



**GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA
MINISTRY OF TOURISM & LAND**

SRILANKA TOURISM DEVELOPMENT AUTHORITY

Development of Investment Case Management System

Contract No: SLTDA/ICT/S/NCB/ICM/2023/09

SRILANKA TOURISM DEVELOPMENT AUTHORITY

No.80, Galle Road, Colombo 03

April 2024

DOCUMENT ISSUANCE CERTIFICATE

(To be filled at the time of issue by the officer authorized to issue)

- 1. CONTRACT NUMBER : SLTDA/ICT/S/NCB/ICM/2023/09

- 2. a) ISSUED TO :
.....

- b) ADDRESS :
.....
.....

- 3. TELEPHONE NUMBER :

- 4. FACSIMILE NUMBER :

- 5. TENDER FEE : LKR: 12,500.00

- 6. RECEIPT NUMBER :

- 7. NUMBER OF COPIES ISSUED :

- RECEIVED IN CASH / BANK DRAFT

- 9. a) ISSUING OFFICER :

- b) DESIGNATION :

- c) SIGNATURE :

- 10. PLACE OF ISSUE :

- 11. DATE : TIME

MINISTRY OF TOURISM
SRILANKA TOURISM DEVELOPMENT AUTHORITY
Development of Investment Case Management System
Contract No: SLTDA/ICT/S/NCB/ICM/2023/09
INVITATION FOR BIDS (IFB)

1. The Chairman, Departmental Procurement Committee of Sri Lanka Tourism Development Authority invites sealed proposals from the eligible & qualified Service Provider for **Development of Investment Case Management System**
2. To be eligible for contract award, the successful bidder shall not have been blacklisted and shall have Business Registration in relevant field.
3. The Intended Contract Period is 180 days with 3 years of maintenance.
4. Bidding will be conducted through National Competitive Bidding Procedure (NCB)
5. Interested bidders may obtain further information from Assistant Director (Procurement), Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03; Telephone Ext 305/0112382622, Electronic mail address: sagarikaw@srilanka.travel and **inspect the bidding documents from 09.30 to 15.30 hours on working days.**
6. A complete set of Bidding Documents in English language may be downloaded from the SLTDA Website (<https://sltda.gov.lk/tender>) with Payment Slip of a non-refundable fee of **LKR 12,500/-** deposited to the Bank **AC No. 7119413 Bank of Ceylon, Corporate Branch, Sri Lanka Tourism Development Authority** (*Note: Please Fill the Depositors Details and Purpose of Deposit in the Deposit Slip as “Non-Refundable Tender Fee”. The payment should be made in cash & other payments are not allowed*).
7. Or a complete set of Bidding Documents in English language may be purchased by interested bidders on the submission of a written application to the Chairman, Departmental Procurement Committee, Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 from **24th April 2024 to 20th May 2024** from **09.30 hrs**
8. **Bids shall be delivered in duplicate to the address at, Chairman, Departmental Procurement Committee, Procurement Division (4th Floor) Sri Lanka Tourism Development Authority, No.80, Galle Road, Colombo 03 on or before 14.00 Hrs. on 20th May 2024. Late bids shall be rejected and Bids will be opened soon after closing in the presence of the bidders’ representatives who choose to attend.**
9. Pre-Bid Meeting will be held on **8th May 2024 at 10:30hrs.** at Chairman’s Board Room (1st Floor), Sri Lanka Tourism Development Authority, No.80, and Galle Road, Colombo 03
10. Bids shall be valid **119 days** (including 20th May 2024) from the date of Bid closing.(up to 14th Sept’ 2024)
11. All bids shall be accompanied by a **bid security of Sri Lanka Rupees Six Hundred and Fifty Thousand LKR 650,000/- Bid Security** shall be valid up to 28 days beyond the Bid validity (up to including 16th May 2024)
12. All bids shall be accompanied a certificate of registration of the bidder issued by the registrar of Public Contracts in Sri Lanka according to the Public Contract Act No.03 of 1987 of the government of Sri Lanka and subsequent gazette notifications (PCA3 from).
13. An Employee or a firm and/or an individual that has a close family relationship with an employee of the

Ministry of Tourism, Sri Lanka Tourism Development Authority and any other institution under the control of the Ministry shall not be eligible for award the contract.

14. The Departmental Procurement Committee decision will be the final decision. Further, SLTDA has the right to accept or reject any Bid without adducing any reasons and SLTDA will not be responsible for any costs or any expenses incurred by the prospective bidders in connection with the preparation or delivery of Bids.

**Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority**

ACRONYMS AND ABBREVIATIONS

SLTDA	- Sri Lanka Tourism Development Authority
SCM	- Steering Committee Meeting
IEE	- Initial Environmental Examination
EIA	- Environment Impact Assessment
PAA	- Project Approving Agency
PPC	- Preliminary Planning Clearance
DP	- Development Permit

Volume - I

SECTION - 01

INSTRUCTIONS TO BIDDERS

A. General

1. Scope of Bid
 - 1.1 The Employer, as defined in the Bidding Data, invites Bids for the Services, as described in the Invitation for Bids. The name and identification number of the Contract is provided in the Bidding Data.
 - 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the Bidding Data.

2. Qualification and Experience of the Bidder
 - 2.1 All bidders shall provide in Forms of Bid and Qualification and Experience Information, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
 - 2.2 If not stated in the Bidding Data, all bidders shall include the following information and documents with their Bids.
 - (a) List of Services performed for each of the last five years;
 - (c) Experience in Services of a similar nature 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) Work plan and methodology
 - (e) qualifications and experience of key staff proposed for the Contract;
 - (f) any other if listed in the Bidding Data.

3. Cost of Bidding
 - 3.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.

B. Bidding Documents

5. Content of Bidding Documents
- 5.1 The set of bidding documents comprises the documents listed below:
- a) Invitation for Bid
 - Section I. Instructions to Bidders
 - Section II Bidding Data
 - Section V Forms of Bid & Qualification Information
 - Section IV Schedule of Requirement
 - Section V Functional Requirements & Specifications
 - Section III Conditions of Contract
 - Section VI Contract Data
 - Section VIII Price Schedule
 - Section IX Annexures
6. Clarification of Bidding Documents
- 6.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing at the Employer's address indicated in the invitation to bid.

C. Preparation of Bids

7. Language of Bid
- 7.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English Language.
8. Documents Comprising the Bid
- 8.1 The Bidder shall submit the Bid under two separately sealed envelopes as follows:
- (a) The first envelope shall be clearly marked **“ENVELOPE 1 – QUALIFICATION AND EXPERIENCE INFORMATION”**; and
 - (b) The second envelope shall be clearly marked **“ENVELOPE 2 – FINANCIAL BID”** and warning **“DO NOT OPEN, EXCEPT IN THE PRESENCE OF THE BIDDERS”**.
- 8.2 The Envelope 1, marked as **“QUALIFICATION AND EXPERIENCE INFORMATION”** shall include the originals of the following:
- (i) Volume 1 of the Bidding Document
 - (ii) Bid security
 - (iii) Duly filled **“Qualification and Experience Information”**;
 - (iv) Other information listed in Bidding Data; and
 - (v) Any other information, bidder may wish to include

8.3 The Envelope 2, marked a “ORIGINAL OF FINANCIAL BID” shall include the originals of the following:

- (i) Duly filled and signed Price Bid Submission Form;
- (ii) Duly filled Activity Schedules

8.4 The two covers shall then be sealed in an outer Envelope All inner and outer envelopes/covers shall:

- (a) be addressed to the Employer at the address provided in the Bidding Data;
- (b) bear the name and identification number of the Contract as defined in Bidding Data; and

9. Bid Prices

9.1 The Contract shall be for the Services, as described in the Employer’s Requirements, Section V, based on the priced Activity Schedule submitted by the Bidder.

9.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Employer’s Requirements, Section V as listed in the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

9.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However **VAT** shall be included separately.

10. Currency of Bid and Payment

10.1 The price shall be quoted by the Bidder in Sri Lanka Rupees.

11. Bid Validity

11.1 Bids shall remain valid for the period specified in the Bidding Data.

11.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders’ responses shall be made in writing. A Bidder may refuse the request without forfeiting the Bid Security (if submitted). A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security (if submitted) for the period of the extension, and in compliance with Clause 12 in all respects.

12. Bid Security

12.1 If indicated in the Bidding Data, the Bidder shall furnish, as part of the Bid, a Bid Security, in the amount specified in the Bidding Data and valid till the date specified in the Bidding Data.

12.2 If a Bid Security is requested under sub-clause 12.1 above, any bid not accompanied by an acceptable Bid Security shall be rejected by the Employer.

- 12.3 The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the Bid validity period specified in Sub-Clause 12.1.
- 12.4 The Bid Security of the successful Bidder will be discharged when the Bidder has signed the Agreement and furnished the required Performance Security (if required).
- 12.5 The Bid Security may be forfeited:
 - (a) if the Bidder withdraws the Bid after Bid opening during the period of Bid validity;
 - (b) if the Bidder does not accept the correction of the Bid price, pursuant to Clause 22; or
 - (c) in the case of a successful Bidder, if the Bidder fails within the specified time limit to:
 - (i) sign the Contract; or
 - (ii) Furnish the required Performance Security (if required).

13. Format and Signing of Bid

- 13.1 The Bidder shall prepare one original of the documents comprising the Bid as described in Clause 8 of these Instructions to Bidders.
- 13.2 The original of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 13.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

D. Submission of Bids

14. Sealing and Marking of Bids

- 14.1 The outer envelope prepared in accordance with sub-clause 8.4 shall:
 - (a) be addressed to the Employer at the address provided in the Bidding Data;
 - (b) bear the name and identification number of the Contract as defined in the Bidding Data; and
 - (c) Provide a warning not to open before the specified time and date for Bid opening as defined in the Bidding Data.
- 14.2 In addition to the identification required in Sub-Clause 14.2, the envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened if required.

- 14.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.
15. Deadline for Submission of Bids
- 15.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date specified in the Bidding Data.
- 15.2 Employer may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the Parties previously subject to the original deadline will then be subject to the new deadline.
16. Late Bids
- 16.1 Any Bid received by the Employer after the deadline prescribed in Clause 15 will be returned unopened to the Bidder.

E. Bid Opening and Evaluation

17. Bid Opening
- 17.1 The Employer will open the envelope marked, ‘Envelope 1 – Qualification and Experience’, in the presence of Bidders’ designated representatives who choose to attend, at the time, date, and location stipulated in the Invitation to Bid. The Bidders’ representatives who are present shall confirm their attendance by signing the attendance sheet.
- 17.2 The Bidders’ names, the presence (or absence) of Bid security, the presence (or absence) of the Financial Bid and any such other details as the Employer may consider appropriate, will be announced by the Employer at the opening.
- 17.2 The envelopes marked ‘Envelope 2 – Financial Bid’ will be opened after the completing the evaluation of envelope marked ‘Envelope 1 – Quality and Experience’, in the manner described in Sub-Clause 21.2.
18. Clarification of Bids
- 18.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer’s discretion, request any Bidder for clarification of the Bidder’s Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with Clause 22.
19. Examination of Bids and Determination of Responsiveness
- 19.1 Prior to the detailed evaluation of bids, using the information provided in Envelope 1 the Employer will determine whether each Bid is accompanied by the required securities (if requested); and is substantially responsive to the requirements of the bidding documents.
- 19.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and Employer’s Requirements of the bidding documents, without deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer’s rights or

the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

19.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

20 Evaluation of Qualification and Experience

20.1 The Employer will evaluate and compare only the Bids determined to be substantially responsive in accordance with Clause 19.

20.2 A two-stage procedure will be adopted in detailed evaluation of substantial responsive Bids.. The evaluation of qualifications and experience will be completed prior to any financial bid being opened. The Employer evaluates the Envelope 1 – Qualification and Experience on the basis of their responsiveness to the Employer's Requirements, applying the evaluation criteria, and point system specified in Sub-Clause 20.3.

20.3 During the evaluation of Envelope 1 for qualification and experience, the Employer will determine whether the Bidders are qualified and whether work plan and methodology are substantially responsive to the requirements set forth in the Bidding Document. In order to reach such a determination, the Employer will examine the information supplied by the Bidders, and other requirements in the Bidding Document, taking into account the factors and point system outlined in the Bidding Data.:

20.4 Each substantial responsive bid will be given a score as described under sub-clause 20.3. A Bid shall be rejected at this stage if it does not respond to important aspects of the Employer's Requirements or if it fails to achieve an overall minimum of **70 points** together with the minimum given against each criterion.

21 Evaluation of Financial Bid

21.1 After the evaluation of Envelope 1 is completed, the Employer shall notify those Bidders whose qualification and experience did not meet the minimum qualifying marks or were considered nonresponsive to the Employer's Requirements, indicating that their envelope marked 'Envelope 2 – Financial Bid' will be returned unopened after completing the selection process. The Employer shall simultaneously notify the Bidders that have secured the minimum qualifying marks, indicating the date and time set for opening the envelope marked 'Envelope 2 - Financial Bid'. The notification may be sent by registered letter, or facsimile,.

21.2 The Envelope 2 shall be opened publicly in the presence of the Bidders' representatives who choose to attend. The name of the bidder, the Bid prices together with any discounts offered shall be read aloud and recorded when the envelopes marked 'Envelope 2 – Financial Bid' are opened

21.3 Before evaluating the Financial Bid, the Employer will determine whether the Bid is signed properly. If the Bid is not signed properly it will be rejected at this stage.

- 21.4 In evaluating the Financial Bid, the Employer will determine for each Bid the Evaluated Bid Price by adjusting the Bid Price as follows:
- a) excluding Provisional Sums and the provision, if any;
 - b) Correcting the arithmetical errors in-pursuant to Clause 22.
 - c) Making an appropriate adjustment on sound technical and/or financial grounds for any other quantifiable acceptable variations, deviations or alternative offers.
 - d) Applying any discounts offered by the Bidder.
- 21.5 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, alternative offers, and other factors that are in excess of the requirements of the Bidding document shall not be taken into account in Bid evaluation.

22.
Correction of
Errors

- 22.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 22.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with Sub-Clause 12.5.

F. Award of Contract

23. Award
Criteria

- 23.1 Subject to Clause 24, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price.

24.
Employer's
Right to
Accept any
Bid and to
Reject any or
all Bids

- 24.1 Notwithstanding Clause 23, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.

25. 25.1 The Bidder whose Bid has been accepted will be notified in writing, of the

Notification of
Award and
Signing of
Agreement

award by the Employer prior to expiration of the Bid validity period. This letter (hereinafter and in the Conditions of Contract called the “Letter of Acceptance”) will state the sum that the Employer will pay the Service Provider in consideration of the Services provided by the Service provider As prescribed by the Contract (hereinafter and in the Contract called the “Contract Price”).

25.2 The notification of award will constitute the formation of the Contract.

25.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. .

26.
Performance
Security

26.1 If requested in the Bidding Data, within 14 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form (Bank Guarantee And/ or Performance Bond) stipulated in the Bidding Data, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.

27. Advance
Payment and
Security

27.1 The Employer will provide an Advance Payment not exceeding 20% of the Contract Price subject to the Service Provider submitting an on unconditional Advanced Payment Guarantee issued by a commercial bank operating under the central bank of Sri Lanka.

Volume - I

SECTION - 03

CONDITIONS OF CONTRACT

CONDITIONS OF CONTRACT

A. General Provisions

- 1.1 Definitions Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:
- (a) "Activity Schedule" is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
 - (d) "Completion Date" means the date of completion of the Services by the Service Provider as certified by the Employer
 - (c) "Contract" means the Contract signed by the Parties, to which these Conditions of Contract (CC) are attached, together with all the documents listed in Clause 1 of such signed Contract;
 - (d) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6;
 - (e) "Employer" means the party who employs the Service Provider
 - (f) "Party" means the Employer or the Service Provider, as the case may be, and "Parties" means both of them;
 - (g) "Personnel" means persons hired by the Service Provider as employees and assigned to the performance of the Services or any part thereof;
 - (h) "Service Provider" is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
 - (i) "Service Provider's Bid" means the completed bidding document submitted by the Service Provider to the Employer
 - (j) "Employer's Requirements" means the Employer's Requirements of the service included in the bidding document submitted by the Service Provider to the Employer
 - (k) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Employer's Requirements and Schedule of Activities included in the Service Provider's Bid.
- 1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of the Socialist Democratic Republic of Sri Lanka
- 1.3 Language This Contract has been executed in English Language
- 1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, to such Party at the address specified in the Contract Data.

- 1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the Employer’s Requirements and, where the location of a particular task is not so specified, at such locations, as the Employer may approve.
- 1.6 Authorized Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the Contract Data.

B. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in the Contract Data.
- 2.2 Starting Date The Service Provider shall start carrying out the Services seven (07) days after the date the Contract becomes effective, or at such other date as may be specified in the Contract Data.
- 2.3 Intended Completion Date Unless terminated earlier pursuant to Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the Contract Data. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.5 Force Majeure
- 2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.5.4 Payments During the period of their inability to perform the Services as a result of an event of Force Majeure, the Service Provider shall be entitled to continue to be paid under the terms of this Contract, as well as to be reimbursed for additional costs reasonably and necessarily incurred by them during such period for the purposes of the Services and in reactivating the Service after the end of such period.

2.6 Termination The Employer may terminate this Contract, by not less than thirty (14) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause 2.6.1 and sixty (28) days' in the case of the event referred to in (f):

2.6.1 By the Employer

- (a) if the Service Providers do not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider/s are unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider does not maintain a Performance Security in accordance with Clause 3.9;
- (e) if the Service Provider has delayed the completion of the Services by the number of days for which the maximum amount of liquidated damages can be paid in accordance with Sub-Clause 3.8.1 and the Contract Data.;
- (f) if the Employer, in its sole discretion, decides to terminate this Contract.

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Clause 2.6.2:

2.6.2 By the Service provider

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-two (42) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than fifty six (56) days.

- 2.6.3 Payment upon Termination Upon termination of this contract pursuant to clauses 2.6.1 or 2.6.2 the Employer shall make the following payments to the Service Provider:
- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
 - (b) except in the case of termination pursuant to paragraphs (a), (b), (d), (e) of Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

C. Obligations of the Service Provider

- 3.1 General The Service Providers shall perform the Services in accordance with the Employer’s Requirements and the Activity Schedule, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer’s legitimate interests in any dealings with Subcontractors or third parties.
- 3.3 Confidentiality The Service Providers, their Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.
- 3.5 Service Providers’ Actions Requiring Employer’s Prior Approval The Service Providers shall obtain the Employer’s prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”),
 - (c) changing the Program of activities; and
 - (d) any other action that may be specified in the Contract Data.
- 3.6 Reporting Obligations The Service Providers shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
- 3.7 Documents Prepared by the Service Providers to Be the Property of the Employer All plans, drawings, Employer’s Requirements, designs, reports, and other documents and software submitted by the Service Providers in accordance with Clause 3.6 shall become and remain the property of the Employer, and the Service Providers shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Providers may

retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the Contract Data

3.8 Liquidated Damages

3.8.1 Payments of Liquidated Damages The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the Contract Data for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the Contract Data. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.8.2 Correction for Overpayment If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Clause 6.5

3.9 Performance Security The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank or surety acceptable to the Employer. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

D. Service Provider's Personnel

4.1 Description of Personnel The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer

4.2 Removal and/or Replacement of Personnel (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

(b) If the Employer finds that any of the Personnel have
(i) committed serious misconduct or have been charged with having committed a criminal action, or
(ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

(c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

E. Obligations of the Employer

- 5.1 Assistance and Exemptions The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC
- 5.2 Change in the Applicable Law If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

F. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Providers in carrying out the Services described in Appendix A. Except as provided in Clause 5.2, the Contract Price may only be increased above the amounts stated in Clause 6.2 if the Parties have agreed to additional payments in accordance with Clauses 2.4 and 6.3
- 6.2 Contract Price The Contract Price is set forth in the Contract Data.
- 6.3 Payment for Additional Services, and Performance Incentive Compensation The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.
- 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D.
- 6.4 Terms and Conditions of Payment Payments will be made to the Service Provider and according to the payment schedule stated in the Contract Data. Unless otherwise stated in, the Contract Data, first payment shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period stated in the Contract Data. Any other payment shall be made after the conditions listed in the SCC for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

G. Quality Control

- 7.1 Identifying Defects The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities.
- 7.2 Correction of Defects, and Lack of Performance Penalty
- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice a Defect is given; the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in clause 3.8

H. Settlement of Disputes

- 8.1 Amicable Settlement The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.
- 8.2 Dispute Settlement
- 8.2.1 Any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, which was no settled amicably in as with sub clause 8.2.1 above, shall be finally settled by arbitration in accordance with Arbitration Act No 11 of 1995.
- 8.2.2 The arbitral tribunal shall consist of a sole arbitrator, who shall be appointed in the manner provided under sub clause 8.2.3.
- 8.2.3 The Party desiring arbitration shall nominate three arbitrators out of which one to be selected by the other Party within 21 Days of the receipt of such nomination. If the other Party does not select one to serve as Arbitrator within the stipulated period, then the Arbitrator shall be appointed in accordance with Arbitration Act No 11 of 1995, or any other amendments thereof

Volume - I

SECTION - 05

STANDARD FORMS

PERFORMANCE GUARANTEE (Unconditional)

[Issuing Agency's Name, and Address of Issuing Branch or Office]

Beneficiary: Director General,
Sri Lanka Tourism Development Authority,
No.80, Galle Road,
Colombo 03

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- *[name of Contractor]*
(hereinafter called "the Contractor") has entered into Contract No. ----- *[reference number of the contract]* dated ----- with you, for the ----- *[insert "construction"]*
of ----- *[name of contract and brief description of Works]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Contractor, we ----- *[name of Agency]*
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 Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the ----- day of -----, 20---- *[insert date, 28 days beyond the Intended Completion Date]* and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

BID GUARANTEE / SECURITY (Unconditional)

[This 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: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

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]* (hereinafter called "the bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. ----- *[insert 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 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 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 the successful bidder furnishing the performance security, 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.

ADVANCED PAYMENT GUARANTEE / SECURITY (Unconditional)

Beneficiary: Director General,
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Clause 51 (“Advance Payment”) of the above-mentioned Contract, [name and address of Service Provider] (hereinafter called “the Service Provider”) shall deposit with [name of Employer] a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of [amount of Guarantee] [amount in words]

We, the [Bank or Financial Institution], as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to [name of Employer] on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding [amount of Guarantee] [amount in words]

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between [name of Employer] and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until [name of Employer] receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank/Financial Institution: _____

Address: _____

Date: _____

FORM OF CONTRACT (Unconditional)

THIS AGREEMENT number made on,
.....2024,
between..... (herein after
called “the Purchaser”) on the one part and
.....
.....(hereinafter called “the Service Provider”) on the other part.

WHEREAS the Purchaser has requested for quotation for
.....
.....(description of goods/Service) to be supplied / delivered by Supplier/Service
provider, viz. Contract, (hereinafter called “Contract”) and
has accepted the Quotation by the Supplier for the supply of service under Contract at the
sum of..... (.....)
hereinafter called “the Contract Price”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
 - a) Form of Quotation; Terms of Reference, General Conditions of Contract, Technical Specifications;
 - b) Addendum (if applicable);
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the supply of service under the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The SLTDA hereby covenants to pay, in consideration of the acceptance of Contract, supply and delivery of the goods and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the laws of Democratic Socialist Republic of Sri Lanka on the date indicated above.

<p>Signature and seal of the Employer:</p> <p>For and on behalf of</p> <p>_____</p> <p>Name of Authorized Representative</p>	<p>Signature and seal of the Service Provider:</p> <p>For and on behalf of</p> <p>_____</p> <p>Name of Authorized Representative</p>
---	---

Volume - II

SECTION - 2

BIDDING DATA (DATA SHEET)

Instructions to Bidders Clause Reference	BIDDING DATA
1.1	The Employer is The Director General, Sri Lanka Tourism Development Authority
1.1	The name of the Contract : Development of Investment Case Management System Identification number of the Contract : SLTDA/ICT/S/NCB/ICM/2023/09
1.2	The Intended Completion date shall be 180 Days from the date of awarding the contract for Software Development plus 3 years Maintenance.
2.2	<p>The information required from bidders in Sub-Clause 2.2 is:</p> <ul style="list-style-type: none"> a) Evidence to prove service performance Last 5 Years (Evidence to prove minimum of 5nos Software Systems performed in last five years (The value of each project shall be more than 2 Mn)); b) Evidence to prove experience in at least one similar nature project completed such as investor relation systems will be additional advantage , etc... for 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; c) Work plan, approach and methodology d) Qualifications and experience of key staff proposed for the Project; List of the system installers and integrators attending the integration part of the project shall be included in the proposal with their qualifications. These shall include Curriculum Vitae (CVs) of personnel who will be involved in the Project on full-time basis, including the Project Manager, Design Engineers, Architects, Systems Integrators, Implementation Staff, Maintenance Staff Note: Please limit to 10 CVs. List of local support personnel. Bidder shall include the CVs of the personnel in the Technical Proposal e) Maintenance plan and recurrent cost (per annum) should be clearly mentioned for the entire Software f) Audited financial statements for the last three (3) years.(20/21,21/22,22/23) & Bank Statements. g) Evidence of adequacy of working capital for this contract.
6.1	<p>All clarifications pertaining to this Bidding Document will be discussed at the Pre-Bid Meeting which will be held on 8th May 2024 at 10:30 hrs at Chairman's Board Room (1st Floor), Sri Lanka Tourism Development Authority, No.80, and Galle Road, Colombo 03</p> <p>The contact for clarification of Bids is Assistant Director (Procurement) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03 Tel: 011 2426800 (Ext 305), Email – sagarikaw@srilanka.travel</p> <p>All interested Bidders are strictly advised to submit their clarifications 07 working days prior to the date of Bid submission.</p>
8.2	<ul style="list-style-type: none"> • Proposal Formats <p>To ensure consistency, proposals must confirm to the following format. The Bidder's proposal must effectively communicate their solution and be appropriately formatted in order for SLTDA to assess the alternatives. The forms must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested. The following should be included in the proposal.</p>

	Description	Format
	Title Page	
	Cover letter	
	Index	
	Executive Summary	
	Company information as per format	Form 1
	Company profile	Form 1
	Proposed Solution overview	
	Clarifications and answers received from SLTDA.	
	Compliance statement for technical and functional requirements.	
	Responses to General Requirements	
	Responses to Functional / Technical Requirements	
	Implementation Support and Training	
	Maintenance Program	
	Overall Data migration scope and project plan with milestones and deliverables defined above.	
	Project management and implementation approach.	
	Resumes of Project team, Implementers, Project managers, Support personnel	
	Credentials / Details of similar systems implementations.	Form 2
	Warranty and maintenance	
	<p>• Cover Letter</p> <p>The cover letter shall be signed by an authorized officer appointed by the Vendor to make representations for the respondent and include such individual's title, and full contact details.</p> <p>Bidder must state conformity to accept the Primary Contractor's responsibilities as defined in this RFP. Include a statement that the respondent agrees to comply with all local laws. In addition to this, the bidder must provide a compliance statement to this tender.</p> <p>Note:</p> <ul style="list-style-type: none"> - The Bidder must avoid referring to Annexures/ appendices /attachments or any other section in the proposal. All forms must be complete and duly filled. Forms and sections must be clearly labeled. - If the proposal does include brochures and other promotional material, this material must be placed in an attachment. - Alternative offers shall not be considered. The vendors are advised not to quote different options for the same proposal but furnish the most competitive among the options available to the bidder. 	
11.1	The period of Bid validity shall be: 119 days (up to including 20 th May 2024)	
12.1	The amount of Bid Security shall be: LKR 650.000/- shall be valid up to 28 days beyond the Bid validity (up to including 20 th May 2024)	

14.1	<p>The Employer's address for the purpose of Bid submission is Chairman, Departmental Procurement Committee Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03</p> <p>The Bids shall be submitted to the Procurement Section (4th Floor) of Sri Lanka Tourism Development Authority.</p>
14.2	<p>For identification of the bid the envelopes should indicate: Contract: SLTDA/ICT/S/NCB/ICM/2023/09</p>
15.1	<p>The deadline for submission of bids is on 20th May 2024, at 14.00 hrs, in no event, earlier than that given in the Invitation for Bids, unless subsequently amended pursuant to Sub-Clause 15.2].</p>
17.1	<p>Bids will be opened on 20th May 2024 at 14.00 hrs, at the following address Procurement Section (4th Floor) Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03</p>
20.3	<p>Criteria for Evaluation of Qualification and Experience</p> <ul style="list-style-type: none"> • Financial Proposal - (Value of 30 Points) <p>Financial proposals will be evaluated separately. This will be evaluated through project cost component, financial stability and market stability of the proposer. The following formula will be used to assign the points for project cost component:</p> <p>Project cost points = (lowest total cost/specific Proposer's total cost) X total cost points</p> <ul style="list-style-type: none"> • Technical Proposal - (Value of 70 Points) <ul style="list-style-type: none"> - <i>Firm and Experience - 30 Points</i> <p>Proposals shall include references to the proposer's experience providing similar type of a solution. Proposals shall demonstrate an awareness and commitment to the business goals and technical objectives of the SLTDA as specified.</p> <ul style="list-style-type: none"> - <i>Solution - 30 Points</i> <p>These points will be awarded according to the number of requirements which will be met by the solution.</p> <p>Solution points = (No of Requirements met by the solution / Total number of requirements) X total solution points</p> <p>* All requirements mentioned in this RFP are mandatory to meet.</p> <ul style="list-style-type: none"> - <i>Approach – 10 Points</i> <p>Proposals must include a logical, clear, and detailed statement of methodology for each task as identified in Statement of Work.</p>
26.1	<p>Within 14 days after receipt of the letter of acceptor the successful bidder shall deliver the performance security to the employer.</p> <ul style="list-style-type: none"> • For an amount equipment to 10% of the initial Contract price. • Validity period of 28 days beyond the date of contract completion. • Issued by approved commercial bank operates under Central Bank of Sri Lanka

Volume - II

SECTION - 4

CONTRACT DATA

CONTRACT DATA

Ref. Clause No	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(e)	The name of the Contract : Development of Investment Case Management System Identification number of the Contract : SLTDA/ICT/S/NCB/ICM/2023/09
1.1(h)	The Employer is The Director General, Sri Lanka Tourism Development Authority
1.4	The Address of the Employer is Director General Sri Lanka Tourism Development Authority No.80, Galle Road, Colombo 03
1.6	The Authorized Representative for the Employer is: Director (ICT), Sri Lanka Tourism Development Authority
2.1	The date on which this Contract shall come into effect is from the date of Award
2.2.1	The Starting Date for the commencement of Services is from 7days after the receipt of Award
2.3	The Intended Completion Date is 180 days (for development of Software) with 3 years of maintenance.
3.8	The liquidated damages rate is : Deduction of 0.5% per day for the total sum of software development as a liquidated damage maximum up to 10% to 15% of the total contract sum.
5.1	not applicable
6.4	A percentage (%) payment will be made at each milestone indicated below: <ul style="list-style-type: none"> • SLTDA will pay 20% of the contract value as a mobilization advance against a Bank guarantee, as per the format of which is given in Annexure 3. The Bank guarantee should be valid for the period covering completion of supply, installation, commissioning and acceptance of the Project. The bank guarantee should be for 20% of the contract value • 40% of the total cost of the project will be paid on successful completion of User Acceptance Test (UAT) of the project/software, after successful commissioning and handing over of the items covered under the Scope of the Project. • 20% of the total cost of the project will be paid on Final Acceptance of the Project and Go-Live. At this point source code and copyrights should be transferred to SLTDA. • 10% will be paid upon completion of data migration. • 10% retainer will be paid after 6 months of successful operation of software. • This will be applicable to each stage in the price schedule. However for convenience of both parties cycles of each stage must be aligned to each other start and end and eventually synced to 01 single AMC.

Volume - II

SECTION - 6

FUNCTIONAL REQUIREMENTS & SPECIFICATIONS

FUNCTIONAL REQUIREMENT SPECIFICATION

This section provides generic requirements from SLTDA for this solution to be implemented. It is a responsibility of Bidders to collect all necessary information essential for the solution proposal.

1. GENERAL REQUIREMENT

The information has been structured to respond to the questions asked for each application by using a simple coded response scheme defined below. For each feature or function, add the responses as follows:

Note: The requirements as set forth in this RFP are meant to be a guide to respondent as per the needs of SLTDA. It is understood that respondent may provide features not specified in this RFP that will be beneficial to SLTDA. Please clearly mark or highlight these items.

Y - System fully complaint and does not require any modifications to fulfill the requirement

N - System does not support the functionality at all

Any ambiguous remarks, that makes the determination of compliance to the requirement difficult, although it is marked as Y, will be taken as N.

Sr No	Requirement	Y	N	Remarks
1.1	Bidder shall have more than 5 years' experience in developing customized software according to international standards to meet the needs of clients. Evidence of such experience should be provided.			
1.2	Bidder shall have both technical and operational expertise and track record in successfully deploying a Secure Payment Gateways and systems which accepts international credit cards and payment options.			
1.3	Bidder shall have sufficient permanent employees in organization for handling both technical and operational activities of the proposed system. The details of all such staff members, years of experience in the organization and their expertise shall be produced with the bid. Brief CVs of such individuals who will be assigned to the project should be submitted in table format. It must be certified by the company attorney that the details are accurate and they will be assigned fulltime for the project.			
1.4	Software solution produced as a result of winning this bid and all of its source codes, any other artifacts and copyrights belongs to SLTDA. Copy of the working source codes must always kept as a backup at a location SLTDA nominates. However as long as there is an on-going maintenance agreement with the Vendor, SLTDA will not modify the source code without the permission from the Vendor.			

1.5	The bidder shall be willing to work with parties nominated by SLTDA for integrating the proposed system with SLTDA owned websites and other systems. System should be capable of being integrated with other systems which are in use or will be in use in future at SLTDA or any other line-agency that is in concern of this procurement and project.			
1.6	The bidder agrees to provide integration service between the platform and other systems as and when required by SLTDA.			
1.7	A complete project plan (by way of a Gantt charts) should be furnished with the proposal and necessary adjustments can be made to it with the concurrence of SLTDA.			
1.8	A complete System Requirements Study (SRS) and Business Process Mapping (BPM) should be completed prior to development, to identify the processes accurately. It is the proposer's responsibility to identify the complete requirement of the project and get the consent of SLTDA before commencement. SLTDA will not bear any additional cost if the proposer fails to identify these requirements correctly. However any completely new requirement revealed during this study, which is not covered broadly under this RFP could be handled separately. Pricing should be based on this RFP, and should not leave unwanted room in pricing for these modifications.			
1.9	Data migration (from existing data source such as paper records) plan need to be provided by the bidder with the man-power to carry out the data entry work. Average there are about 100 applications per year with each application having 20-30 documents each to be uploaded. Currently (Feb-2024) about 500 applications WIP to be considered for data-entry and migration to live.			
1.10	Bidder shall be willing to provide a minimum of 6-month period for SLTDA for finding a suitable alternative, in case of termination of contract. In the case of service provider obsolesce; a comprehensive arrangement has to be made to shift the operations to another. In the operational model, both parties should understand the risks and should agree upon a resolution process to handle disputes.			
1.11	Bidder should place a Project Coordinator at SLTDA premises from Requirement Gathering stage to Go-Live stage. And after Go-live, bidder should place Application Support staff at SLTDA			
1.12	Required qualifications are as below. Project Coordinator (NVQ 7) (Degree in IT/CS from a reputed University, 1+ years' experience in project coordination, project management roles) Application Support Staff (NVQ 7) (Degree in IT/CS from a reputed University, 1+ years' experience in software development/application support roles)			

2. FEATURES

Sr No	Requirement	Y	N	Remarks
2.1	The entire user interface of the system for both front end customer interactions as well as backend operations shall be web based. Hosted in a secure, accepted cloud platform and all necessary charges to be paid by the bidder. The ownership of the hosting to be transferred to SLTDA with all login accesses.			
2.2	The system shall have Admin Panel for monitoring the technical and operational activities. All software, hardware, network and other subsystems shall be monitored around the clock to prevent any breakdown in service. Panel should alert, trigger emails, SMS's on critical failures.			
2.3	The system shall have a method of escalating issues which are not resolved in a given specific time. There shall be multiple levels of escalations. E.g. approval not done within 2 working days.			
2.4	Clear workflows must be available in the system to handle all processes in the relevant department. Setting up multiple departments and Organizations should be possible.			
2.5	Ability to implement Single Sign-on where necessary. (Google, Microsoft, Active Directory)			
2.6	Availability of reversal option for defined types of transactions which will reverse the original entries (the original entries to remain while the reversal to generate contra entries). This needs to be done with approval levels and audit logs. Details should be documented during SRS stage.			
2.7	It should be possible to download data from the system in to standard / common data format such Ms-Excel, text, pdf, csv etc.			
2.8	System should keep provision, to later introduce a flexible and user friendly report writer. Training to be provided on this and continuous support when needed. (Pricing not to be included under this proposal). However all reports required by SLTDA need to be captures in detail, during the SRS stage.			
2.9	Ability to manage customer inquiries/complaints. Should have provisions to check the inquiries and responded date/status of the submitted inquiries and should be able to generate reports. Also a simple dashboard of inquiries and complaints.			
2.10	Ability to archive data, based on the pre-defined rules			
2.11	Ability to define live and test environments separately			
2.12	The ability to work with any of the following databases (MS SQL, Oracle) and Operating system (Windows)			
2.13	Relevant parts of the web solution to be responsive to suit mobile phones and tablet computers. These would be the parts accessed by outside parties and from off-site/field. (e.g. extranet for investors, site inspection officer comments and uploads, etc.)			
2.14	Feature to send bulk SMS / Email to selected groups or individuals already recorded in the system. Body to be customized as SLTDA desires and attachment capability to this email.			
2.15	Document uploading feature for application processing (in image, PDF, architectural drawing forms). Uploading mechanism should be a user friendly one with option to attach			

	multiple files at one go (e.g. like attaching files to g-mail)			
2.16	Ability to manage follow up procedure with line agencies.			
2.17	Ability to manage IEE and EIA process decided by PAA			
2.18	Ability to record and view construction status of the project			
2.19	Comprehensive Reminder Auto Generation, cancellation notices, renewals via Email, SMS and letter reminders.			
2.20	Remarks/notes fields at required places. (e.g. Entering the minutes and decision taken in SCM (Scoping Committee Meeting))			
2.21	Ability to enter date of submission, checked date and handed over date of the drawings, UDA permit date, Completion date and date of final approval (This final approval should be notified to the investor / line agencies' Chairman and DG via email alerts)			
2.22	Ability to make online payments using credit/debit cards as well as record offline payments through the system.			
2.23	Ability to analyze the movement of defined type of transactions during a defined period. The complete history to be available. (audit trails of all important transactions)			
2.24	The platform should employ state of the art security technology available including encryption which will be recommended by Sri Lanka Computer Emergency Response Team (SLCERT). The service provider agrees to provide access as necessary to SLCERT staff (or any other chosen company) to carry out periodical security assessments of the platform.			

3. INVESTOR EXTRANET

Sr. No	Requirement	Y	N	Remarks
3.1	Entering all required details of a newly submitted project (this will cover details required for SLTDA and other agencies, Master application is available at IRU, and web)			
3.2	Ability to maintain current payment commitment and enter payment information			
3.3	Ability to upload (online) drawings, implementation plans and other documents by investor.			
3.4	Issuance of acknowledgment letters (printable from system if needed)			
3.5	Issuance letters emails and SMS to customer informing the submission and expectations.			
3.6	Ability to issuance preliminary clearance of SLTDA (workflow approval)			
3.7	Ability to maintain inspection reports and to enter comments reported at the site electronically from the physical site (at the site/location visit). This should be a mobile friendly interface.			
3.8	Ability to publish all details of investment opportunities (including images, video links, drawings)			
3.9	Ability for the investor to login and view the progress of			

	the application. (what steps has been passed/approved with dates and current stage and pending steps with tentative complete dates, in graphical format)			
--	--	--	--	--

4. PROFESSIONAL SERVICES/SUPPLIERS EXTRANET

Sr. No	Requirement	Y	N	Remarks
5.1	Ability to Enter all related details including images and video links of Professional services (This details should be identified clearly in details SRS)			
5.2	Ability to update and view all entered data of suppliers and professionals.			
5.3	Approval mechanism to be available before a service or a supplier is published and to record all details regarding the same (what are the preliminary checks carried out, who approved, when, etc)			

5. AGENCY EXTRANET

Sr. No	Requirement	Y	N	Remarks
6.1	Ability of the line agency staff to login to the SLTDA ICMS and view/grant approval/reject/amend/comment and proceed. For Agencies who can integrate fully with the ICMS, then the details should automatically be taken from the Agency system and shown in ICMS.			
6.2	Entering details of line agencies officers who are involved in the approval process (aligning the system to the approval process of the relevant agency)			
6.3	Alerting mechanism at each point (SMS, Email) to respective officer at SLTDA, Investor, etc.			
6.4	Ability to view follow-up date and it should be notified to the officer			
6.5	Ability to view payment details regarding to each inspection/processing fee for each agency			
6.6	Ability to enter "enter date" , officer attended, minutes/decision given by the line agency officers			
6.7	Ability to enter date of the inspection and informing inspection date by sending letters emails SMS to line agencies.			
6.8	Ability to enter comments given by each officer at the inspection. (responsive design to cater to mobile phones and tablet computers)			

6. DASHBOARD AND REPORTS

Sr. No	Requirement	Y	N	Remarks
7.1	Indicators at each step of the internal process of IRU, showing pending items with delayed time. Pending backlog at each vital point.			
7.2	Indicators on weekly, monthly, annually; accumulative and current; compared vs equivalent previous year periods, running and total numbers of applications, investment portfolio amounts, etc.			
<u>7.3</u>	<u>Lands be graphically marked in Google maps (any costs involved to be borne by the bidder)</u>			
<u>7.4</u>	<u>Indicators on most attractive lands/locations/attractions with number of proposals received/with investment portfolio values, etc.</u>			
7.5	All these indicators to be attractive graphical designs (widgets).			
7.6	Access control on indicators, widgets, reports, i.e. each indicator should be possible to be given access to a user and restrict to another.			
7.7	These indicators to be customized as per individual login, so that a user can add or remove the indicators that s/he has been given access.			
7.8	Dashboard to have a graphically represented progress map for an investor to see where his application is in and internal staff to see the same.			
7.9	Indicators are to be discussed further at the implementation phase and to leave room for adjustments, inclusions.			
7.10	Reports to be discussed during requirement gathering phase and to leave room for at least 20+ MIS reports.			

7. USER ADMINISTRATION AND SECURITY

Sr. No	Requirement	Y	N	Remarks
8.1	Ability to define standard user groups and assign group access rights. Also individually change rights if needed.			
8.2	Ability to setup and restrict menu options, posting options and inquiry options per user and user groups. User should not be able to see the other non-relevant data, or menu options.			

8.3	Ability to modify menu level access rights at the individual user profile level overriding the access rights of the group the user belongs to.			
8.4	Ability to restrict view, edit, delete as needed per user, group for a screen, field (only if it is an important field)			
8.5	Ability to setup user monitoring for unauthorized transactions, and an alerting mechanism via email.			
8.6	The system should have the facility to disable user IDs, or temporary suspend them.			
8.7	Report to be available on user access rights as at a date (current or historical).			
8.8	Ability to get audit trails. These should capture details such as the user, date and time with the activity done (brief)			
8.9	Ability to parameterize auto sign off time on inactivity (system administrator defined, parameterized)			
8.10	Ability to change the password by the user at their discretion without the involvement of system administrators. Password complexity rule definition capability.			
8.11	Ability to monitor user logins. Session durations, session time outs, current sessions, memory usage, etc. (interface from the system itself)			

Volume - II

SECTION -7

FORM OF BID & QUALIFICATION INFORMATION

FORM OF BID
(Use only for the Envelope 1 – “Qualification and Experience Information”)

[Date:]

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Having examined the bidding documents, we offer to provide the Services on **Development of Investment Case Management System** in accordance with the Conditions of Contract, Employer’s Requirements, drawings and activity schedule accompanying this Bid.

This Bid and your written acceptance of it shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity required by the bidding documents and specified in the Bidding Data.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

FORM OF BID
(Use only for the Envelope 2 – “Financial Bid”)

[Date:]

To: Chairman,
Departmental Procurement Committee
Sri Lanka Tourism Development Authority
No.80, Galle Road,
Colombo 03

Having examined the bidding documents, we offer to provide the Services on **Development of Investment Case Management System** in accordance with the Conditions of Contract, Employer’s Requirements, drawings and activity schedule accompanying this Bid for the Contract Price of[Amount in numbers],
.....
..... [Amount in words] or any other sum derived in accordance with the said documents.
This Bid and your written acceptance of it shall constitute a binding Contract between us.

We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity required by the bidding documents and specified in the Bidding Data.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

QUALIFICATION INFORMATION

- Successful firms should have demonstrated experience in developing enterprise grade software systems for at least 05 large scale projects in the last three (05) years (The value of each project shall be more than 2 Mn).
- Proven experience in at least one similar nature project completed such as investor relation systems, Land information Management Systems etc... for last three years. Experience In investment management system or custom based software development in private sector or government institute would be an advantage.
- The Curriculum Vitae (CVs) of the following key staff, with the respective certificates, certified by an attorney, should be provided with the proposal.

Key Professional Staff Member	Academic Qualifications	Minimum Experience
Project Manager	Relevant Degree from a recognized university, PMP certifications	Demonstrated project management commercial experience in at least 03 full time projects, of similar nature in last 03 years.
Tech Lead	Relevant Degree from a recognized university	Demonstrated skills on spearheading at least 03 similar software project with over 03 years. Commercial experience in bespoke software development.
Senior Software Engineer (03 Nos.)	Relevant Degree from a recognized university	03 years' experience in web based systems
Quality Assurance Lead	Relevant Degree from a recognized university or academic Institute	Demonstrated and led the Quality Assurance team in at least 03 projects of similar nature in the last 03 years.
Software Engineer (04 Nos.)	Relevant Degree from a recognized university	Demonstrated System Engineering experience in at least one full time web based project, and similar nature in last 03 years.
Senior Business Analyst	Relevant Degree from a recognized university	BA experience of government sector with minimum 03 large scale projects during the past 03 years.
Account Manager	Relevant degree from a recognized University	Account management experience of government sector / private with minimum 03 accounts during the past 03 years.

Volume - II

SECTION -9

SCHEDULE OF REQUIREMENTS

SCHEDULE OF REQUIREMENTS

1. INTRODUCTION

The Sri Lanka Tourism Development Authority (hereinafter will be referred as SLTDA) was formed as the apex body for Sri Lanka Tourism under Section 2 of the Tourism Act (No. 38 of 2005). The organization (Formerly known as “Ceylon Tourist Board / Sri Lanka Tourist Board”) is committed towards transforming Sri Lanka to be the Asia’s foremost tourism destination. The SLTDA will strive to develop diverse, unique and quality tourism services and products that would make Sri Lanka as a unique destination. Amongst many other activities, attracting tourism related investment to the country and facilitating these investors, is an important task carried out by SLTDA.

The Investor Relations Unit (IRU) is a facilitation center established to assist potential investors interested in investing in Sri Lanka Tourism Industry. It assists investors to identify feasible projects, obtain information regarding potential investments, submit applications, and facilitate all other approvals needed for project clearance. IRU prevents the need for investors to spend time in search of answers and ensures all queries are handled by its specialist staff. Furthermore, IRU reduces the time taken on receiving approval from various government agencies and carryout coordination of activities on behalf of the investor. These activities include

- Information on feasible investment projects available to clients.
- Assistance in finding similar entrepreneurs interested in joint venture partnerships.
- Assistance in understanding approval process for tourism investment projects in Sri Lanka.
- Overall facilitation for tourism investments in obtaining approvals from all line-agencies (other government institutions) until the project is completed and registered under SLTDA.
- Conducting joint site inspections with all relevant agencies.
- Representing the investors at meetings and submitting of investor proposals for project evaluation committees.
- Checking architectural drawings for compliance with SLTDA guidelines.
- Facilitates & fast-tracking the approval process and issuing project clearance permits.

2. OBJECTIVE

To automate the Investor Relations Unit (IRU)’s functions, so that entire unit runs on a software platform. Key objectives are listed below.

- Track the progress from the point an investor lodged an application to granting permission and register with SLTDA.
- Handling the online and offline payments from investors.
- Email and SMS alerts of updates to investors, line agency officers and IRU staff.
- To show IRU performance on a dashboard, which will be live on a TV at SLTDA.
- Generation of reports (which will be agreed at the requirement gathering stage).
- During this process, to be interlinked with required line-agencies (other government institutions) (there are roughly about 20, mainly UDA, CCD, CEA, NBRO, BOI, etc).

3. SUMMARIZED IRU PROCESS

PRE-DISCUSSIONS: Obtaining information by the investors/discussions with IRU staff

APPLICATION SUBMISSION: Completing the IRU common application form with required documents/draft architectural drawings - and submitting with project processing fees

PRELIMINARY PLANNING CLEARANCE PROCESS: (This includes sharing all applications, documents/architectural drawings with all relevant agencies and transferring fees, organizing/conducting site inspections with other agency reps. and reporting/obtaining comments from agencies, organizing/conducting Scoping Committee Meeting (SCM) with all agencies. and reporting, Issuance of Preliminary clearance or reject the project

PRE-DEVELOPMENT PERMIT PROCESS : (This includes obtaining approvals/clearances from each and every relevant line agencies including environmental clearances which need IEE/EIAs, checking architectural drawings and all Scoping Committee Meetings by other agencies and high-level meetings by decision makers until submitting the application for the Development Permit (UDA or Local Authority)

DEVELOPMENT PERMIT (DP) PROCESS: (This includes the submission of DP application to UDA/Local Authority with payment and the process followed to issue the DP including approving architectural drawings and cross-checking all required approvals and compliance with all laws and conditions, issuance of DP by UDA or Local Authority. Issuance of Final Approval by SLTDA is the final step of this stage.)

PRE-REGISTRATION PROCESS (COC/EPL) : (This is after completing the project, submitting applications for Certificate of Conformity and Environmental Protection Licenses and the process followed to obtain CoC and EPL until all documents are ready for the registration / license at SLTDA)

REGISTRATION/LICENCING AT SLTDA : (Automated system is already in place. It is proposed to link the Investment Case management System to the licensing system in future)

4. SCOPE

The main activities to be carried out by the selected vendor include;

- Existing manual system study, business process mapping to automate with improvements.
- Develop the software system to cater the requirements of SLTDA IRU, implement, train, UAT and go-live.
- Data migration.
- DR plan and methodology. Application backup restore methods.

Following are the main modules that have been identified by the SLTDA. Single database should be used with suitable architecture. The developer should follow BPR (Business Re-engineering Process) when developing the software to ensure that the current processes are streamlined before the development of the platform.

1. Extranets
 - Investor
 - Professional Services
 - Investment Opportunities
 - Line Agency
 - Current Project Progress
2. Internal Modules
 - Platform Administration
 - Reporting
3. Dashboards and Reporting
4. Integration Module
 - Internet Payment Gateway
 - With Line Agencies
 - SMS Messaging, Email
 - License Renewal & Registration System
 - Land Bank System
5. Database
6. Complaint Handling And Inquiry Management related to investments

Note: The above requirements are not the final requirements of SLTDA and the service provider should make provision to add other modules identified in during the requirement gathering phase.

5. MAINTENANCE SUPPORT CONTRACT

Maintenance support contract should be provided with annual maintenance fee for 3 years. The prices for the annual maintenance shall be filled in the Price Schedule in the Financial Bid.

- An absence of a support staff member will need to be replaced within two hours or a day's amount would be reduced from the monthly payment. It is bidders duty to keep at least 01 additional staff trained for the job to replace him/her when required. In the event of a resignation or suspension of such staff, software service provider needs to fill the position with a suitable resource within 02 weeks. And then ensure to train the resource while on the job within another 02 weeks to match the expected level of competency. Keeping an additional staff trained will ease this process.

6. REVIEW PROCEDURE

The Software Development Service Provider is required to work closely with the ICT division of SLTDA and will report to Director-ICT. All versions of deliverables will be reviewed by Director-ICT or his appointed staff of SLTDA.

7. DELIVERABLES

Project duration is for 06 months including requirement finalization, designing, developing and deploying the system.

Serial No	Deliverables	Stage
1.	Detailed System Requirement Specification Implementing Schedule / Project plan with milestones Acceptance criteria for the UAT	Requirement gathering
2.	Design and Architecture Document (full mapping of the backend DB included) Data migration and Integration plan (**)	Designing
3.	Proper maintenance of source code Release management plan Version control documents	Development
4.	Solution deployment and installation guide User manual/guide document and required videos Administrator manual Successful UAT and sign-off Successful training sessions and sign-offs Proper maintenance in the issues tracker Production development confirmation report Go-live and live acceptance. Complete source code with all administrative rights and copyrights to SLTDA / or an equivalent agreement	Implementation

** From existing documents and other data sources (i.e. Excel) historical data should be entered and checked (QA process) with the assistance of relevant staff

8. GENERAL Conditions

Notwithstanding anything else stated in the ITB / Bidding Data / Conditions of Contract / Contract Data, the following terms and conditions shall apply to the contract in precedence over the 'General Conditions' of the Contract, which shall nevertheless apply where they do not contradict with this 'Schedule of Requirement'. Bidders must acquaint themselves fully with the 'Technical Requirement & Specifications'. **It is a responsibility of Vendors to collect all necessary information essential for solution proposal.**

- Comprehensive service level agreements (SLA) covering all Software installed
- Software should be installed at SLTDA premises and locations specified by the SLTDA
- Once installed, performance testing for each device and software (if applicable) should be carried out and a performance test report should be forwarded to the ICT Division. If a network engineering team is available, the supplier should get them involved in the installation and configuration.
- This document provides the high-level requirement of SLTDA. It is responsibility of the service provider to collect all the requirements of SLTDA pertaining to the solution implementation.
- The Vendor must provide a detailed proposal in the technical bid to achieve the solution objectives including detailed bill of material.
- Vendor will have to examine the current ICT infrastructure at SLTDA prior to the proposal and shall provide all the additional connectivity equipment required for network connectivity between various sites and DR sites as required, in case of distributed deployment of the solution.
- Vendor shall include details of the best practices in the proposed solution.
- Vendor shall share all access privileges with SLTDA, including any administrative, backup logins and copyright of the software remains with SLTDA. Sources to be handed over to SLTDA or enter into an agreement to share them.

8.1. Proposers' Responsibilities

- The proposer must assure the SLTDA that the proposal submitted was developed without collusion with any other 3rd party
- The proposal should be complete so that an evaluation of the Proposer's solution can be conducted solely based on proposal contents.
- The proposal should address all specifications in each section of this document. Any deviations from the Bidding Document should be specifically defined by the proposer in its proposal that, if accepted by the SLTDA, becomes part of the Contract, but such deviations must not have been in conflict with the basic nature of this proposal.
- Proposers should submit all required forms, checklists, and cost schedules with their proposal.
- Proposals must be signed by an individual authorized to bind the firm to the commitments required in the Bidding Document as well as to the price offered in the proposal.
- Proposals must contain an unequivocal positive statement that the firm will supply all the services and products required in this RFP for the fixed price offered in the proposal.

8.2. Non-Disclosure

The data on all pages of the following submission constitutes as confidential. It is furnished to the vendor in confidence with the understanding that it will not, without the permission of SLTDA, be used or disclosed other than for proposal evaluation/submission purposes.

8.3. Declaration of Directors

When forwarding offers, Private Companies should declare the names of the Current Directors and the Shareholders of the Company. In the case of Public Companies, the Current Directors of such Public Company should be declared. Vendors are required to submit proof of such directorial in the form of Form 20/40 copies certified by an attorney.

Note: Right for Alterations - This Document does not necessarily represent SLTDA's final requirements. SLTDA reserves the right to supplement or amend the proposal, giving equal information and cooperation to all bidders with respect to such amendment.

Volume - II

SECTION -9

PRICE SCHEDULE

(Use only for the Envelope 2 – “Financial Bid”)

PRICE SCHEDULE
(Use only for the Envelope 2 – “Financial Bid”)
Development of Investment Case Management System
Contract No: SLTDA/ICT/S/NCB/ICM/2023/09

Details	Sub Amount	Amount (Rs.)
Automation of IRU Internal Process. Online application, payments, self-tracking (Investor Extranet), Dashboard, Admin		
Inspection mobile platform, Other Extranets (Suppliers, Agency)		
Integrating with Agencies’ Systems		
Total Cost of Software Solution (source codes and copyrights to SLTDA) Price in following Stages, With 01 year Warranty (Stage 1+2+3)		
Data migration (including data entry done by the bidder)		
Project Coordinator (01) placed at SLTDA from Requirement Gathering stage to Go-Live stage		
1st Year		
Application Hosting Charges (Cloud Solution) (ownership to SLTDA)		
Application Support Staff (01) placed at SLTDA		
Any other costs (please specify)		
Total Cost for 1st Year		
2nd Year		
Annual Maintenance of software		
Application Hosting Charges (Cloud Solution) (ownership to SLTDA)		
Application Support Staff (01) placed at SLTDA		
Any other costs (please specify)		
Total Cost for 2nd Year		
3rd Year		
Annual Maintenance of software		
Application Hosting Charges (Cloud Solution) (ownership to SLTDA)		
Application Support Staff (01) placed at SLTDA		
Any other costs (please specify)		
Total Cost for 3rd Year		
Total cost for operating for 03 years (Excluding Taxes)		

Total amount [excluding Taxes] is Rs. (in words)

.....

Signature :..... NIC No :.....

Name :..... Company Seal :.....

Designation :..... Date :.....

Quotation should be strictly adhered to the above format, if not the bid will be rejected.

ANNEXURES

**ANNEXURE 1
BIDDERS' COMPANY INFORMATION**

Name of Firm:	
Business Address:	Telephone: Fax:
Contact Person (with designation):	
Type of Company (Private/ Public/ Public Quoted etc.)	
Registered Office:	
Place of Incorporation:	
Date of Incorporation:	
Date of Commencement of Business:	
Business Registration Number:	
Board of Directors/Partners (Please list):	
Activities of the Company:	
Number of permanent, full time professional employees related to following functional areas Software Application consultants Database consultants Application support consultant	
Total number of similar reference sites in Sri Lanka (Proposed solution)	
Total number of similar reference sites in overseas	
Signature (Director/ Partner)	
Company Seal	

Instructions - Details requested in the Form must be supplied in the stipulated format above.

ANNEXURE 2
DETAILS OF COMPLETED SIMILAR PROJECTS

Bidders Name :	
1.	Name of the project :
	Country :
2.	Name of the customer
3.	Address and contact details of customer:
4.	Brief description about the project.
5.	Project role (check boxes as appropriate) <ul style="list-style-type: none"> ▪ System Analysis & Design - Y/N ▪ Installing & Commissioning - Y/N ▪ Equipment Supplier - Y/N ▪ End User Training - Y/N ▪ Other - Please state - Y/N ▪ Do you have a maintenance contract with customer - Y/N
6.	Total project value <ul style="list-style-type: none"> ▪ Hardware value in total ▪ Application Software value in total ▪ Implementation services value in total ▪ Annual Maintenance value
7.	Date of award and Date of project completion: <i>(if Stage wise commissioning please specify)</i>
8.	Details of Modules implemented and number of concurrent / named users in total.
9.	Duration of the assignment: _____ Years ___ Months