

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

**Bids for Development of an Online Platform to submit application issued by
“ Sapiri Piyasa” properly registration office (Single Window Counter)**

CPD15/2394/2021

Bid Closing Date and Time: 08 / 06 / 2023 at 10.00 am

Bid Opening Date and Time: 08 / 06 / 2023 at 10.00 am

PART I

(For office use only)

Name of the Firm: -.....

Receipt No.: -.....

.....
Issuing Officer

Date: -.....

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: -.....

Bank: -

Bank Guarantee Amount: -

Colombo Municipal Council

Bids for Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

BID CONDITIONS AND INSTRUCTIONS TO BIDDERS

SCOPE OF THE WORK

In March 2018 Colombo Municipal Council began issuing certificate of ownership, Street line and building certificates and Non-vesting certificate which deal with registering properties through a single window counter. Since 27 April 2018 the CMC started to issue fire clearance, drainage clearance and the solid waste clearance certificates which deal with the construction permit through the same counter. In parallel with Her Worship Mayor's vision of building a smarter Colombo and as per HE the president's manifesto, has been recognized the significance of efficiency fulfilling the business and personal needs of the citizens.

The Road Map has been developed by the government to implement reform activities and appointed the Registering Property Task Force, the Survey General holds its Chairmanship and CMC is one of members of this Task Force. As a result of implementing many reforms since 2018, Registering Property rank of Sri Lanka in the in the World Bank Ease of Doing Business Index has improved from 157th to 138th position, while overall country rank has improved from 111th to 99th position.

Primarily it was expected to improve the efficiency of the service by reducing the number of steps of the process, number of visits and cost of the customer. Further enables the way to more transparent service to the public. As the 1st phase of establishing the SWC it was initiated to facilitate to the public to get the service through a single counter without visiting number of departments. In the 2nd phase it is planned to develop the online platform to provide services to the public without visiting the CMC. This makes not only public convenience but also the convenience of the international staff too.

Currently there is a queuing system to reduce the congestion at the counters and customer receives a SMS when the certificate is ready for collection. As well as all application forms, guidelines, fee schedule and checklists are available in the CMC official website. To make more convenience, there is a single application from which can be selected the necessary service for the public

This development has been planned since 2018 but due to unavoidable circumstances it was unable to develop the system. During the pandemic period it is highly stressed the importance of such online services.

Specifications related to the work scope

- Digitization of all applications
- Online payment facility
- Availability of both options (Online & manual)
- Synchronizing both systems (Online & manual)
- Verification of applications
- Resubmission of applications
- Feedback to the customer

The Eligibility Criteria

- Service providers having experience in this type of services with Business Registration.

Type of Procurement

- Works Contract

Description for the Expected Job

Currently “Sapiri Piyasa” property registration office (Single Window Counter) is located at the Colombo Municipal Council premises. This counter was established to enhance the efficiency of properly registration in Colombo Municipally area. It also improves the business environment of the country by streamlining the existing process of property registration. This was came to use as one of the reforms implemented in World Bank Ease of Doming Business Index. Consequently the country property registration index has been improved from 157 to 138 position while overall country ranking lifted from 111 to 99 position.

Following certificates are issued by the single window counter.

1. Certificate Registration of Ownership
2. Non Vesting Certificate
3. Street Line & Building Line Certificate
4. Drainage Clearance Certificate
5. Fire Clearance Certificate
6. Solid Waste Clearance Certificate

Application forms, guidelines, checklists and fee schedules for the above certificates are already displayed in the CMC official website and customers are able to download them all. With the proposed reforms it has been decided to develop an online platform to submit all these applications.

For more details contact Director (Development) : 0112-681198

Original

Price Schedule - I

Description	Make / Made	Total Annual Price (Without Vat)	Vat 15%	Total Annual Price (With Vat)	Total Chargers for 03 years (With Vat)
Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)					

I agree that the price given in this bid is valid for acceptance for a period of 120 days 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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)**

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.400,000.00 (Rupees Four Hundred Thousand only)** valid for 150 days (One hundred and Fifty 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.400,000.00**

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

From **08.06.2023** to **04.11.2023** (One Hundred and Fifty days)

D. Submission and Opening of Bids

2.7 The inner and outer envelopes shall bear the following identification marks: **Bids for Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)**
CPD 15/ 2394 /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 08.06.2023

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: 08.06.2023

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 120 (Hundred Twenty) 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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)** 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 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 3 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 Payments will be made quarterly upon production of the Invoice/Invoices, and certification by Treasurer CMC, that the services have been provided satisfactorily.
- 19.2 Partial payment for faults or absence of programmers as per the Commissioner's advice.

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 contractand
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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)”** 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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

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:

Performance Security

----- [Issuing Agency's Name, and Address of Issuing Branch or Office] -----
----- * **Beneficiary:** Municipal Commissioner, Colombo Municipal Council

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- [name of Supplier] (hereinafter called "the Supplier") has entered into Contract No. ----- [reference number of the contract] dated ----
----- with you, for the ----- Supply of ----- [name of contract and brief description] (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 Supplier, 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], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, 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 scheduled completion date including the warranty period] and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

Bids for Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

BID SUBMISSION FORM

Colombo Municipal Council
Town Hall
Colombo 07.

Bids for Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

1. 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 (Total Annual Charges)
(SLRs) (Total Charges For Three Years)
(SLRs) . The make up of the aforesaid Total Bid Price is given in the accompanying Price Schedules.
2. I/We confirm that this offer shall be open for acceptance until 120 days from date of opening the bids, if the contract awarded within 120 days 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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

FORMAT OF PRICE SCHEDULE

Name of Bidder:

ANNUAL MAINTENANCE CHARGES IN SL RUPEES

Bids for Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)
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 Development of an Online Platform to submit application issued by “ Sapiri Piyasa” properly registration office (Single Window Counter)

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

**Development and Implementation of an Online Platform to submit applications issued by
“Sapiri Piyasa” (Single Window Counter of Colombo Municipal Council)**

SPECIFICATIONS AND REQUIREMENTS

1. Colombo Municipal Council has established a Single Window Counter (SWC) at Town Hall premises to provide a speedy and transparent service to its citizens to support housing development in collaboration with the Registrar General of Lands and the Revenue Department of Western Province. As a part of this process, following clearances/certificates which are prerequisites of property development are received and issued at this counter.
 - 1.1. Non-vesting certificate
 - 1.2. Ownership certificate
 - 1.3. Street line certificate
 - 1.4. Drainage clearance
 - 1.5. Solid waste clearance
 - 1.6. Fire clearance
2. The above certificates/clearances are processed by respective department/division in the CMC. The departments and divisions responsible for these are located at following places;
 - 2.1. Non-vesting certificate – Municipal Treasurer’s Department, Town Hall, Colombo 07
 - 2.2. Ownership certificate – Municipal Assessor’s Department, Town Hall, Colombo 07
 - 2.3. Street line certificate – City Planning Division, Municipal Engineer’s Department, Town Hall, Colombo 07
 - 2.4. Drainage clearance – Water Supply and Drainage Division, Maligakanda, Colombo 10
 - 2.5. Solid Waste clearance – Solid Waste Management Division, Town Hall, Colombo 07
 - 2.6. Fire clearance – Fire Service Department, Darley Road, Maradana
3. The applications for above six processes are received at the counters established at the SWC by an agent of each respective department or division. A counter for Shroff is also established at the SWC for payment of rate arrears by the applicants when submitting applications. An Electronic Queue Management System (EQMS) has been developed and installed in order to serve the applicants in a fair and efficient manner.
4. The applications are screened for primary requirements by the agent of respective department or division and check for non-payment of rates. The payment of rates is checked by logging into the Municipal Council Accounting System (MCAS) of the Municipal Treasurer’s Department. Upon payment of rate arrears if any, application is registered at respective counter at SWC and dispatched to the respective department or division for processing.
5. Once processing is completed the certificate/clearance or refusal letter is dispatched to the SWC for issuing by the officer at the Issuing Counter at the SWC. The EQMS system has inbuilt facility to notify the applicant once the application is registered providing the registration number and once the certificate/clearance is ready for collection.
6. Current practices in back-end processes are on manual basis by relevant officers of respective departments/divisions. The processes include;
 - 6.1. Receive the application with supporting documents from the SWC
 - 6.2. Internal registration
 - 6.3. Referring to historical records for verifications
 - 6.4. Site inspections if necessary
 - 6.5. Recording/markings of lines/attribute details
 - 6.6. Amendments to proposal to meet regulatory and functionality requirements
 - 6.7. Requesting clarifications and or additional information as a result of verifying with historical records
 - 6.8. Preparation of certificate/clearance/refusal letter and checking
 - 6.9. Authorizing/approving of certificate/clearance or refusal letter
 - 6.10. Scanning and updating of applications with supporting documents and issued documents for updating historical records
 - 6.11. Return the certificate/clearance/refusal letter to the SWC

7. Under various programmers and initiatives number of web-based and stand-alone Systems have been introduced replacing manual systems or in parallel with manual systems to provide services efficiently and effectively to the recipients by the CMC. Such Systems which are related to the certificate or clearances issued at the SWC are as follows.
 - 7.1. **Electronic Local Government System (eLG System) for processing of development permits and certificate of conformities at the City Planning Division:**– eLG System for processing Construction Permits (CP) and Certificate of Conformities (COC) was developed and established under the eLocal Government Project as a web-based system. The certificates and clearances processed at the SWC are for the requirements of processing of CP and COC. eLG system is developed based on Java
 - 7.2. **Electronic Q-Management System (EQMS) for service delivery at the SWC:**– with the objective of serving the public fairly and quickly EQMs was developed and established to enable service time and wait time at the SWC. A SMS will be forwarded to customer throughout the process.
 - 7.3. **Municipal Council Accounting System (MCAS) of Municipal Treasurer’s Department:**– computer based system for recording all revenue and expenditure of CMC in order to prepare annual financial statement. Prior to accepting allocations for the clearance/certificates issued at the SWC, arrears if any of property rates, trade license and trade tax are checked using MCAS and dues collected and processing fee paid are processed through MCAS. MCAS is developed based on RPG & running on existing “IBM POWER 10” Server.
 - 7.4. **House Connection Module of the IMS System at the Drainage Division;**– a web-based Management Information System (MIS) has been developed and established for the use of Drainage Division of Colombo Municipal Council. The MIS system includes 4 modules; Complaint Management module, House Connection module, Asset Management module and Financial & Accounting module.
 - 7.5. **Parcel Fabric of electronic Land Registration Project (eLR):**– as a requirement under the electronic Land Registration Project, parcel fabric of the land parcels in the city has been digitized and linked with related services to share information quickly to expedite land registration process.
eLR system is developed based on Java and running on ArcGIS.
8. It is required to integrate these Systems together with the Systems expected to develop under this procurement.
9. The objective of this procurement work is to select a suitable software vendor to study, develop and install an integrated web-based System to provide facilities to the citizen to submit online applications and make related payments online to further enhance the transparency and efficiency of the processes and to train the users, system administrators and managers and operators from relevant departments/divisions in CMC.
10. The software vendor shall study the manual processes, existing systems (not limited to the MCAS, eLG, eLR, eQMS and IMS of Drainage Division but all the systems will be available at the time of studying) in use for related functions for integration, evaluate hardware available and skills of the users required for operating the systems in order to develop the integrated system/s and train the staff accordingly.
11. The Supplier should carry out user training, technical training and management training in way of class room type lectures, on-the-job training as appropriate. A schedule of training has to be submitted by the Supplier with his proposal.
12. The user training shall include minimum of training on operation of relevant equipment incorporated in the System, operation of software applications incorporated in the System. User manuals should be prepared and provided by the Supplier.

13. Technical training shall include minimum of training on key technology and methodology components of the IT products and services. Licenses, warranties of hardware if any and as applicable should be provided. The Supplier should also provide the source code/s of Systems developed and installed.
14. Management training shall include the training on authorization of System Administrator/s nominated by Colombo Municipal Council and provide level of authorities.
15. Documentation Requirements:- The Supplier must prepare and provide following Documentation Requirements;
- 15.1. End-User Documents
 - 15.2. User Requirement Specification (URS)
 - 15.3. Detail Software Specification (DSS)
 - 15.4. Detail Technical Specification (DTS)
 - 15.5. Software System Analysis and Design Module (SSADM) / USE Cases
 - 15.6. Deployment Guide
 - 15.7. User Guide
 - 15.8. Source Code
16. Copy rights and Software owner should be the Colombo Municipal Council
17. The System should be recommended by authorized security audit firm.
18. Bidder's Response:

Ref:	Minimum Requirement	Compulsary (C)	Bidder's Response (Yes/No)	Provide the details of the bidder's offer
18.1.	TECHNICAL REQUIREMENTS			
18.1.1.	The system need to be a web based system. Client Server, multi-user architecture on which web access and database access are built on it would be the required platform.	C		
18.1.2.	Application should be accessible through standard web browsers	C		
18.1.3.	Server end OS - The system shall run on Microsoft Windows or Linux operating system. (OS independent)	C		
18.1.4.	Database – Open Source data base such as MySQL Server is preferred, Free versions with limited capacity of commercial databases are not acceptable. In the event of commercial databases license fees for 3 years shall be included in the bid price. The database shall be hosted in isolated physical server which is accessible only by the application server and database backup server.	C		
18.1.5.	Database backup - There shall be a separate backup process. The database shall be backed up and periodic individual backups shall be maintained. The periods shall be hourly basis automated.	C		
18.1.6.	The development platform of the system shall be open source.	C		
18.1.7.	The system shall be accessible using any mobile device without any additional requirements.	C		
18.1.8.	Graphical User Interfaces with user friendly access and control.	C		

Ref:	Minimum Requirement	Compulsary (C)	Bidder's Response (Yes/No)	Provide the details of the bidder's offer
18.1.9.	Options should be present for system maintenance, Eg: <ul style="list-style-type: none"> - Regular data backups for assigned users - Data restore facility with higher authority - Keep Track of version updates - Track of reporting system problems and bug fixing 	C		
18.2.	SECURITY REQUIREMENTS			
18.2.1.	Based on username and password and user roles and tasks as specified in the delegation of authority	C		
18.2.2.	Password verifications through secure connections	C		
18.2.3.	Administrator role with higher authority for system maintenance.	C		
18.2.4.	Restrict editing of financial transactions unless through respective authority levels.	C		
18.2.5.	Automatic warning for password change and assign an password expiry period.	C		
18.2.6.	System log for all system functions; i.e. an audit trail shall be available.	C		
18.3.	ADMINISTRATIVE & MAINTENANCE REQUIREMENTS			
18.3.1.	<u>A Review Committee will be appointed by Municipal Commissioner, determination of user requirement fulfillment, time line achievement and other relevant contract data.</u> <u>Further the Municipal Council has obtained the services of a IT Consultant who is expected to monitor the system development, system implementation and other aspects. The System Developer is expected to obtain the guidance of IT Consultants and the Review Committee.</u>	C		
18.3.2.	Software user acceptance After delivery, successful implementation and testing of software by the System Developer, a User Acceptance (UAT) will be signed by the client against the requested functionalities and their proper functioning and verification. System Developer should hand over the latest updated source codes of the software to a person authorized by the Municipal Council.	C		

Ref:	Minimum Requirement	Compulsary (C)	Bidder's Response (Yes/No)	Provide the details of the bidder's offer
18.3.3.	<p>Maintenance and warranty During the first year starting from the date of acceptance of the System, System Developer must provide the System Maintenance and Support Services for the System Maintenance without any cost to the CMC. For the next two consecutive years, System Developer must provide maintenance plan indicating the basis on which annual maintenance fee will be calculated. This should include conditions for bug fixes, performance enhancements and backup facilities. System Developer shall prepare Proposals on System Maintenance and Support Services.</p>	C		
18.3.4.	<p>On-Site Service Requirements In the first six month starting from the date of acceptance of the System, System Developer must make available onsite technical support competent personnel without any cost to the client during the office hours (from 8.00 am to 5.00 pm) on working days (From Monday to Saturday), at CMC where the System is implemented. Onsite technical support personnel must provide 'Handholding' to users during this period in order for the users to better acquaint themselves with the system.</p>	C		
18.3.5.	<p>Off-site Service Requirements The System Developer should maintain a help desk facility at Developer's office. The users should be able to obtain help facility using the following modes. Telephone Skype or similar with screen sharing</p>	C		

Ref:	Minimum Requirement	Compulsary (C)	Bidder's Response (Yes/No)	Provide the details of the bidder's offer
18.3.6.	<p>Principal Period of Support (PPS) Requirements The Principal Period of Support (PPS) is from 08.30a.m. to 04.30p.m. from Monday to Friday. System Developer must provide System Maintenance and Support Services during the above stipulated times.</p> <p>Organization and staffing</p> <p>a. System Developer must state the structure of the Developer's Project Team that is proposed for the project and must provide details of exact involvement of the key personnel for each sub module given in the Project Team with details of the duration and the stages in which these personnel will be involved in the project.</p> <p>b. System Developer must provide the qualifications and experience of the key personal in the Project Team to demonstrate the competence of the Developer's Project Team to undertake the Project. Developer should highlight any specific experience of these personnel in the region and also their language proficiency.</p> <p>System Developer must provide the experience of similar projects handled during the past 5 years period with details on Name of System, Name of Institution, project period and contact person.</p>	C		
18.4.	TRAINING USER MANUALS AND TRAINING MANUALS			
18.4.1.	<p>Two types of trainings required</p> <p>i. Technical training for the staff who are overlooking the technical aspects of the system (IT Staff).</p> <p>ii. General user training for the System users.</p>	C		

Ref:	Minimum Requirement	Compulsary (C)	Bidder's Response (Yes/No)	Provide the details of the bidder's offer
18.4.2.	It is required that training be provided on the respective Developer's location, by subject matter experts (trainer qualifications to be submitted) for the following areas. i. Database administration & security ii. Operational aspects iii. End-user management, Support staff and help desk iv. Querying and reporting v. Application interfacing vi. Application functional areas	C		
18.4.3.	User manuals <u>There shall be integrated user manual in the system and separate user manual with 3 copies shall be provided in printed in digital format (CD). The user manual shall consist of all the changes made up to handing over time.</u>	C		
18.4.4.	Training Manuals Training manual with 3 copies shall be provided in printed and digital format. The user manual shall consist of all the changes made up to handing over time.	C		

19. Time Schedule: The time duration of the project is 36 weeks and Developers shall provide a time plan indicating the items given below. The System Developer shall undertake to develop, install, test, commission, train staff and maintain the System in accordance with the following implementation plan.

Stage	Key Activities and Outputs	Timeline (from the contract signature date)	Bidders Offer
Stage 1	Review user requirements and produce design specifications and detailed requirements specification document	5 th Week	
Stage 2	Customization /Development of Software for Stated Requirements	26 th Week	
Stage 3	Final System presentation and implementation in CMC	28 th Week	
Stage 4	Completion of User training on System software	30 th Week	
Stage 5	Completion of Data uploads by the Developer.	32 nd Week	
Stage 6	Submission of User manuals, Software User acceptance after comprehensive testing with live data.	36 th Week	

20. A detail time schedule shall include but not limited the following activities and start date, end date and duration of each activity shall be given.
- 20.1. Inception report
- 20.2. Project plan, test plan and iteration plan

- 20.3. Detail system Architecture document
- 20.4. Deployment plan and data migration plan
- 20.5. Proof of concepts
- 20.6. Detail design of first iteration
- 20.7. First iteration
- 20.8. Detail design of the second iteration and data migration report
- 20.9. Test cases and test scenarios of second iteration
- 20.10. Second iteration
- 20.11. Deployment into live environment
- 20.12. Parallel run with the existing practice
- 20.13. Final source code handing over
- 20.14. Training and documentation.

21. Payment Schedule: The payments will be made as given table below. This breakdown is relevant to the payments related to subtotal of Table 2 and Table 3 of Price Schedules. The maintenance fee of subsequent years (1, 2, 3 etc) will be paid through a separate maintenance agreement.

No.	Key Activities and Outputs	% of Full Payment	Cumulative Payment
1	Advance payment	20	20
2	Review user requirements and produce design specifications and detailed requirements specification document	30 (After the completion of point no.02 to 07)	50
3	Customization /Development of Software for Stated Requirements		
4	Final System presentation and implementation in CMC		
5	Completion of User training on System software		
6	Completion of Data uploads by the Developer for specified data if any		
7	Submission of User manuals, Software User acceptance after comprehensive testing with live data.	50	100
8	After commissioning the system by CMC		

22. Service Agreement: The selected bidder should come to an agreement with the CMC to provide post installation support for a period of three years without any restrictions.
23. Manuals: If required in accordance with the specifications of the IT Consultant of the Employer, the System Developer should provide to the Employer;
- 23.1. Complete set of manuals for the system operation both hardware, and software,
 - 23.2. End user manuals, and
 - 23.3. System administration manuals
24. Personnel: Required details of personnel shall be given. The following shall be included.
25. System Developer must obtain prior approval from the Municipal Commissioner if Developer is to replace the proposed personnel with new personnel during the life cycle of the project. New personnel must have the same or higher qualification and experience. However, the Developer is expected to ensure appropriate knowledge transfer is carried out to new personnel when replacement is done.
26. Two separate schedules shall be included. They are:
- 26.1. Total man month commitment of each key staff.
 - 26.2. Time schedule of key staff.
27. Key Staff of the Selected Contractor: The key staff of the Contractor (such as the main responsible officer for the project, in charge of the process development, project supervisors and administrator etc.) should have higher education qualifications in the related field (Refer evaluation criteria in “Section 3.1 - Format of Submission of Technical Proposal”)

28. Qualification of the Project Staff: Project Team must include qualified staff for Installation, maintenance and repairs of the equipment's and products supplied. The bidder shall propose a team of personnel including following skilled personnel with required experience, who will be assigned to the assigned tasks.

#	Key Staff	Qty
1.	*Project Manager	01
2.	Business Analyst	01
3.	System Architect	01
4.	System Developers/ Programmers	03
5.	Technical Support Systems Engineer	02

* Project Manager should attend all the relevant meetings and he/she is answerable about this entire project to CMC.

29. Vendor's Pre-qualification: The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirements
- 29.1. Should have been in the business electronic data management systems for a minimum period of Five (05) years.
 - 29.2. Vendor should have completed minimum of five (05) projects in similar nature and documentary evidence is required along with the Customer References.
 - 29.3. Bidder should have the ISO 2009-2015 certification for Electronic document management solution and document processing services.
 - 29.4. The vendor's experience should be as a prime service provider in the provision of Two (02) service contracts of electronic data management and maintenance of at least LKR. 03 Million Contract over past two (02) years by the bid submission date. Relevant documentary evidence should be provided to prove the claim.
 - 29.5. Annual average turnover of services related to database development performed in the last five (05) years shall be Sri Lankan Rupees Hundred Million (LKR 25 million). Audited accounts should be attached to the bid.
 - 29.6. Should have a professional team of in-house personnel in the discipline of process review, database/ system development, security audit and project management.
 - 29.7. Vendor must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means to meet the cash flow requirement of Sri Lankan Rupees Three Million (LKR 03 Million) net of the Vendor's other commitments and excluding any contractual advance payments to be received under this contract.
 - 29.8. Vendor should possess technical knowhow and essential infrastructure facilities to the required level to cover the volume of services expected under the contract during development and implementation.
 - 29.9. Vendor should have minimum one PMP certified project Manager resource person with the team
 - 29.10. Source code of the project should be handed over to the Employer at the successful completion of the project.

Annexure – A

Bank Details

NAME OF THE COMPANY		
BANK DETAILS	NAME IN THE ACCOUNT	
	BANK NAME	
	BANK CODE	
	BRANCH NAME	
	BRANCH CODE	
	BANK ACCOUNT NUMBER	
TELEPHONE NUMBER		
MOBILE NUMBER		
E - MAIL ADDRESS		

Certified above details are correct according to the Company / Partners/ proprietor details.

- Certified bank statement copy must be attached with bank details.

.....
 Authorized Signature
 Director/ Partners/ proprietor

The legal charges will be applicable as follows.

Professional fees recovered in the year 2023	
Value of the deed or agreement	Professional fees in the year 2023
	Other deeds and agreement except contracts done by community Development Committees.
When the price is not mentioned	Rs.15,000.00
Up to Rs. 500,000.00	Rs. 10,000.00
From Rs. 500,001 to Rs. 1,000,000.00	Rs.15,000.00
From Rs. 1,000,000.00 to Rs. 5,000,000.00	Rs. 20,000.00
From Rs. 5,000,001 to Rs. 10,000,000.00	Rs. 30,000.00
From Rs. 10,000,001.00 to Rs. 50,000,000.00	Rs. 75,000.00
For contracts worth Rs. 50,000,001.00 or more	0.5% of total value