name of prime candidate	
	Name of alternate candidate	
4.	**Title of position***	
	Name of prime candidate	
	Name of alternate candidate	

Name of Bidder	**Authorized Signature of Bidder:**

4.5.1. Key Personnel Details

Position		Candidate ☐ Prime	
Personnel information	**Name**	**Date of birth**	
	Educational qualifications		
	Professional qualifications		
Present employment	**Name of employer**		
	Address of employer		
	Telephone	**Contact (manager / personnel officer)**	
	Fax	**E-mail**	
	Job title of candidate	**Years with present employer**	

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

Name of Bidder	Authorized Signature of Bidder:

4.5.2. Staff Deployment Plan

The following format should be used to detail the staff to be deployed by the bidders for Design, Implementation, support services during warranty and post warranty period.

S.N	Designation	Year/Month	Year/Month	Year/Month	Year/Month	Year/Month

Name of Bidder	Authorized Signature of Bidder:

4.6. Indicative Bill of Material (BoM)

Refer Procurement Document - Section VI Schedule of requirements (Volume 2) Bill of Material and Price Schedule The bidder must propose an indicative Bill of Material as per the below format.

Serial Number	Product and /or Service Item Description	Country of Origin	Unit	Qty	Remarks
Category: Software / Infrastructure etc..					
1.	Specify	Specify	Specify	Specify	
2.	Specify	Specify	Specify	Specify	
3.	Specify	Specify	Specify	Specify	
4.	Specify	Specify	Specify	Specify	
5.	Specify	Specify	Specify	Specify	

Name of Bidder	Authorized Signature of Bidrer:

4.7. Software List

Categories of software are as below,

1. **System Software -** System software is software designed to provide a platform for other software. Examples of system software includes operating systems , Virtual machines etc.

2. **General- Purpose Software -** General purpose application software is a type of application that can be used for a variety of tasks. It is not limited to one function. They provide large number of features for its users. Examples of General-purpose application software including Word processors, Spreadsheets and Presentation software, software development tools, libraries and platform frameworks, general purpose application servers, general purpose opensource libraries and frameworks, etc.

3. **Application Software -** Application software is the specific software systems that are used to manage Excise automation functionalities
   Application software are divided in two categories.
   > **3.1 Standard Application Software** – This includes software that Commercial Off-The-Shelf (COTS) software products and solutions which are subject to licensing
   >
   > **3.2 Custom Application Software -** Bespoke software or tailor-made software specially developed for the court automation functionalities integral to this project.

Software Item	(select one per item)			(select one per item)	
	System Software	General-Purpose Software	Application Software	Standard Software	Custom Software

Name of Bidder	Authorized Signature of Bidder:

4.8.   List of Named Subcontractors

No.	Proposed Sub Contractor	Proposed Area / Function and reason for sub-contracting	Details of Sub Contractor (Business registration details , Area of expertise etc.)	Qualifications , Experience , Capabilities etc.

Name of Bidder	Authorized Signature of Bidder:

4.9.   Other Required Information

Specify

4.10. Guarantees and Declarations

4.10.1. Bid Security (Bank Guarantee)

_____ *[Bank's Name, and Address of Issuing Branch or Office]*

Beneficiary:

Commissioner General of Excise
Excise Department of Sri Lanka

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ *[name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated _____ (hereinafter called "the Bid") for the execution of _____ *[name of contract]* under Invitation for Bids No. _____ ("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 _____ *[name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ *[amount in figures]* (_____) *[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 by the Bidder in the Form of Bid; or

(b) having been notified of the acceptance of its Bid by the *Employer* 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 will expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; and (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy your notification to the Bidder of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the Bidder's bid.

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

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

_____

[signatures]
Note: All italicized text is for use in preparing this form and shall be deleted from the final product.

4.10.2. Manufacturer's Authorization

Invitation for Bids No.:

To:
Commissioner General of Excise
Excise Department of Sri Lanka

WHEREAS _____ who are official producers of
_____ and having production facilities at
_____ do hereby authorize
_____ located at
_____ (hereinafter, the "Bidder") to submit a
bid and subsequently negotiate and sign a Contract with you for resale of the following Software, Products
and/or Services produced by us:

.

We hereby confirm that, in case the bidding results in a Contract between you and the Bidder, the above-
listed products will come with our full standard warranty/license.

Name   In the capacity of

Signed

Duly authorized to sign the authorization for and on behalf of : _____

Dated on _____ day of _____, _____.

Note: This authorization should be written on the letterhead of the Manufacturer and be signed by a
person with the proper authority to sign documents that are binding on the Manufacturer.

Manufacturer's Authorizations for Information Technologies – except for those technologies which the
Bidder itself manufactures – are required for the following types/categories: *[specify, for example: "none" /*
"all"/ "all active (i.e. powered) equipment and all software"].

4.10.3. Subcontractor's Agreement

Note: *This agreement should be written on the letterhead of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.*

IFB No.:

To:

Commissioner General of Excise
Excise Department of Sri Lanka

WHEREAS *[insert: **Name of Subcontractor**],* having head offices at *[insert: **address of Subcontractor**],* have been informed by *[insert: **name of Bidder or Joint Venture**]* located at *[insert: **address of Bidder or Joint Venture**]* (hereinafter, the "Bidder") that it will submit a proposal in which *[insert: **Name of Subcontractor**]* will provide *[insert: **items of supply or services provided by the Subcontractor**].* We hereby commit to provide the above named items, in the instance that the Bid is awarded the Contract.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*

Signed _____

Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Subcontractor**]*

Dated this *[insert: **ordinal**]* day of *[insert: **month**],* *[insert: **year**].*

[add Corporate Seal (where appropriate)]

4.10.4. Non-collusion Affidavit

The undersigned bidder or agent, hereby solemnly, sincerely, and truly declares and affirms/makes an oath that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation, or partnership represented by him/her, entered into any combination, collusion, or agreement with any person relative to the price to be bid by anyone at such letting, nor to prevent any person from bidding, nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding, or combination with any other person in reference to such bidding.

He/she further states that no person, firm, or corporation has received or will receive, directly or indirectly, any rebate, fee, gift, commission, or thing of value on account of such procurement.

The bidder accepts full responsibility for ensuring the absence of collusion and pledges to abide by fair and ethical competition practices throughout the procurement process.

I hereby affirm, under the penalties for perjury, that the facts and information contained in the foregoing bid for public works are true and correct.

The foregoing Affidavit having been duly read over and explained by me to the Affirmant above named and he/she having understood the contents therein and admitted to be correct, affirmed and set his/her signature hereto before me) on this …. day of … at …

BEFORE ME,

JUSTICE OF THE PEACE/COMMISSIONER OF OATHS

4.11. BID SUBMISSION FORMS - PRICE BID
Bidder Response Format – Price Bid

Order in Bid	Document Number and Information Required	Check Y/N	Page No.
1.	Bidder's Front Page (Bidder's name. Bid details)		
2.	Bidder Response Format – Price Bid (as a table of contents/checklist)		
	Bid Submission Form		
3.	1 Letter of Price Bid – Ref 4.11.1		
	2 Bidder's Price Schedules		
4.	2.1 Design Develop and Implementation Cost – 4.11.2.1		
5.	2.2 Data Digitization 4.11.2.2		
6.	2.3 Interfacing with other Systems 4.11.2.3		
7.	2.4 Training 4.11.2.4		
8.	2.5 Helpdesk 4.11.2.5		
9.	2.6 EDSL Website and Mail Server 4.11.2.6		
10.	2.7 Change Request 4.11.2.7		
11.	2.8 Initial Cloud Setup 4.11.2.8		
12.	2.9 Recurrent Cost 4.11.2.9		
13.	2.10 POS Equipment 4.11.2.10		
14.	2.10 Grand Summary 4.11.2.11		

4.11.1. Letter of Price Bid

Date:*[Bidder: **date of bid**]*

IFB No: ED/AC/20/F/19/2024
Project: Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department

To: Commissioner General of Excise
        Excise Department of Sri Lanka,
        No. 353, Kotte Road,
        Rajagiriya

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Procurement Document, including Addenda issued in accordance with Instructions to Bidders (ITB) 11.

(b) We offer to **Procurement of Design, Develop, Implementation and Maintenance of Revenue Administration System for Excise Department**, in conformity with the Procurement Document.

(c) The price of our Bid **without VAT**, including any discounts offered is the sum of: *[insert the total Bid Price in words and figures]*

(d) The price of our Bid **with VAT**, including any discounts offered is the sum of: *[insert the total Bid Price in words and figures]*

(e) Our bid shall be valid for a period of **119** days from the date fixed for the bid submission deadline in accordance with the Procurement Documents, 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 the Procurement Document.

(g) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted;

(h) 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; and

(i) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name _____   In the capacity of _____

Signed _____

Duly authorized to sign the bid for and on behalf of _____

Dated on _____ day of _____, _____

4.11.2. Price Schedules

4.11.2.1.   Design, Develop and Implementation Cost

Item	Module Description	Unit	Qty	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1.	**User Management**					
1.1	Internal Users	Item	Sum			
1.4	External Users					
2.	**Work Flow**					
2.1	Rule Engine	Item	Sum			
2.2	Messaging and SMS	Item	Sum			
2.3	Error Log	Item	Sum			
3.	**Licenses (New, Renewal, etc.)**					
3.1	Licences	Item	Sum			
3.2	Permits	Item	Sum			
3.3	Passes	Item	Sum			
3.4	Authority cards	Item	Sum			
3.5	Certificate of Registration	Item	Sum			
4.	**Production (Raw material, Distillation & Bottling)**					
4.1	**Alcohol (Potable)** Local Liquor, Foreign Liquor & Industrial Products	Item	Sum			
4.2	**Alcohol (Non Potable)** Distilled, Distilled Byproducts Denatured Sprits	Item	Sum			
4.3	**Tobacco Products** Cigarette, Cigar, Beedi, Pipe Tobacco	Item	Sum			
5.	**Transport and Tracking**					
5.1	Transport and Tracking System	Item	Sum			
5.2	*GPS Equipment*	Nr	300			
6.	**Point of Sales**					
6.1	Real Time Inventory Management System	Item	Sum			
7.	**Crime and Court**					
7.1	Complain handling and Feedback	Item	Sum			
7.2	Real Time Raid Management	Item	Sum			
7.3	Technical Crime Report Management	Item	Sum			
7.4	Raid and Technical Crime Rewards System	Item	Sum			
8.	**Lab Module**					

8.1	Lab-Test Sample Management System	Item	Sum				
8.2	Bar Code Printer	Nr	300				
8.3	Bar Code Scanner	Nr	300				
9. Data Visualization							
9.1	Standard Reports	Item	Sum				
9.2	Customized Reports	Item	Sum				
9.3	Dash Boards	Item	Sum				
9.4	Audit Reports	Item	Sum				
9.5	Search Function	Item	Sum				
10. Payment							
10.1	Real Time Payment Management System	Item	Sum				
Total Prices: Design, Develop and Implementation Cost (for entry in Grand Summary)							

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.2. Data Digitization and Migration

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Format existing digital data and upload to the System	Item	Sum				
2	Scan existing documents and upload to the system						
2.1	A4	Page	800000				
2.2	Legal	Page	240000				
2.3	A3	Page	80000				
2.4	A2	Page	48000				
2.5	A1	Page	32000				
Total Prices: Data Digitization and Migration (for entry in Grand Summary)							

Note:
Total number of Files approx. 8000. Each file contain 150 pages
Payment will be made on measure and pay basis

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.3. Interfacing with other Systems

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Interfacing with other Systems	Man Days	75				
Total Prices: Interfacing with other Systems (for entry in Grand Summary)							

Note:
Payment will be made on an actual basis. Each interface or SIP will study the API requirements and submit a cost breakdown based on the number of man-days to the employer. The employer will assess the submission and may provide approval.
List if Interfacing Agencies ate listed in Section VI: Schedule of Requirements

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.4. Training

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Prepare all Training Manual, Video, Publish on media and all other training materials as specified in the Procurement Document	Item	Sum				
2	Provide **Training Expert** for User and System training	Expert Days	40				
3	Provide **Training Assistant** for End User and System training	Man Days	40				
Total Prices: Training (for entry in Grand Summary)							

Note:
Payment will be made on actual basis
The cost (Transport, food, Lodging, etc) of Resource Persons shall be borne by the Contractor, EDSL will provide all other training facilities.

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.5. Helpdesk

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Supply and install Helpdesk System	Item	Sum				
2	Provide **Helpdesk Agents**	Man Months	180				
Total Prices: Helpdesk (for entry in Grand Summary)							

Note:
Three agents per months. Total Man months= 3*12*5 = 180
Payment will be made on actual basis

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.6. EDSL Website and Mail Server

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Design, Develop and Implement Website for EDSL	Item	Sum				
2	E-mail Server	Item	Sum				
3	Single Sign On service for System, email and Web Application	Item	Sum				
Total Prices: EDSL Website (for entry in Grand Summary)							

Note: Cost for **Support and Maintenance of the EDSL Website** shall be included in 4.11.2.9. Recurrent Cost: Support and Maintenance period

Name of Bidder	Authorized Signature of Bidder:
:	

4.11.2.7. Change Requests

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Change Requests	Man Days	50				
Total Prices: Change Requests (for entry in Grand Summary)							

Name of Bidder	Authorized Signature of Bidder:
:	

<mark>4.11.2.8.   Initial Cloud Setup</mark>

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	Design, Implement, Set Up and Commissioning Cloud System up to the OAT.	Item	Sum				
Total Prices: Initial Cloud Setup (for entry in Grand Summary)							

Note: The Cost for Cloud Services (four (4) years after OAT) as per SOR and SLA shall be included in 4.11.2.9. Recurrent Cost: Support and Maintenance period

Name of Bidder	Authorized Signature of Bidder:
:	

Recurrent Cost: Recurring costs for warranty, Operations, Support and Maintenance period

<mark>**4.11.2.9.   Recurrent Cost: Support and Maintenance period**</mark>

Item	Module Description	Unit	Qty	Year 01	Year 02	Year 03	Year 04
1.	**User Management**						
1.1	Internal Users	Item	Sum				
1.2	External Users						
2.	**Work Flow**						
2.1	Rule Engine	Item	Sum				
2.2	Messaging and SMS	Item	Sum				
2.3	Error Log	Item	Sum				
3.	**Licenses (New, Renewal, etc.)**						
3.1	Licences	Item	Sum				
3.2	Permits	Item	Sum				
3.3	Passes	Item	Sum				
3.4	Authority cards	Item	Sum				
3.5	Certificate of Registration	Item	Sum				
4.	**Production (Raw Material, Distillation & Bottling)**						
4.1	Alcohol (Potable) Local Liquor, Foreign Liquor & Industrial Products	Item	Sum				
4.2	Alcohol (Non Potable) Distilled, Distilled Byproducts Denatured Sprits	Item	Sum				
4.3	Tobacco Cigarette, Cigar, Beedi, Pipe Tobacco	Item	Sum				
5.	**Transport and Tracking**						
5.1	Transport and Tracking System	Item	Sum				
5.2	*GPS Equipment*	Nr	300				
6.	**Point of Sales**						
6.1	Real Time Inventory Management System	Item	Sum				
7.	**Crime and Court**						
7.1	Complain handling and Feedback	Item	Sum				
7.2	Real Time Raid Management	Item	Sum				

7.3	Technical Crime Report Management	Item	Sum				
7.4	Raid and Technical Crime Rewards System	Item	Sum				
8.	**Lab Module**						
8.1	Lab-Test Sample Management System	Item	Sum				
8.2	Bar Code Printer	Nr	300				
8.3	Bar Code Scanner	Nr	300				
9.	**Data Visualization**						
9.1	Standard Reports	Item	Sum				
9.2	Customized Reports	Item	Sum				
9.3	Dash Boards	Item	Sum				
9.4	Audit Reports	Item	Sum				
9.5	Search Function	Item	Sum				
10.	**Payment**						
10.1	Real Time Payment Management System	Item	Sum				
11.	**Cloud Services**						
11.1	Provide Cloud Services for four (4) years after OAT as per SOR and SLA	Item	Sum				
12.	**EDSL Website**						
11.1	Support and Maintenance of EDSL Website	Item	Sum				
13.	**GIS/GPS Equipment**						
13.1	Support and Maintenance of GIS/GPS Equipment	Item	Sum				
Total Prices: Recurrent Cost: Support and Maintenance period (for the below Table)							

Note:

a) The Support and Maintenance Period shall begin from the date of Operational Acceptance of the System or Subsystem and extend Four (04) years for the entire System form the date of final OAT

b) The Bidder shall be responsible for providing **all data, source code, custom materials, etc**. to the Employer at the Project Completion/Termination stage for **Exit Management/Transition Out**, and such **Exit Management/Transition Out** costs shall be included in the Bid Price.

Recurrent Cost: Support and Maintenance period (NPV x = 2, 3, 4, 5)	Amount/ without VAT	Amount of VAT	Amount/ with VAT
Year 1			
Year 2			

Year 3			
Year 4			
Total Amount: Recurrent Cost: Support and Maintenance period (for entry in Grand Summary)			

Name of Bidder	Authorized Signature of Bidder:

4.11.2.10. POS Equipment

Item	IT Service Item Description	Unit	Qty	Rate	Amount/ exclusive of VAT	Amount of VAT	Amount/ with VAT
1	POS	Nr	6750				
2	Printer	Nr	6750				
3	QR Reader	Nr	6750				
Total Prices: POS Equipment Setup (for entry in Grand Summary)							

Note:
  I. The bidder shall quote for the POS equipment and include its price in the bid. However, the cost of the POS equipment shall not be included in the contract. EDSL will instruct the relevant license holders to purchase the POS equipment from the contractor, and payment for the POS equipment will be made by the license holders.
 II. Cost of the POS Equipment shall be considered for the Price Evaluation.
III. Bidder shall include initial setup and configuration cost, 3 years warranty, support and maintenance cost to 4.11.2.10. POS Equipment

Name of Bidder	Authorized Signature of Bidder:

4.11.2.11. Grand Summary

Table No	Description	Amount/ without VAT	Amount/ with VAT
4.11.2.1	Design, Develop and Implementation Cost		
4.11.2.2	Data Digitization and Migration		
4.11.2.3	Interfacing with other Systems		
4.11.2.4	Training		
4.11.2.5	Helpdesk		
4.11.2.6	EDSL Website and Mail Server		
4.11.2.7	Change Requests		
4.11.2.8.	Initial Cloud Setup		
4.11.2.9	Recurrent Cost: Support and Maintenance period		
4.11.2.10	POS Equipment		
Total Bid Price –(to be carried forward to Letter of Price Bid)			

Name of Bidder	Authorized Signature of Bidder:

Annex II

Revised Annex 8: Specification for the POS Machines and SLA

Minimum Specifications for Supply (a)POS Machines /(b)Thermal Printer/(c)Barcode Scanner

Note :All Product Manuals and Catalogue /Authorization letters should be provided.

In column 3, either say "Yes" or "No"; if "No" please state the specification of the offer. (Use the following exact format when submitting compliance); **Only one (the best option) offer can be provided.**

Following are the **minimum specifications** for **POS Machines, Thermal Printers, and Barcode Scanners**. However, bidders may propose technologies or products with **similar or better** performance. The proposed products must comply with the 'Service Level Agreement for POS Machines,' 'Annex 1: Performance,' and 'Annex 2: Service Coverage Period / Performance Requirements (SLA).' Bidders shall submit only "**One Option"** for **POS Machines, Thermal Printers, and Barcode Scanners.**

The Bidder must meet the following **minimum requirements** for the **POS Machines, Thermal Printers, and Barcode Scanners**; otherwise, the Bid will be rejected in accordance with Clause 34.2(a)(i)

a. POS Machines

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments/s on the offer
General			
Band	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Processor	Intel Celeron J6412 1.5M cache2.6Ghz or better		
Memory	8GB, Upgradable to 16GB		
Storage	128GB M.2		

Display	10" TFT 1024x768		
Touch	True Flat PCAP		
Brightness	350 nits		
OS	Any Operating system which compatible to System		
Certification	FCC / CE Class B		
Connectivity Ports	4 x USB Type A (At least one must be USB 3.0) 1 x RJ45 Giga Lan 1 x Video Port DC in		
Minimum Warranty and services			
Warranty	**Minimum** of three years (3) of Comprehensive manufacturing warranty for POS Machines, with support on an island wide basis (Include parts, labor and transport)		
Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period. Supplier should provide a backup POS machines repair duration exceeds 3 hours		
	two free service per year within warranty period		
	Details of the qualified Technical Team services for island wide should be provided		

Name of Bidder	Authorized Signature of Bidder:

b. Thermal Printer

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments /s on the offer
General			
Brand	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Print Method	Direct Thermal		
Print speed	200 mm/sec		
Print Resolution	200dpi		
Print width	72mm		
Sensor	Paper End		
Media Type	Receipt		
Media Width	80mm		
Media Roll Diameter	Up to 83mm		
Media Thickness	0.062 ~ 0.075 mm		
Supply Method	Easy Paper Loading		
NV Image Memory	600 Kbytes (Mono)		
Receive Buffer	4 Kbytes		
User Define Buffer	12 Kbytes		
Interface	USB V2.0 FS + Ethernet + Serial		
Thermal Print Head (TPH)	150 km		
Auto Cutter	1.5 million Cuts		
Driver / Utility	Windows Driver, OPOS Driver, JPOS Driver, CUPS Driver(Linux/Mac), Virtual		

	COM USB Driver, Utility Program		
SDK / Plugin	iOS SDK, Windows SDK Android		
Character Size	Font A: 12 x 24 Font B: 9 x 17 Font C: 9 x 24 KOR, CHN, JPN: 24 x 24		
Characters Per Line	Font A: 48 Font B, C: 64 KOR, CHN, JPN: 24		
Character Sets	Alphanumeric: 95 Extended Graphics: 128 x 35 page		
Graphics	Supporting user-defined fonts, graphics, formats, and logos		
Barcode Symbologies	1D: Coda Bar, Code39, Code93, Code128, EAN-8, EAN-13, ITF, UPC-A, UPC-E 2D: Data Matrix, PDF417, QR Code		
Minimum Warranty and services			
Warranty	**Minimum** of three years (3) of Comprehensive manufacturing warranty Printer , in island wide. (Include parts, labour and transport)		
Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period. Supplier should provide a backup Printer repair duration exceeds 3 hours		
	Two free service per year within warranty period		
	Details of the qualified Technical Team services for island wide should be provided		

Name of Bidder	Authorized Signature of Bidder:

c. Barcode Scanner

Item	Minimum Specifications	Bidder Compliance	
		Yes/ No	If "No" indicate Comments /s on the offer
General			
Brand	Should be branded (specify)		
Model	specify		
Country of Origin	specify		
Year of Manufacture	specify		
Country of Manufacture	specify		
Processing Technology			
Light Source	600 nm LED		
Illumination	white LED		
Optical System	1280 x 800 CMOS		
Depth of Field	Code 39 (4 mil) : 30 – 130 mm Code 39 (5 mil) : 30 – 160 mm EAN 13 (13 mil) : 30 – 300 mm QR code (7.5 mil) : 30 – 125 mm		
Print Contrast	Min. 30% @ UPC/EAN 100%		
Indicator	Blue LED		
Beeper Operation	Programmable tone & beep		
System Interface	RS-232, USB		
DECODING CAPABILITY	1D Barcode 2D Barcode		
Minimum Warranty and services			
Warranty	**Minimum** of three years (3) of Comprehensive manufacturing warranty Barcode Scanner, in island wide. (Include parts, labour and transport)		

Service	All kind of repairs should be completed within three hours (03 hours) during the warranty period. Supplier should provide a backup Barcode Scanner repair duration exceeds 3 hours two free service per year within warranty period		
	Details of the qualified Technical Team services for island wide should be provided		

Name of Bidder	Authorized Signature of Bidder:

Note: Bidder shall not indicate prices for POS Equipment's in the *Technical* Bids

Service Level Agreement for POS Machines

1.1 Service Scope

The Standard Support service is an integrated suite of support services for POS Machines.
 Support is required through:

- Phone
- Remote control assistance
- IT Request ticket system
- On Field Visits
- self-service offers

1.2 Repair and Breakdown

Island wide Services are required

    a. Colombo and Suburbs –

- Response within 2 working Hrs. and Resolution within 4 Hrs, Including weekends, Holidays and special Holidays
- Supplier should provide a backup Item if the repair duration exceeds 2 hours
- If not penalty will be applied

    b. Outstations –

- Response within 3 working Hrs. Resolution within 5 Hrs .including weekends, Holidays and special Holidays
- Supplier should provide a backup Item if the repair duration exceeds 3 hours
- If not penalty will be applied

1.3 Penalty

S.N	SLA Parameter	Resolution Time	Penalty
1	Issues reported/support sought by the POS users	**Colombo and Suburbs** > 4 hours **Outstations** > 5 hours	Rs. 10,000 per Hour

1.3 **Backups of POS machines**

Bidder shall maintain backup POS machines to provide the better service to Points of sales

Annex III

Flow-Chart of Court Module

(Details specified in SECTION VI: Section VI. Schedule of Requirements 7.6 & 13.5 SOR)