



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

**BIDS FOR MAINTENANCE OF CLIENT PCS, PRINTERS AND NETWORK PART II**

Bid Closing Date and Time: 27/ 04 / 2023 at 10.00 am

Bid Opening Date and Time: 27/ 04 / 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. Business Registration No: - .....

5. VAT Registration No: - .....

Bid Bond No: - .....

Bank: - .....

Bid Bond Amount: - .....

6. Delivery Period -----

**ORIGINAL**

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one year from the date of closing of Bids and the quoted price will be firm and not subject to adjustment not can it be withdrawn after closing of the bids.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.

Address

NAME IN BLOCK CAPITALS :-.....  
ADDRESS :- .....  
.....

WITNESSES:

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

(2). Signature :  
Name in Block Capitals :

**COLOMBO MUNICIPAL COUNCIL**

**INVITATION FOR BIDS MAINTENANCE OF CLIENT PCS, PRINTERS AND NETWORK PART I**

Please follow bidder Notice Published on **06<sup>th</sup> of April 2023** in the Ceylon Daily News, Dinamina and Thinakaran for Details of Tender Items.

Bidders will be received up to **27<sup>th</sup> of April 2023** and will be opened immediately

**SPECIFICATIONS**

**1. INTRODUCTION**

Municipal Treasurer's Department of Colombo Municipal Council CMC, has an IBM iseries (earlier AS/400) computer system based network at Town Hall with dumb terminals, client PCs and printers deployed in all relevant sections/branches and the system is used for Rates and Other Revenue Accounting, Assessment, Payments, Inventory and other applications.

Counter clerks generate bills for property owners and other payers at counters, and shroffs (cashiers) generate receipts. All receipt transactions and all payment transactions and most of the other transactions related to financial accounting are performed online.

PCs at Main Stores, District Offices, Depots Etc., are linked with the network at Town Hall through VPN leased line. All other equipment are at Town Hall.

CMC requires the services of contractor/s to maintain the client PCs, Windows OS, printers, UPS, and network equipment and cabling of the Municipal Treasurer's Department. The earliest of the existing hardware and system software were installed in year 2002, and some have been installed thereafter, the latest being in year 2011. The Schedule of equipment for which maintenance services are required is given below.

**2. SERVICES REQUIRED**

The following services are required.

- i. Carry out routine preventive maintenance (Including inside cleaning) of computer equipment, ancillary equipment and network, and ensure trouble free operation.
- ii. One, full preventive maintenance including inside cleaning should be done within the first quarter and the service reports signed by head of the relevant departments, should be forwarded for the payments.
- ii Repair equipment and system software when breakdown or performance degradation or defect occurs, within four (04) hours to be attended after the complaint time and failure should be fixed and get the machine up & running within 2 working days after the complaint. So that CMC's business operations are least affected.
- iii On every working day, one competent engineer should be at CMC at least 4 hours (8.30 am to 12.30 pm) to attend to the day today failures.

- iv One backup full computer to be kept at the CMC premises, to replace with a faulty CPU to minimize the down time.
- v Take measures to ensure that damage or loss of data and application programs does not occur during and after maintenance activities.
- vi Maintain records of preventive maintenance and repairs carried out so that recurring defects and patterns of defects can be identified for preventive measures.
- i. Take measures to ensure security and confidentiality of all data, programs and system of Buyer.

Bidders are advised to visit the premises by prior appointment and inspect the equipment before submission of bids.

## **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 labour 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

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

- i. Contractor must respond within six hours to be attended after the complaint time and failure should be fixed and get the machine up & running within 2 working days after the complaint. 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 2 working days, as possible by a maintenance company with fully skilled maintenance engineers and spare parts.
- iii. Defective parts must be replaced by equivalent new 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.

**2.5 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 OF ITEMS IN SCHEDULE**

The Buyer recognizes that one party may not have the experience, spares, and skills for maintenance of all items in the Schedule, and is therefore prepared to select contractors for maintenance of specific items therein. Bidders are requested to quote for maintenance of specific items for which they have competence.

**Bidder must have experience in maintenance of the specific equipment for which maintenance services are offered as given below.**

- i. Maintenance of equipment such as PC's which have been available in this country for more than 5 years: Bidder must have minimum 5 years of maintenance experience in Sri Lanka.
- ii. Maintenance of equipment such as thin clients which are relatively new to this country: Bidder must have minimum 3 years of maintenance experience in Sri Lanka.

Please state reference sites, giving client name and address, equipment 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 Bid Conditions and Specifications
- iv. Annual charges per unit for comprehensive maintenance of each item of equipment.
- 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.

MT'S Department Computer Hardware Items

Category	Item	Model	Units
A	UPS	Server UPS System - DCP 6 KVA Online	1
B	Desktop Computers	PC With Monitors	106
B	Dot Metrix Printers	Printers Epson LQ-590	9
		Printers Epson LQ-2090	9
		Printers Epson 680 Pro	14
		Printer Octa	4
B	Laser Printers	Printer Laser Blak & White	48
		Printer Laser Colour	3
B	Laptop Computers	Lap Top	6
B	Scanners	HP Scanjet Scanners	2
		Canon Scanners	2
C	FTP Server	IBM System X3100 M4 (With Monitor,Key board & Mouse)	1
C	Server Racks Routers & Network Switch	Server Racks	2
		Network Switch	4
		Routers (Sisco)	2
		HP Transceiver	4
		HP 24 Port Gigabyte Switch	5
		HP 1920 24 Port Giga Switch	4
D	ThinClient PC	ThinClient PC With Monitors	29

**Note:** Maintenance Charges must be quoted per unit, so that buyer can increase or decrease number of units.

Four (4) Separate price quotations should be submitted as per category A,B,C & D with the same bidding document.

**Colombo Municipal Council**

**Bid for Maintenance of Client PCs, Printers and Network**

**BID CONDITIONS AND INSTRUCTIONS TO BIDDERS**

**SCOPE OF THE BID**

Bids are hereby invited by the Municipal Commissioner, Colombo Municipal Council for Maintenance of Client PCs, Printers and Network. The system is implemented at Colombo Municipal Council, Town Hall, Colombo 07 and other locations.

Bidders will be qualified on their financial standing, qualifications and experience of staff, and experience in maintenance of computer systems and specific models of equipment as detailed in the Tender Conditions and the Specifications.

The following services are required.

- ii. Carry out routine preventive maintenance (Including inside cleaning) of computer equipment, ancillary equipment and network, and ensure trouble free operation.
- iii. One full preventive maintenance including inside cleaning should be done within the first quarter and the service reports signed by head of the relevant departments, should be forwarded for the payments.
- iv. Repair equipment and system software when breakdown or performance degradation or defect occurs, within **four (04)** hours to be attended after the complaint time and failure should be fixed and get the machine up & running within 2 working days after the complaint. So that CMC's business operations are least affected.
- v. On every working day, one competent engineer should be at CMC at least 4 hours (8.30 am to 12.30 pm) to attend to the day today failures.
- vi. One backup full computer to be kept at the CMC premises, to replace with a faulty CPU to minimize the down time.
- vii. Take measures to ensure that damage or loss of data and application programs does not occur during and after maintenance activities.
- viii. Maintain records of preventive maintenance and repairs carried out so that recurring defects and patterns of defects can be identified for preventive measures.
- ix. Take measures to ensure security and confidentiality of all data, programs and system of Buyer.

Bidders are advised to visit the premises by prior appointment and inspect the equipment before submission of bids.

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

## 1.0 RECEIPT OF BIDS

All Bids should be submitted in duplicate sealed under one cover and should addressed to:

Municipal Commissioner  
Colombo Municipal Council  
Town Hall  
Colombo 07.

- 1.1 Bids should be submitted only on the set of Bid documents obtained from the Colombo Municipal Council at the above address. Bid should either be deposited in the Tender Box maintained for the purpose or sent by post under registered cover. The sealed cover in which the Bid is enclosed should be marked "Bid for Maintenance Client PCs, Printers & Network" at the top left hand corner of the cover and should be received at the above address on or before 10.00a.m. on 07/02/2020.
- 1.2 Only one Bid (offer) can be submitted on purchase of one set of Bid documents. If a Bidder intends to submit more than one alternative, for each such option a separate set of Bid documents should be purchased and submitted.
- 1.3 Any Bid received after the closing time will be rejected unopened. Postal or other delays will not be considered as valid reasons for acceptance of late bids.

## 2.0 OPENING OF BIDS

- 2.1 Bids will be opened at the above address soon after tenders are closed. The Total Bid Price only will be read out.
- 2.2 The Bidder or his duly authorized representative may be present at the time of opening of Bids.

## 3.0 BID SECURITY GUEANTEE

- 3.1 Each Bid must be accompanied by a Bid Guaranty (Bid-Bond) for Rs 75,000/- acceptable to the Municipal Commissioner. The Bid Security Guarantee should be submitted with the Bid. This Bid security guaranty may be offered in one of the following alternative forms.
  - a) Cash deposit in Sri Lanka Rupees to the Commissioner, Colombo Municipal Council.
  - b) An acceptable Bank guaranty from a reputed Commercial Bank (operating in Sri Lanka) payable to the Commissioner, Colombo Municipal Council.
- 3.2 The validity of the Bid Security Guaranty should be at least 180 (Hundred Eighty) calendar days from the date of opening of Bids.
- 3.3 Any bid not accompanied by a t bid security guaranty pursuant to clause 3.1 will be rejected and no further consideration will be given to such bids.



- 3.4 After the award has been finalized the bid security guaranty will be released to the respective bids with the exception of the successful bidder. The bid security guaranty of the successful bidder will be released after furnishing of required Performance Bond and signing of Contract Agreement by the bidder.
- 3.5 The successful bidder on receipt of the letter of acceptance of bid should within seven (07) working days submit the Performance Bond and sign the Contract Agreement with the Colombo Municipal Council.
- 3.6 In the event of successful bidder failing to provide performance bond 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 liable to accept both forfeiture of the Bid security guaranty and acceptance of any other penalty imposed by the Council.

*Note : Three (3) working days from the date appearing in the letter of acceptance of bid will be interpreted as the date of delivery of same.*

- 3.7 No interest will be paid on any deposit or guaranty.

**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 bid conditions.
  - b) Bidder's qualifications and ability to commence the required maintenance work quickly.
  - c) Maintenance cost for each item.

## 7. 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.

## 8. 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 labour. 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 Bidders must **quote annual charges for maintenance of the specific items that he is competent to maintain**. Bid must **state the Item Number and description** of the items as appearing in the Schedule given in the Specifications.
- 8.3 Prices must be quoted per unit and for the required number of units of the item. 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.

**9. PROOF OF ABILITY**

- 9.1 Bidders should be prepared to produce documentary evidence of ability to carry out the maintenance for which tenders 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 computer systems including system software, client PCs, matrix printers, inkjet and laser printers, network switches, hubs and other network equipment and cabling. 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 computer systems, printers, 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 bidders.

**11. PERFORMANCE GUARANTY AND BOND**

- 11.1 A sum equivalent to ten percent (10%) of the total value of the contract in cash or by Bank Guaranty is required as a Performance Bond 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 Bond is liable to be forfeited and the contract terminated.
- 11.2 The Performance Bond 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 tenderer must be prepared if so required by the on acceptance of tender 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.

**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. ARBITRATION**

17.1 The Commissioner, Colombo Municipal Council and the contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.

17.2 Should a dispute arise that is not resolved within 30 days, it shall be submitted to arbitration after the approval of the authorities. Either party shall notify the other and request that the matter be refereed to arbitration according to regulations governing such arbitrations.

17.3 The dispute shall be settled under the rules of conciliation and arbitration of Government of Sri Lanka. If during the pendency of the contract a dispute arises it is open to both parties by agreement to refer such dispute to arbitration without interference with the work under the contract. If no such agreement is possible parties should go to Court. (Treasury Circular No. 687).

17.4 Work shall, if reasonably possible, continue during arbitration proceedings, and no payment due or payable under the contract shall be withheld unless it is a matter under arbitration.

17.5 The place for arbitration shall be Colombo, Sri Lanka.

**18. LIQUIDATED DAMAGES**

- 18.1 Maintenance services shall be provided as specified in the contract. If the contractor shall fail to provide the services as required and in the absence of force majeure, the Commissioner, Colombo Municipal Council, may, without prejudice to any other remedy he may have under the contract, deduct from the contract price as liquidated damages not as a penalty, the following.
- i. If a particular item of equipment is affected and cannot be used but other equipment of system can be used for business operations, then 0.2% of the annual maintenance charges of the affected equipment, per day production is lost, up to a maximum of 12% of the annual maintenance charges of that equipment. The number of days counted as production lost, will exclude two days permitted for diagnosis and repair.
  - ii. If use of more than one item of equipment is affected, then 0.2% of the sum of annual maintenance charges of the affected equipment, per day production is lost, up to a maximum of 12% of the annual maintenance charges of those equipment. The number of days counted as production lost, will exclude two days permitted for diagnosis and repair.
- 18.2 The Commissioner, Colombo Municipal Council may without prejudice to any other method of recovery deduct the amount of such damages from any moneys in his hand, due or which may become due to the contractor. The payment of deduction of such damages shall not relieve the contractor from his obligations and liabilities under the contract.

**19. MAINTENANCE RESPONSE**

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

**20. MAINTENANCE TYPES**

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

**21. MODE OF PAYMENT**

21.1 Payments will be made quarterly upon production of the Invoice/Invoices, and certification by Treasurer, Colombo Municipal Council that the services have been provided satisfactorily.

**22. TERMINATION OF THE CONTRACT**

- 22.1 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 ten (10) calendar days after receipt of the notice of default from the Commissioner, CMC, specifying the nature of the default(s).

## **23. TIME EXTENSION FOR THE CONTRACTOR'S PERFORMANCE**

- 23.1 Maintenance services shall be provided by the contractor in accordance with the time durations agreed upon as stated in clause 19.
- 23.2 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.
- 23.3 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 23.2 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.

## **24. GENERAL PROVISION**

- 24.1 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.
- 24.2 Contractors shall acquaint themselves fully with the conditions of the contract. No plea for lack of information will be entertained at any time.
- 24.3 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 Commissioner, Colombo Municipal Council.

## **25. DECLARATION OF THE DIRECTORS AND FINANCIAL DETAILS**

- 25.1 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.
- 25.2 Bidders should declare the financial details of the Company, providing copies of audited accounts and bank references.
- 25.3 Information provided under this Clause will be maintained confidential by the Municipal Commissioner and the Technical Evaluation Committee.

**26. DETAILS TO ACCOMPANY THE BID**

26.1 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 vide clause 3.0 - Schedule A(ii)
- c) Documents as proof of ability vide clause 9.0.
- d) Customer and systems list.
- e) Bid Form 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 Client PCs, Printers and Network" on top left corner of the envelope or wrapping.

**27. FURTHER INFORMATION**

27.1 Further information can be obtained from the Commissioner, Colombo Municipal Council, Town Hall, Colombo 3, on any working day between hours of 10.00 a.m. to 2.30 p.m. until the close of Bid.

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

.....  
Signature of Tenderer  
& Designation Company Seal

Date: .....

**Specimen Form for Qualification of Bidder**

**Bid for Maintenance of Client PCs, Printers and Network**

**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: .....  
 (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 and network equipment 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.

Client	Configuration	Duration of Maintenance	Contact Person
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

7. Financial Standing of Bidder.

Audited Accounts for last two financial years and Bankers reference should provide.

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 Guarantee vide clause 3.0
- b) Bid Document
- 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: .....

**Bid for Maintenance of Client PCs, Printers and Network  
SPECIMEN BID SECURITY GUARANTEE FORM  
BID SECURITY GUARANTEE**

WHEREAS ..... (The Bidder) has submitted his Bid dated ..... in response to the above invitation to Bid.

KNOW ALL MEN BY THESE PRESENTS THAT WE ..... (The Bank) are firmly bound unto the Commissioner, Colombo Municipal Council (the Buyer) in a sum of Rupees ..... (Rs.....) to be paid on demand to the Buyer for which payment duly to be made we bind ourselves and our respective successors jointly and severally firmly by these presents. The conditions or this obligation are:

- 1. If the Bidder withdraws his Bid during the period of Bid validity specified by the Bidder on the Bid Form, or
- 2. If the Bidder having been notified of the acceptance of his Bid by the Buyer during the period of Bid validity-
  - a) fails to execute the contract when requested, or
  - b) fails to furnish the performance Bond,
 in accordance with the Information and Instructions to Bidders and Terms and Conditions of Bid.

Then the Bank undertakes to pay the buyer the said amount as liquidated damages to the Buyer for such default according to and upon receipt of his first written demand without the Buyer having to substantiate his demand. Provided that, in such written demand, the Buyer shall note that the amount claimed by him is due to the occurrence of or both of the above two stated conditions.

In witness whereof the said ..... has set their hands to these present at ..... on this ..... day of ..... Two Thousand and .....

.....  
Signature of Authorized Official of Bank

Name and designation  
of the Authorized Official of Bank:

Signature of Witness: .....

Name and Address of Witness: .....  
.....  
.....

Sealed with the Common Seal of the Bank this ..... day of ..... Two Thousand and .....

**Bid for Maintenance of Client PCs, Printers and Network**

**SPECIMEN BID DOCUMENT**

Colombo Municipal Council  
Town Hall  
Colombo 07.

**Bids for Maintenance of Client PCs, Printers and Network**

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 ..... (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 ..... 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 Document 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 25.0, and Qualification Form.
  - (g) Warranty vide clause 7.0
  - (h) Test Reports and any other relevant documents or details.
4. I/We understand that The Bid Security Guarantee is not bound to accept the lowest Bid and that The Municipal Commissioner 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 Delivery Schedules 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: .....  
Fax: .....  
Signature of Bidder: .....  
Name of Bidder: .....  
Designation of Bidder: .....  
Company Seal: .....  
Date: .....

**Schedule B (ii)**

**MT'S Department Computer Hardware Items**

Category	Item	Model	Units
A	UPS	Server UPS System - DCP 6 KVA Online	1
B	Desktop Computers	PC With Monitors	106
B	Dot Metrix Printers	Printers Epson LQ-590	9
		Printers Epson LQ-2090	9
		Printers Epson 680 Pro	14
		Printer Octa	4
B	Laser Printers	Printer Laser Blak & White	48
		Printer Laser Colour	3
B	Laptop Computers	Lap Top	6
B	Scanners	HP Scanjet Scaners	2
		Canon Scaners	2
C	FTP Server	IBM System X3100 M4 (With Monitor,Key board & Mouse)	1
C	Server Racks Routers & Network Switch	Server Racks	2
		Network Switch	4
		Routers (Sisco)	2
		HP Transceiver	4
		HP 24 Port Gigabyte Switch	5
		HP 1920 24 Port Giga Switch	4
D	ThinClient PC	ThinClient PC With Monitors	29

**Note:** Maintenance Charges must be quoted per unit, so that buyer can increase or decrease number of units.

Four (4) Separate price quotations should be submitted as per category A,B,C & D with the same bidding document.

**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):

.....

Signature: .....

Company Seal

Date: .....

**Bids for Maintenance of Client PCs, Printers and Network**

**STAFF DETAILS AND SPARE PARTS AVAILABILITY**

- 1. Staff who will be assigned for maintenance work.**  
Please Attach CVs of these staff.

Designation	Name	Computer System Maintenance Experience (*)	Other Relevant Experience and Training

\* Note: State client, hardware, period – start year, end year.

- 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.