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COLOMBO MUNICIPAL COUNCIL  
CENTRAL PROCUREMENT DEPARTMENT  
Tel.: 2686389 Fax: 2662329

**Bids for Maintenance of Internet / Email Servers, Tape Drive and  
NAS**

**CPD15/1017/2021**

**Bid Closing Date and Time: 06 / 08 / 2021 at 10.00 am**

**Bid Opening Date and Time: 06 / 08 / 2021 at 10.00 am**

**PART I**

*(For office use only)*

Name of the Firm: -.....

Receipt No.: -.....

.....  
Issuing Officer

Date: -.....

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**PART II**

*(To be filled by the Bidder)*

1. Name of the Bidder: -.....

2. Business Address: -.....

.....  
.....

3. Telephone Numbers: - .....

4. Email Address: - .....

5. Business Registration No: - .....

6. VAT Registration No: -.....

Bank Guarantee No: -.....

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Bank: - .....  
Bank Guarantee Amount: - .....

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**Colombo Municipal Council**

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

**BID CONDITIONS AND INSTRUCTIONS TO BIDDERS**

**SCOPE OF THE WORK**

**1. Internet / Email Servers, Tape Drive and NAS.**

Colombo Municipal Council need to maintenance of Internet / Email Servers, Tape Drive and NAS for a period of three years.

Details of the Devices are as follow.

1.1

<u>Device</u>	<u>S/No</u>
i. HP DL 380 Gen Server A	SGH745SOYD
ii. HP DL 380 Gen Server B	SGH748SOYF
iii. HP DL 380 Gen Server C	SGH745SOYB

1.2

<u>Device</u>	<u>S/No</u>
i. HPE – LTO – 6 Ultrium 6.25 TB MP RW DATA TAPE	7CE805P26G

1.3

<u>Device</u>	<u>S/No</u>
i. Synology Rack Station RS217 NAS	178002N198900Z523QBNHZ523Q7WQ

- 1.4 All three (03) servers are with Windows Server Std for 2016.
- 1.5 Email server with “Exchange Server Std 2016, Open license”.
- 1.6 “NAS” is with Data Protection Manager Std 2016.
- 1.7 On servers, as per the CMC requirement below Mentioned features to be increased.
  - a. Memory

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- b. HDD capacity
- c. No of Email boxes and its capacities

**This requirement shall be full fill when the maintenance period by the selected bidder. It will be informed when these requirement need.**

**Therefore rates per this requirement also shall be include in price schedule.**

### Technical Details

#### Configurations of the equipment

“Sever A” HP DL 380 S/No SGH745S0YD

Quantity	Part Number	Description
1	868703-B21	HPE DL380 Gen10 8SFF CTO Server
1	868703-B21#UUF	Asia Pacific-English Localization
1	826850-L21	HPE DL380 Gen10 4114 Xeon-S FIO Kit
1	835955-B21	HPE 16GB 2Rx8 PC4-2666V-R Smart Kit
1	835955-B21#0D1	Factory integrated
1	826708-B21	HPE DL38X Gen10 Universal Media Bay
1	826708-B21#0D1	Factory integrated
2	872477-B21	HPE 600GB SAS 10K SFF SC DS HDD
2	872477-B21#0D1	Factory integrated
1	726537-B21	HPE 9.5mm SATA DVD-RW Jb Gen9 Kit
1	726537-B21#0D1	Factory integrated
1	733660-B21	HPE 2U SFF Easy Install Rail Kit
1	733660-B21#0D1	Factory integrated
1	804331-B21	HPE Smart Array P408i-a SR Gen10 Ctrlr
1	804331-B21#0D1	Factory integrated
1	875241-B21	HPE 96W Smart Storage Battery 145mm Cbl
1	875241-B21#0D1	Factory integrated
1	867809-B21	HPE Gen10 2U Bezel Kit

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1	867809-B21#0D1	Factory integrated
2	865414-B21	HPE 800W FS Plat Ht Plg LH Pwr Sply Kit
2	865414-B21#0D1	Factory integrated
1	H7J34A3	HPE 3Y Foundation Care 24x7 Service
1	H7J34A3#WAH	HPE DL380 Gen10 Support

<b>Quantity</b>	<b>Part Number</b>	<b>Description</b> <b>Duplicate</b>
1	868703-B21	HPE DL380 Gen10 8SFF CTO Server
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2	835955-B21#0D1	Factory integrated
1	826708-B21	HPE DL38X Gen10 Universal Media Bay
1	826708-B21#0D1	Factory integrated
2	872477-B21	HPE 600GB SAS 10K SFF SC DS HDD
2	872477-B21#0D1	Factory integrated
3	832514-B21	HPE 1TB SAS 7.2K SFF SC DS HDD
3	832514-B21#0D1	Factory integrated
1	726537-B21	HPE 9.5mm SATA DVD-RW Jb Gen9 Kit
1	726537-B21#0D1	Factory integrated
1	733660-B21	HPE 2U SFF Easy Install Rail Kit
1	733660-B21#0D1	Factory integrated
1	804331-B21	HPE Smart Array P408i-a SR Gen10 Ctrlr
1	804331-B21#0D1	Factory integrated
1	875241-B21	HPE 96W Smart Storage Battery 145mm Cbl
1	875241-B21#0D1	Factory integrated
1	867809-B21	HPE Gen10 2U Bezel Kit
1	867809-B21#0D1	Factory integrated
2	865414-B21	HPE 800W FS Plat Ht Plg LH Pwr Sply Kit
2	865414-B21#0D1	Factory integrated
1	H7J34A3	HPE 3Y Foundation Care 24x7 Service
1	H7J34A3#WAH	HPE DL380 Gen10 Support

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**“Server B” HP DL 380 S/No - SGH748S0YF & “Server C” HP DL 380 S/No SGH745S0YB  
Tape Drive – S/No 7CE805P26G - 1 No**

Quantity	Part Number	Description
1	C0L99A	HPE LTO-6 Ultr 6250 Tape DR 1U Rackmount
1	H7J34A3	HPE 3Y Foundation Care 24x7 Service
1	H7J34A3#8S2	HPE 1u Tape Array Support
1	716193-B21	HP Ext 4.0m MiniSAS HD to MiniSAS Cbl
1	C7978A	HPE Ultrium Universal Cleaning Cartridge
1	726911-B21	HP H241 Smart HBA
1	H7J34A3	HPE 3Y Foundation Care 24x7 Service
1	C7976A	HPE LTO-6 Ultrium 6.25TB MP RW Data Tape

**NAS UNIT – S/No 1780O2N198900Z523QBNHZ523Q7WQ - 1 No**

Sinology Rack station RS217 NAS Drive + 02Nos 1TB SATA HDD Mirrored.

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**Bidders Compliances**

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<b>Minimum Specification</b>	<b>Bidders Compliance</b>	
	Yes/No	If "No" indicate your offer
1. Agree to maintain devices as described in scope of the work under No. 01		
2. One competent technician / engineer should be in house the CMC as the resident technician / engineer from 8.30 am to 4.30 pm on working days.		
3. When there is a breakdown on the server/s, Tape drive or the NAS on working days, then and there to be attended.		
4. On other days (non-working days / holidays/ out of office hours) should be attended within 2 hrs.		
5. Within four (04) Hrs, (working days / non-working days/ holidays/ out of office hours) should make the defective equipment up and running.		
6. In the worst case scenario, if the equipment cannot be repaired, identical or advance equipment should be replaced within four (04) Hrs.		
7. Spare parts should be available with the vendor and those should be shown to the assigned officers by CMC at any given time.		
8. Carry out routine preventive maintenance, and ensure trouble free operation.		
9. Repair equipment and system software when breakdown, performance degradation or defect occurs, within above agreed period of time so that CMC's business operations are least affected.		
10. Take measure to ensure that damage of loss of data and application programs does not occur during and after maintenance activities.		
11. Maintenance records of preventive maintenance and repairs carried out should be handed over to IT Dev. of CMC as a software file, so that recurring defects and patterns of defects can be identified for preventive measures.		
12. Take measures to ensure security and confidentiality of all data, programs and system of Buyer.		
13. Customer reference list with the contact details to be attached.		
14. Minimum of Five (05) years industry experience in supplying & maintaining similar hardware & software which is on Domain server/ exchange server/ Firewall is a must and proof with the details (Server environment, Domain/ Exchange/ Firewall) should be attached.		

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Please Contact on Telephone **077 359 5801** - (**System Consultant/ CMC**) before visiting the Colombo Municipal Council Premises.

Bidders **should be eligible as detailed in the Conditions and Specifications** for acceptance for evaluation of their bids.

**Price Schedule - I**

	Description	Maintenance Chargers for 1 <sup>st</sup> Year	Vat 8%	Maintenance Chargers for 2 <sup>nd</sup> Year	Vat 8%	Maintenance Chargers for 3 <sup>rd</sup> Year	Vat 8%	Total	Vat 8%
01	<b><u>Servers</u></b>								
	<b>1.1 HP DL 380 Gen Server A</b>								
	<b>1.2 HP DL 380 Gen Server B</b>								
	<b>1.3 HP DL 380 Gen Server C</b>								
02	<b><u>Tape Drive</u></b> <b>2.1 HPE – LTO – 6 Ultrium 6.25 TB MP RW DATA TAPE</b>								
03	<b><u>NAS Unit</u></b> <b>3.1 Synology Rack Station RS217 NAS</b>								

Price Schedule - II

	Description	Maintenance Chargers for 1 <sup>st</sup> Year	Vat 8%	Maintenance Chargers for 2 <sup>nd</sup> Year	Vat 8%	Maintenance Chargers for 3 <sup>rd</sup> Year	Vat 8%	Total	Vat 8%
01	Rates for Memory, HDD Capacity, No of Email boxes and its capacities increased.								

I agree that the price given in this bid is valid for acceptance for a period of one year from the date of closing of Bids and the quoted price will be firm and not subject to adjustment not can it be withdrawn after closing of the bids.

.....  
SIGNATURE OF BIDDER  
AND SEAL OF THE FIRM.

NAME IN BLOCK CAPITALS:-.....

ADDRESS: - .....  
.....

WITNESSES:

(1). Signature :  
Name in Block Capitals :  
Address :

(2). Signature :  
Name in Block Capitals :  
Address

## 1.0 RECEIPT OF BIDDERS

### A. General

1.1 The Purchaser is: Colombo Municipal Council

1.2 The name of the NCB is of **Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

1.3 The source of funding is: CMC Funds

### B. Contents of Bidding Documents

1.4 For **Clarification of bid purposes** only, the Purchaser's address is:

Attention: Chief Accountant (Procurement)

Address: Central Procurement Department, Colombo Municipal Council

Telephone: 2686389

Facsimile number: 2662329

Electronic mail address: caccproc@colombo.mc.gov.lk

1.5 The Bidder shall submit the following additional documents: [insert list of documents, if any]

1.5.1. Full document of Bidders Company Registration/Business Registration

1.5.2. Details of performance as per describe in Technical Specification.

1.5.3. Copy of VAT Registration letter if Vat registered.

1.5.4. In case the relevant bid value of the items for which expected to submit the bidding documents exceed Rupees five(5)million, the registration certificate obtained from the public Contracts Registrar (PCR)Colombo by the representative agent, Sub agent or nominee/nominated representative for and on behalf of the Bidder should be submitted.

## 2.0 OPENING OF BIDDERS

### C. Preparation of Bids

2.1 The bid shall be valid until 6 months.

2.2 (a) Bid shall include a Bid Security (issued by bank) included in Section IV Bidding Forms;

Bid Guarantee obtained in favor of the Municipal Commissioner to the value of Rs.100,000.00 (Rupees One Hundred Thousand only ) valid for 180 days ( One hundred and Eighty days ) from the closing date of bids should be provided along with the bid. Bank Guarantee should be obtained only from a recognized Bank accepted by the Central Bank of Sri Lanka under Banking Act No: 30 of 1988.

2.3 Any bids not accompanied by bid Security Guaranty pursuant to clause 3.1 will be rejected and no further consideration will be given to such Bids.

2.4 After the award has been finalized the bid Security Guaranty will be released to the respective bidders with the exception of the successful Bids. The bid Security Guaranty of the successful bidders will be released after furnishing of required Performance Guaranty and signing of Contract Agreement by the Bidder.

2.5 The amount of the Bid Security shall be: **Rs.100,000.00**

2.6 The validity period of the bid security shall be until:

From **2021.08.06** to **2022. 02.05** (One Hundred and Eighty days)

### D. Submission and Opening of Bids

2.7 The inner and outer envelopes shall bear the following identification marks: **Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS CPD 15/ 1017 /2021**

2.8 For bid submission purposes, the Purchaser's address is:

Attention : Municipal Commissioner

Address : Colombo Municipal Council , Town hall ,Colombo 07

The deadline for the submission of bids is:

**Date 2021.08.06 Time: 10.00 am**

2.9 The bid opening shall take place at: Colombo Municipal Council

2.10 Address: Municipal Secretary's Department, Colombo Municipal Council, Town Hall, Colombo 07.

Date: 2021.08.06

Time: 10.00 a.m

2.11 Thereafter Both ORIGINAL and DUPLICATE should be enclosed to one envelop and Sealed AND mark the Name of bidding item to be supplied on top left hand corner and Closing Date and Address to Municipal Commissioner, Colombo Municipal Council, Town Hall, Colombo 07. BIDDER'S Name and Address should be written on each envelope.

2.12 The duly perfected bids Should be deposited in the (Bid Box) kept in the Municipal Secretary's Department, Town Hall, Colombo 07, before closing as per time and date, published in the press Notice

2.13 BIDDERS or their authorized representatives are allowed to be present at the time of opening of the bids.

### **3.0 PERFORMANCE GUARANTEE**

3.5 The successful bidder on receipt of the letter of acceptance of bid should be submitted within seven (07) working days submit the unconditional on demand Performance Guaranty and sign the Contract Agreement with the Colombo Municipal Council within 21 days.

3.6 In the event of successful bidder failing to provide performance Guaranty and to sign the contract agreement within the stipulated time period referred to in paragraph 3.5 above, the bidder is liable to forfeit the bid Security Guaranty or undergo any other penalty imposed by the Council or our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the National Procurement Agency or liable to accept.

### **4.0 MINIMUM VALIDITY PERIOD OF OFFERS**

4.1 All offers shall be valid for a minimum period of 180 (Hundred Eighty) calendar days from the date of closing of the bid.

4.2 All prices quoted shall be firm and shall not be subject to any price variation within the validity period of offer specified above.

### **05. POWER OF THE COUNCIL TO ACCEPT OR REJECT THE OFFERS**

The Council reserves the right to reject any or all bids or any portion of the bid without adducing any reason. The Council may award the contract for any particular set of items at the quoted maintenance charges for each item. The Council is not liable and not bound to accept the lowest price bid(s).

**06. COMPOSITION AND EVALUATION OF BIDS**

- 6.1 Bidders will be qualified on the information regarding their corporate and staff strength, ability to perform contracts of this nature, and satisfactory performance in maintenance of systems comparable to that of CMC. The following will be examined as stated and provided by the Bidders, in the form for Qualification, Schedule A (1). (See Clause 26.1).
- a) Computer systems comparable to that of Buyer, maintained by the Bidder.
  - b) Qualifications and experience of the Bidder's relevant computer system maintenance staff.
  - c) Availability of and access to spare parts and diagnostic and maintenance tools, instruments and techniques specific to the equipment to be maintained.
  - d) Reference sites.
- 6.2 The offers will be compared on the following basis and the most responsive bid will be selected (See Clause 26.2).
- a) Compliance with the bidding conditions.
  - b) Bidder's qualifications and ability to commence the required maintenance work quickly.
  - c) Manufacture authorization.

**07. WARRANTY**

- 7.1 The contractor guarantees to the Council and the Commissioner, Colombo Municipal Council, that maintenance under the contract will comply strictly with the requirements of the contract.
- 7.2 The contractor shall further guarantee that no equipment, materials, software (programs) or data of the CMC or at CMC will be damaged or lost by any actions or negligence of the contractor's staff.
- 7.3 The contractor guarantees that all software and data of Buyer will be treated in the strictest confidence.
- 7.4 The contractor guarantees that his staff, particularly those assigned for CMC work, are fully trustworthy.
- 7.5 The maintenance agreement should be entered into with the Colombo Municipal Council.

**08. SCHEDULE OF PRICES**

- 8.1 Bidders shall complete and sign the prescribed form of schedule of prices. The charges quoted should be for comprehensive maintenance services including parts and labor. If any parts or components or user-replaceable parts of equipment are not covered by the maintenance services those must be clearly stated in the bid. Net price should cover travel and any other expenses incurred on maintenance work. Failure to provide the net price may result in the bid being considered as a non-responsive bid. The price schedule should be submitted with the bid.
- 8.2 Bidder must **quote annual charges for Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS** including all equipment's and software **attached inside**.
- 8.3 The price quoted should be written clearly in ink or typewritten and must be in figures and repeated in words. If there is a discrepancy between the prices stated in figures and words, the prices stated in words will be taken as correct.
- 8.4 Any alteration in the offers should be initialed by the bidder. Failure to do so will result in the offer being treated as informal and it will be rejected.

**09. PROOF OF ABILITY**

- 9.1 Bidders should be prepared to produce documentary evidence of ability to carry out the maintenance for which bids are invited, if called upon to do so, before bid is awarded to them.
- 9.2 Bidders should be prepared to disclose reference sites, the contact persons and other information of their client installations, which will be kept confidential by the Council.
- 9.3 Bidders should be prepared to produce copies or originals of Certificates and agreements pertaining to the bid, which will be kept confidential by the Council.

**10. ELIGIBLE BID/BIDDER**

- 10.1 The invitation for Bids is open to all reputed computer system maintenance parties with at least five (5) years of experience in maintenance of IBM I series power systems including system software. The experience of the bidder and his staff must be clearly stated in the bid.
- 10.2 The bidder must have stocks of and proven access to spare parts for server systems and other equipment for which maintenance is required under this bid. Bidder must be prepared for inspection of such stocks by Buyer, during evaluation of bids.

**11. PERFORMANCE GUARANTY**

- 11.1 A sum equivalent to ten percent (10%) of the total value of the contract by Bid Bond is required as a Performance guaranty for the due fulfillment of the contract by the successful Bidder. If the Commissioner, Colombo Municipal Council is of opinion that the performance of the successful Bidder is unsatisfactory and that there is a breach of the stipulated conditions of the agreement, the Performance guaranty is liable to be forfeited and the contract terminated.
- 11.2 The Performance guaranty will be returned to the supplier at the end of the contract period if performance is satisfactory.

**12. NOTIFICATION**

- 12.1 Notice of acceptance of the bid will be sent to the selected bidder by registered post to the address given by him/them in the bid.

**13. CONTRACT NOT TO BE SUB-LET**

- 13.1 The Contractor shall not assign or sub-let the contract or any part thereof or any benefit or interest therein to any third party without the prior written consent of the Commissioner, Colombo Municipal Council. The contractor shall not issue a power of Attorney to any person whose name is on the list of defaulting contractors for carrying on work under the contract.

**14. SIGNING OF THE CONTRACT AGREEMENT**

- 14.1 The successful bidder should enter into a contract agreement within the stipulated time as in clause 3.5 with the Colombo Municipal Council. The successful bidder must be prepared if so required by the on acceptance of bid to provide two good and trustworthy sureties acceptable to the Commissioner to guarantee the due fulfillment of the contract and the punctual performance of the agreement.
- 14.2 Contract will be signed for 2 years soon after the signing the contract.

**15. APPLICABLE LAW**

- 15.1 The bids and any contracts resulting there from shall be governed and abide by the laws of Democratic Socialist Republic of Sri Lanka.

**16. FORCE MAJEURE**

- 16.1 Neither party will be held responsible for failing in the execution of its contractual obligations in case their execution is delayed or hampered by force majeure events.
- 16.2 In the execution of the contract the term FORCE MAJEURE includes but is not restricted to acts of god, acts of civil insurrection, fires, floods, epidemics, strikes, freight embargoes and explosions.
- 16.3 If the contractor notifies the Commissioner in writing of the cause of such failure within 30 days from the beginning thereof, he may grant an extension of the delivery time when, in his judgment the facts justify such an extension. His findings shall be conclusive, subject only to the contractor's right of appeal under the arbitration clause of the contract.

**17. MAINTENANCE RESPONSE**

The time duration for maintenance/repair will be agreed upon by the contractor and the Buyer, as stipulated in the Specifications.

**18. MAINTENANCE TYPES**

- 18.1 Maintenance includes preventive maintenance and repair of defects and replacement of defective components and re-commissioning of equipment and system as relevant.

**19. MODE OF PAYMENT**

- 19.1 Full Payment after the installation and commissioning

**20. TERMINATION OF THE CONTRACT**

- 20.1 The Commissioner, Colombo Municipal Council may without prejudice to any other remedy for breach of contract, by written notice of default sent to the contractor, terminate the contract in whole or in part:

- a) If the contractor fails to provide the services as required and within the time agreed, or any extension thereof granted by the Commissioner, Colombo Municipal Council.

- b) If the contractor fails to perform any other obligation(s) under the contract

and

If the contractor in either of the above circumstances, does not respond within a period of two ( 2 ) calendar days after receipt of the notice of default from the Commissioner, CMC, specifying the nature of the default(s).

**21. TIME EXTENSION FOR THE CONTRACTOR'S PERFORMANCE**

- 21.1 Maintenance services shall be provided by the contractor in accordance with the time durations agreed upon as stated in clause 17.
- 21.2 The contractor may claim extension of the time durations in case of Force Majeure events or, reasons related to nature of computer system, or the Buyer's business operations.
- 21.3 The contractor shall not be entitled to an extension of time for completion of tasks unless the contractor at the time of such circumstances arising (immediately) has notified the Commissioner, Colombo Municipal Council, in writing, of the delay that it may claim as caused by circumstances pursuant to clause 20 above, and upon request of the Commissioner, Colombo Municipal Council, the contractor shall substantiate that the delay is due to the circumstances referred to by the contractor.

**22. GENERAL PROVISION**

- 22.1 The contractor shall indemnify the Democratic Socialist Republic of Sri Lanka against any claim by or in respect of any employee of the contractor under the Workmen's Compensation Ordinance, No. 19 or 1934 or any statutory amendments, modifications or extensions thereof.
- 22.2 Contractors shall acquaint themselves fully with the conditions of the contract. No plea for lack of information will be entertained at any time.
- 22.3 Commissioner, Colombo Municipal Council, notwithstanding this agreement shall be at liberty to make other arrangements for maintenance services, should it appear advisable to him to do so, and in such an event the contractor shall not be entitled to claim any damages against the Colombo Municipal Council.

**23. DECLARATION OF THE DIRECTORS AND FINANCIAL DETAILS**

- 23.1 Bidders should declare in the case of Private Company the names of all Directors and Shareholders of the Company. If the company is a Public Company, the names of Directors should be declared.

**24. DETAILS TO ACCOMPANY THE BID**

- 24.1 The following details and documents should accompany the bid.
  - a) The Qualification Form completed and duly signed together with relevant documents - Schedule A (i)
  - b) Bid Security Guarantee - Schedule A (ii)
  - c) Documents as proof of ability vide clause 9.0.
  - d) Customer and systems list.
  - e) Bid Decrement duly signed - Schedule B (i).

- f) General Conditions of the bid duly signed.
- g) Schedule of Prices duly signed - Schedule B (ii)
- h) Staff details and spare parts availability. Schedule B (iii)

The above documents and any other deemed necessary, shall be enclosed in an envelope or wrapper and sealed, in duplicate, stating the name and address of the Bidder and stating “**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**” on top left corner of the envelope or wrapping.

I/We agree to abide by the above conditions of bids.

.....  
Signature of Bidder  
& Designation Company Seal

Date: .....

**Specimen Form for Qualification of Bidder**

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

**Instruction to Bidders**

1. The system for which maintenance services are requested by this bid is utilized for vital business activities of the Buyer. The contractor should be able to maintain the computer system for flawless operation.
2. The details requested in this Specimen Form should be completed with great care providing all genuine information which could be verified from other sources.

**Qualification Details**

1. Name of Bidder: .....  
 Name of Company: .....  
 Nature of Organization: .....  
 (State whether Individual, Corporation, Partnership or other)  
 Office Address: .....  
 .....  
 Telephone: .....  
 Fax: .....
2. Name of Directors: .....  
 .....  
 .....
3. Corporate standing /relationship with equipment manufacturers/principals relevant for the services offered.  
 .....  
 .....  
 .....  
 .....
4. Date and Number of Business Registration / Company Registration:.....  
 (Copy of the registration should be enclosed)

5. What was the first client’s computer network system maintained by bidder:  
 Client: .....  
 Configuration: .....  
 Duration: Start date: ..... End date:  
 .....

6.1 Please give a list of computer maintenance assignments completed by the bidder and those in progress, as evidence of required experience. This information will be used to assess Bidder’s competence to maintain the specific equipment for which maintenance services are offered.

<u>Client</u>	<u>Description of Equipment/Systems</u>	<u>Dates (from-to)</u>
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

6.2 Staff in bidder’s employment for Computer Equipment/System maintenance.  
 .....  
 .....  
 .....  
 .....  
 .....  
 .....

**6.3 Reference Sites**

Please give three (3) reference sites in the public sector, where computer equipment and network systems are maintained by bidder. If the number of public sector reference sites is less than three, then give reference sites in the private sector too.

<u>Client</u>	<u>Configuration</u>	<u>Duration of Maintenance</u>	<u>Contact Person</u>
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

7. Financial Statements of Bidder.

Copy of Audited Statements Accounts for last two financial years should submitted. Financial Statements shall be certified by a chartered Accountant / Audit Firm.

I/We certify that the details given above (1 to 7) are true and accurate.

I/We attach hereto the following documents as part of my/our bid.

- a) Bid Security
- b) Bid Decrement
- b) Documents as proof of ability vide clause 9.0.
- c) List of customers.

Address: .....  
.....  
.....

Telephone: .....

Fax: .....

Signature of Bidder: .....

Name of Bidder: .....

Designation of Bidder: .....

Company Seal: .....

Date: .....

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

**ACCEPTABLE FORMAT FOR PERFORMANCE GUARANTEE**

..... (Issuing Agency’s Name, and Address of Branch or Office).....

**Beneficiary:**.....(Name and Address of Employer).....

**Date:** .....

**PERFORMANCE GUARANTEE NO** .....

We have been informed that ..... (Name of Supplier) (Hereinafter called “the Supplier”) has entered into bid/quotation No..... (reference number of the bid/quotation) dated.....with you, for the .....(Insert “Supply”) of ..... (name of supply and brief description of supply) (hereinafter called “the supply”)

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

At the request of the supplier, We ..... (name of Agency) here by irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ..... (Amount in figures)(.....) (amount in Words), Such sum being payable in the types and proportions of currencies in which the supply price is payable, up on receipt by us of yours first demand in writing accompanied by a written statement stating that the Supplier is in breach of its obligation(s) under the supply, 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 scheduled Supply completion date) and any demand for payment under it must be received by us at this office on or before that date.

.....  
[Signature(s)]

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

**BID SUBMISSION FORM**

Colombo Municipal Council  
Town Hall  
Colombo 07.

Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS

- I/We, the undersigned, having read and fully acquainted myself / ourselves with the contents of the "Information and Instructions to Bidders and Terms and Conditions of Bid" pertaining to the above Bid, along with Forms and Schedules thereto, do hereby undertake to provide maintenance services referred to therein, in accordance with the aforesaid Instructions. Terms and conditions, for a total Bid Price of Sri Lanka Rupees ..... (SLRs .....). The make up of the aforesaid Total Bid Price is given in the accompanying Price Schedules.

**Price Schedule – I**

Total Maintenance Chargers for three years in Rs. (In Word)

.....

.....

.....

.....

(In Number) .....

**Price Schedule – II**

Total Maintenance Chargers for three years in Rs. (In Word)

.....

.....

.....

.....

(In Number) .....

2. I/We confirm that this offer shall be open for acceptance until **Six months from date of opening the bids, if the contract awarded within six months conformed to accept** and that it will not be withdrawn or revoked prior to that date.

3. I/We attach hereto the following documents as part of my/our Bid:

- (a) Bid Documents duly signed
- (b) General Conditions of the Bid duly signed
- (c) Special Conditions and Bid Specifications
- (d) Offered Products and Services with their specifications
- (e) Schedule of Prices duly signed
- (f) Declaration of Directors vide- clause 23, and Qualification Form.
- (g) Warranty vide- clause 7.0
- (h) Any other relevant documents or details.

4. I/We understand that The Colombo Municipal Council is not bound to accept the lowest Bid and that The Colombo Municipal Council has the right to reject any or all Bids or to accept any part of a Bid.

5. I/We undertake to adhere to the Service Requirement given in the respective Price Schedule.

6. My/Our Bank Reference is as follows:

.....  
.....

7. My/Our address for the purpose of this Bid and the Contract, if awarded, is as follows:

Address: .....

Telephone: .....

Email Address .....

Fax: .....

Signature of Bidder: .....

Name of Bidder: .....

Designation of Bidder: .....

Company Seal: .....

Date: .....

Schedule B (ii)

Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS

FORMAT OF PRICE SCHEDULE

Name of Bidder:

ANNUAL MAINTENANCE CHARGES IN SL RUPEES

Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS  
Details and includes

Total Annual Charges:

In Words (Sri Lanka Rupees): .....  
.....  
.....

In Figures (Sri Lanka Rupees):.....

TOTAL CHARGES FOR THREE YEARS:

IN WORDS (SRI LANKA RUPEES): .....  
.....  
.....

IN FIGURES (SRI LANKA RUPEES):.....

Authorized Signature: .....

Company Seal

Date: .....

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS**

**STAFF DETAILS AND SPARE PARTS AVAILABILITY**

**1. Staff who will be assigned for maintenance work.**

Please Attach CVs of these staff.

**2. Stocks of spare parts**

Please give in summary form the available main items and approximate quantities.

**3. Sources of spare parts for computer systems and other equipment relevant for the bid.**

Please state whether spare parts are obtained directly from manufacturer or from other sources, and lead time to obtain any spare parts not in stock when required.

Colombo Municipal Council

**Bids for Maintenance of Internet / Email Servers, Tape Drive and NAS  
SPECIFICATIONS**

**1. INTRODUCTION**

Before 2018, there was no any proper official email system in CMC. As a very significant institution in the heart of Sri Lanka, it is very important to have an official and well organized email system. By considering that and many other factors it was decided to procure email servers with the council approval in 2017 and through an open tender publishing by the Procurement Department.

**3. HISTORY**

These email servers were procured and commissioned in 2018 and still those are functioning well. With those servers most of the officials including the H.W. Mayor and the Municipal Commissioner could have a well secured email service. Fir last 3 years all those three (03) servers are under warranty.

**MAINTENANCE RESPONSE, REPLACEMENT OF PARTS, AND TIME TO REPAIR DEFECTS**

- i. Contractor must respond immediately to reported defects and repair them promptly; alternatively contractor may replace defective equipment temporarily with his own standby equipment, with the consent of Buyer.
- ii. Defects must be repaired quickly at most within one (01) day, as possible by a maintenance company with fully skilled maintenance engineers and spare parts.
- iii. Defective parts must be replaced by equivalent / advance / latest parts.
- iv. Bidder must have adequate spare parts and access to spare parts sources in order to provide prompt response and repair.
- v. If bidder intends to replace some defective parts with used parts in his possession because of non-availability of new parts, then the particular parts which he may need to replace with used parts must be clearly stated in the bid. When defect occurs, contractor must inform client and obtain his agreement for each replacement by a used part.
- vi. Bidder must state in the bid, the time to repair defects in items for which he offers maintenance services.
- vii. If capacity or speed of any items of equipment must be enhanced by Buyer for satisfactory operation because of increased business activity of Buyer or change of technology, then contractor must advise Buyer of such need in advance.

- viii. Contract will be terminated and performance bond will be forfeited if maintenance services as specified above is not provided or contractor's services are otherwise unsatisfactory.

**2.1 Hardware and System Software Enhancements and Changes**

Buyer may enhance or change the hardware and system software of the computer system and network in the future.

**2.2 Annual Charges for Comprehensive Maintenance**

Price must be quoted for comprehensive maintenance including labor and spare parts. If any items of equipment or parts of equipment are not covered by the offered services, then those must be clearly stated. Client will not pay any charges for parts or components, whether user changeable or not, unless clearly stated in the offer.

**2.3 Commencement of Services**

Services must be provided from .....

**2.5 Maintenance Agreement**

If bidder has standard maintenance agreement formats then the bid/tender must include a draft maintenance agreement with applicable terms and conditions.

**3. EVIDENCE OF BIDDER'S COMPETENCE FOR MAINTENANCE**

Bidder must have experience in maintenance of the specific IBM server equipment.

Please state reference sites, giving client name and address, server make and model, number of units maintained, and period of maintenance from-date to to-date.

**4. BID FORMAT**

- i. Bidder's Qualifications
- ii. Reference Sites
- iii. Statement of Compliance with Bidding Conditions and Specifications
- iv. Annual charges for comprehensive maintenance
- v. Time to respond to reported defect.
- vi. Time to repair.
- vii. Any conditions such as parts that will not be replaced by bidder.
- viii. Draft Maintenance Agreement.