



**MINISTRY OF INTERNAL & HOME AFFAIRS AND
PROVINCIAL COUNCILS & LOCAL GOVERNMENT**

INVITATION FOR BIDS (IFB)

**Contract Name: Procurement of Software Developers to
Revamping of e-Local Government Solution**

Contract Number: PL/2019/NC/Q/001

National Competitive Bidding (NCB)

Issued to: {Should be written)

Issued by:
Accountant (Supplies),
Finance Division,
Ministry of Internal & Home Affairs and
Provincial Councils & Local Government,
330, Dr. Colvin R. de Silva Mawatha (Union Place),
Colombo 02.

March 2019



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Procurement of Software Developers to Revamping of e-Local Government Solution

IFB No: PL/2019/NC/Q/001

The Chairman, Ministry Procurement Committee (MPC) on behalf of the Ministry of Internal & Home Affairs and Provincial Councils & Local Government (MIHAPCLG) now invites sealed bids from eligible and qualified **Software Developers to Revamping of e-Local Government Solution.**

Information and Communication Technology Agency (ICTA) in collaboration with the MIHAPCLG conceptualized, designed and developed the eLocal Government (eLG) solution, which is implemented in three pilot sites; currently it is being rolled out in 35 other sites.

The existing eLG solution is functional for more than 5 years. However currently due to the technology upgrade requirements, ICTA and MIHAPCLG decided to revamp the solution. For this purpose, the Ministry aims to select a Firm, which can provide a skilled and experienced software development team for a period of 06 months on fulltime basis to revamp the eLG product successfully.

Bidding will be conducted through National Competitive Bidding (NCB) procedure.

Qualifications requirements include:

- (i) The Firm should have minimum 2 years' experience on providing similar services and the average annual turnover should be more than LKR 05 Million.
- (ii) Prospective bidder shall have successfully completed minimum three projects of similar nature and capacity during last five years.
- (iii) Bidder shall be a legally registered service providing company in Sri Lanka.
- (iv) Bids shall be valid for a period of sixty three (63) days after the deadline of submission of bids and all bids must be accompanied by a ***Bid Security for an amount of LKR 260,000/-*** in the format given in the bidding document. (***Bid Security Must be valid up to 26th July 2019***)

A complete set of Bidding Document in English Language may be purchased by interested bidders on the submission of a written application to the address below ***from 5th April 2019 to 25th April 2019 from 9.00am to 3.00pm on working days***, and upon a payment of a ***nonrefundable fee of LKR 5,000/-***. The method of payment will be by cash ***at the Finance Division of this Ministry.***

Interested eligible bidders may obtain further information from **Programme Manager, ICTA** by contacting via **Phone: +94 11 2369099, Fax: +94 11 2369091 and e-mail: elg@icta.lk** and inspect the Bidding Document at the address given below **from 9:00 hrs to 15:00 hrs on working days**. The bidding document is available on the Ministry's official website: www.mpclg.gov.lk under procurement notices only for reference.

Bids must be delivered and deposited in the Tender Box placed in the office of the Finance Division, Ministry of Internal & Home Affairs and Provincial Councils & Local Government, 330, Dr. Colvin R. de Silva Mawatha (Union Place), Colombo 02 or send through registered post to the Accountant (Supplies), Ministry of Internal & Home Affairs and Provincial Councils & Local Government, 330, Dr. Colvin R. de Silva Mawatha (Union Place), Colombo 02 to reach **on or before 14:00 hrs on 26th April 2019**. Late bids will be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend at the address above immediately after the deadline for submission of bids.

A pre bid meeting will be held at **14:00 hrs on 12th April 2019** at the Auditorium of the Ministry of Internal & Home Affairs and Provincial Councils & Local Government, 330, Dr. Colvin R. de Silva Mawatha (Union Place), Colombo 02.

Chairman,
Ministry Procurement Committee
Ministry of Internal & Home Affairs and
Provincial Councils & Local Government,
330, Dr. Colvin R. de Silva Mawatha (Union Place),
Colombo 02.

Section 1 Instructions to Bidders

A. General

- 1. Scope of Bid**

 - 1.1 The Employer, as defined in the **Bidding Data Sheet (BDS)**, invites bids for the Services, as described in the Appendix A to the Contract. The name and identification number of this National Competitive Bidding (NCB) Contract is **provided in the BDS**.
 - 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS**.
- 2. Source of Funds**

 - 2.1 Payments under this contract will be financed by the source **specified in the BDS**.
- 3. Corrupt or Fraudulent Practices**

 - 3.1 The attention of the bidders is drawn to the followings:

 - Parties associated with Procurement Actions, namely, suppliers/contractors and officials shall ensure that they maintain strict confidentiality throughout the process;
 - Officials shall refrain from receiving any personal gain from any Procurement Action. No gifts or inducement shall be accepted. Suppliers/contractors are liable to be disqualified from the bidding process if found offering any gift or inducement which may have an effect of influencing a decision or impairing the objectivity of an official.
 - 3.2 The Purchaser requires the bidders, suppliers, contractors, and consultants to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy:

 - (a) *“corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;*
 - (b) *“fraudulent practice” means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract; “collusive practice” means a scheme or arrangement between two or more bidders, with or without the knowledge of the Purchaser to establish bid prices at artificial, noncompetitive levels; and*
 - (c) *“coercive practice” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.*
 - 3.3 If the Purchaser found any unethical practices as stipulated under ITB Clause 3.2, the Purchaser will reject a bid, if it is found that a Bidder directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question.

- 4. Eligible Bidders**
- 4.1 All bidders shall possess legal rights to supply the Services under this contract.
- 4.2 A Bidder shall not have a conflict of interest. All bidders found to have conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this bidding process, if they:
- (a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services to be purchased under these Bidding Documents; or
 - (b) submit more than one bid in this bidding process. However, this does not limit the participation of subcontractors in more than one bid.
- 4.3 A Bidder that is under a declaration of ineligibility by the Government of Sri Lanka (GOSL), at the date of submission of bids or at the date of contract award, shall be disqualified.

Foreign Bidder may submit a bid only if so stated in **the BDS**.

- 5. Qualification of the Bidder**
- 5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
- 5.2 In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.
- 5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:
- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business; written power of attorney of the signatory of the Bid to commit the Bidder;
 - (b) total monetary value of Services performed for each of the last five years;
 - (c) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;

- (d) list of major items of equipment proposed to carry out the Contract;
- (e) qualifications and experience of key site management and technical personnel proposed for the Contract;
- (f) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
- (g) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
- (h) authority to the Employer to seek references from the Bidder's bankers;
- (i) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (j) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:

- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
- (b) the Bid shall be signed so as to be legally binding on all partners;
- (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;
- (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
- (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:

- (a) annual volume of Services of at least the amount **specified in the BDS**;
- (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) **as specified in the BDS**;

- (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS**;
- (d) a Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager; and
- (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS**.

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

- 5.6 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 4.4(a), (b) and (e); however, for a joint venture to qualify the partner in charge must meet at least 40 percent of those minimum criteria for an individual Bidder and other partners at least 25% of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Bid. Subcontractors' experience and resources will not be taken into account in determining the Bidder's compliance with the qualifying criteria, unless otherwise **stated in the BDS**.

6. One Bid per Bidder

- 6.1 Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one Bid (other than as a subcontractor or in cases of alternatives that have been permitted or requested) will cause all the proposals with the Bidder's participation to be disqualified.

7. Cost of Bidding

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

8. Site Visit

- 8.1 The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

B. Bidding Documents

9. Content of Bidding Documents

- 9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:
- | | |
|--------------|---|
| Section I | Instructions to Bidders |
| Section II | Bidding Data Sheet |
| Section III | Bidding Forms |
| Section IV | Eligible Countries |
| Section V | Activity Schedule |
| Section VI | General Conditions of Contract |
| Section VII | Special Conditions of Contract |
| Section VIII | Performance Specifications and Drawings (if Applicable) |
| Section IX | Contract Forms |

9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III, V, and IX should be completed and returned with the Bid in the number of copies specified in the **BDS**.

10. Clarification of Bidding Documents

10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by cable ("cable" includes telex and facsimile) at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 10 days prior to the deadline for submission of bids. Copies of the Employer's response will be forwarded to all purchasers of the bidding documents, including a description of the inquiry, but without identifying its source.

11. Amendment of Bidding Documents

11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.

11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum by cable to the Employer.

11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

12. Language of Bid

12.1 The Bid, as well as all correspondence and documents relating to the Bid (including supporting documents and printed literature) exchanged by the Bidder and the Purchaser, shall be written in English language.

13. Documents Comprising the Bid

13.1 The Bid submitted by the Bidder shall comprise the following:

- (a) The Form of Bid (in the format indicated in Section III);
- (b) Bid Security;
- (c) Priced Activity Schedule;
- (d) Qualification Information Form and Documents;
- (e) Alternative offers where invited;

and any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

13.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the bid together with any discounts offered for the award of more than one contract

14. Bid Prices

14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section VIII, based on the priced Activity Schedule, Section V, submitted by the Bidder.

14.2 The Bidder shall fill in rates and prices for all items of the Services described in the in Specifications (or Terms of Reference), Section VIII and listed in the Activity Schedule, Section V. Items for which no rate

or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

- 14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder. However, VAT shall not be included in the price but shall be indicated separately;
- 14.4 The Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected
- 14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract
- 15. Currencies of Bid and Payment**
- 15.1 Unless otherwise stated in Bidding Data Sheet, the Bidder shall quote in Sri Lankan Rupees and payment shall be payable only in Sri Lanka Rupees.
- 16. Bid Validity**
- 16.1 Bids shall remain valid until the date **specified in the BDS**. A bid valid for a shorter date shall be rejected by the Purchaser as nonresponsive.
- 16.2 In exceptional circumstances, prior to the expiration of the bid validity date, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 17, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid.
- 17. Bid Security**
- 17.1 The Bidder shall furnish as part of its bid, a Bid Security or a Bid-Securing Declaration, as specified in the BDS.
- 17.2 The Bid Security shall be in the amount specified in the BDS and denominated in Sri Lanka Rupees, and shall:
- (a) at the bidder's option, be in the form of either a bank draft, a letter of credit, or a bank guarantee from a banking institution;
 - (b) be issued by a institution acceptable to Purchaser.
 - (c) be substantially in accordance with the form of Bid Security included in Section IX, Contract Forms, (d) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;
 - (e) be submitted in its original form; copies will not be accepted;
 - (f) remain valid for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;
- 17.3 If a Bid Security or a Bid- Securing Declaration is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security or Bid Securing Declaration in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

- 17.4 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.
- 17.5 The Bid Security may be forfeited or the Bid Securing Declaration executed:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or
 - (b) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34;
 - (ii) furnish a Performance Security in accordance with ITB Clause 35.
- 17.6 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.
- 18. Alternative Proposals by Bidders**
- 18.1 Alternative bids shall not be considered.
- 19. Format and Signing of Bid**
- 19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked "ORIGINAL." In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.
- 19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.
- 19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.
- D. Submission of Bids**
- 20. Sealing and Marking of Bids**
- 20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as "ORIGINAL" and "COPIES".
- 20.2 The inner and outer envelopes shall
- (a) Bear the name and address of the Bidder;
 - (b) be addressed to the Purchaser at the address provided in the BDS

- (c) **bear the name and identification number of the Contract as defined in the BDS and**
- (d) provide a warning not to open before the specified time and date for Bid opening as **defined in the BDS**
- 20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.
- 20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.
- 21. Deadline for Submission of Bids**
- 21.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date **specified in the BDS.**
- 21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.
- 22. Late Bids**
- 22.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.
- 23. Modification and Withdrawal of Bids**
- 23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.
- 23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
- 23.3 No Bid may be modified after the deadline for submission of Bids.
- 23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security pursuant to ITB Clause 17.
- 23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.
- E. Bid Opening and Evaluation**
- 24. Bid Opening**
- 24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place **specified in the BDS.**
- 24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.
- 24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or

absence of Bid Security, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.

24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

25. Process to Be Confidential

25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful Bidder is notified of the award. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.

25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.

26. Clarification of Bids

26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.

26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.

26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.

27. Examination of Bids and Determination of Responsiveness

27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.

27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification

- would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 27.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.
- 28. Correction of Errors**
- 28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.
- 28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security may be forfeited in accordance with ITB Sub-Clause 17.5(b).
- 29. Currency for Bid Evaluation**
- 29.1 Sri Lankan Rupees
- 30. Evaluation and Comparison of Bids**
- 30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.
- 30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:
- (a) making any correction for errors pursuant to ITB Clause 28;
 - (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section V, but including Day work, when requested in the Specifications (or Terms of Reference) Section VIII;
 - (c) (d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.
- 30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.
- 30.4 The estimated effect of any price adjustment conditions under Sub-Clause 7.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.
- 31. Preference for Domestic Bidders**
- 31.1 Domestic bidders shall not be eligible for any margin of preference in Bid evaluation.

F. Award of Contract

- 32. Award Criteria** 32.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.
- Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.
- 32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.
- 33. Employer’s Right to Accept any Bid and to Reject any or all Bids** 33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer’s action.
- 34. Notification of Award and Signing of Agreement** 34.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted.
- 34.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- 34.3 Upon the successful Bidder’s furnishing of the signed Contract Form and performance security pursuant to ITB Clause 35, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause 17.4
- 35. Performance Security** 35.1 Within fourteen (14) days of the receipt of notification of award from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section IX Contract forms. The Employer shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 17.4.
- 35.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.
- 36. Advance Payment and Security** 36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS.**

Section II. Bidding Data Sheet (BDS)

Instructions to Bidders Clause Reference

A. General	
1.1	<p>The Employer is Ministry of Internal & Home Affairs and Provincial Councils & Local Government (MIHAPCLG)</p> <p>The Management & Implementing Agency is Information and Communication Technology Agency of Sri Lanka (ICTA), shall ensure deliverables of the TOR within the Project period of 06 months and responsible to ensure final output fit for the purpose of the Employer in line with the cost and quality parameter of the Assignment.</p> <p>The name and identification number of the Contract is Service Provider to Revamping of e-Local Government Solution – PL/2019/NC/Q/001</p>
1.2	The Intended Completion Date is 06 months from the date of Commencement.
2.1	The source of funding is: Government of Sri Lanka (GOSL)
5.2	Prequalification has not been undertaken.
5.4	No Joint ventures are allowed.
5.5(a)	The Firm should have minimum 2 years' experience on providing similar services and the annual turnover should be more than LKR 05 Million.
5.5(b)	Prospective bidder shall have successfully completed minimum three projects of similar nature and capacity during last five years
5.5(c)	Not Applicable
5.5(e)	The minimum amount of liquid assets and/or credit facilities net of other contractual commitments of the successful Bidder shall be LKR 07 Million .
B. Bidding Data	
9.2 and 19.1	The number of copies of the Bid to be duly completed and submitted shall be one original and one copy and one soft copy (in PDF format) in a CD.
C. Preparation of Bids	
10.1	<p>For Clarification of bid purposes only, the purchaser's address is:</p> <p>Programme Manager, ICTA Kirimandala Mawatha, Colombo 05.</p> <p>Contact numbers are 0 11 2369099 Fax: +94 11 2369091 E-Mail : elg@icta.lk</p> <p>A pre-Bid meeting will be held: Yes Date: 12th April 2019 Time: 14:00 hrs. Venue : Ministry of Internal & Home Affairs and Provincial Councils & Local Government</p>

16.1	The period of Bid validity shall be 60 days after the deadline for Bid submission specified in the BDS.
17.1	The Bidder shall provide Bid Security in the form given in the bidding document from a Bank acceptable to the employer. Banks acceptable are; <ul style="list-style-type: none"> • A State Bank, or • Commercial Bank operating in Sri Lanka approved by Central Bank of Sri Lanka.
17.2	The amount of Bid Security shall be LKR 260,000/- and it should be valid until 26 th July 2019
D. Submission of Bids	
20.2	The Employer's address for the purpose of Bid submission is Secretary, Ministry of Internal & Home Affairs and Provincial Councils & Local Government; 330, Union Place, Colombo 02. For identification of the bid the envelopes should indicate: Contract: Procurement of Software Developers to Revamping of e-Local Government Solution Contract Number: - PL/2019/NC/Q/001
21.1	The deadline for submission of bids shall be no later than 14:00 hours on 26 th April 2019
E. Bid Opening and Evaluation	
24.1	Bids will be opened immediately after bid closing.
F. Award of Contract	
35.0	The Performance Security acceptable to the Employer shall be in the format given in this bidding document and the amount shall be 10% of the contract value
36.1	Advance payment will not be provided.

Section III. Bidding Forms**Table of Forms**

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Pricing Schedule

**** Should be completed by the bidder**

Position	**Rate per Month (Rs.)	Required Months	Required Experts	** Total (Excluding VAT) (Rs.)
Software Architect		06	01	
Tech Lead		06	01	
Senior Software Engineer		06	03	
Software Engineer		06	03	
Associate Software Engineer		06	03	
UI/UX Engineer		06	01	
Quality Assurance Engineer		06	02	
Associate Business Analyst		06	01	
** Grand Total				

****Total Bid Price in words:**

Service Provider's Bid

[date]

To: **Secretary,
Ministry of Internal & Home Affairs and Provincial Councils
& Local Government;
330, Union Place,
Colombo 02.**

Having examined the bidding documents including addenda No, we offer to execute the [name and identification number of Contract] in accordance with the Conditions of Contract, specifications, drawings and activity schedule accompanying this Bid for the Contract Price of LKR [amount in numbers], [amount in words] excluding VAT).

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

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

Authorized Signature:

Name and Title of Signatory:

Name of Bidder:

Address:

Qualification Information

- 1. Individual Bidders or Individual Members of Joint Ventures**
- 1.1 Constitution or legal status of Bidder: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney of signatory of Bid: *[attach]*
- 1.2 Total annual volume of Services performed in last five years, *[insert]*
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last three years. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Refer also to ITB Sub-Clause 5.4(e).

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

- 2. Joint Ventures**
- 2.1 The information listed in 1.1 - 1.4 above shall be provided for each partner of the joint venture.
- 2.2 Attach the power of attorney of the signatory(ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.
- 3. Additional Requirements**
- 3.1 Bidders should provide any additional information required in the BDS and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.

Letter of Acceptance
[letterhead paper of the Employer]

[date]

To: *[name and address of the Service provider]*

This is to notify you that your Bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of *[amount in numbers and words]* , as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature:

Name and Title of Signatory:

Name of Agency:

Attachment: Contract

Form of Contract

[letterhead paper of the Employer]

LUMP-SUM CONTRACT

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of Employer]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

*[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, *[name of Service Provider]* and *[name of Service Provider]* (hereinafter called the “Service Provider”).]*

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Specifications;
- (f) the Priced Activity Schedule; and
- (g) The following Appendices
 - Appendix A: Description of the Services
 - Appendix B: Schedule of Payments
 - Appendix C: Key Personnel and Subcontractors
 - Appendix D: Breakdown of Contract Price in Foreign Currency-Not used
 - Appendix E: Breakdown of Contract Price in Local Currency
 - Appendix F: Services and Facilities Provided by the Employer
 - Appendix G: Performance Incentive Compensation-Not used

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

[Authorized Representative]

For and on behalf of *[name of Service Provider]*

[Authorized Representative]

[Note: *If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

Bid Security (Bank Guarantee)

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

Beneficiary: _____

Date: _____

BID GUARANTEE No.: _____

We have been informed that _____ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of _____ under Invitation for Bids No. _____ ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee.

At the request of the Bidder, we _____ hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of _____ (_____) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

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

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

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[signature(s)]

Section IV.**(Not Applicable)**

Part II – Activity Schedule

Section V. Activity Schedule

Terms of Reference

for

TECHNICAL TEAM TO REVAMPING OF E-LOCAL GOVERNMENT SOLUTION

1. Background

Information and Communication Technology Agency (ICTA) in collaboration with the Ministry of Internal & Home Affairs and Provincial Councils & Local Government (MIHAPCLG) conceptualized, designed and developed the eLocal Government (eLG) solution which is implemented in 3 pilot sites, currently it is being rolled out in 35 other sites.

The existing eLG solution is functional for more than 5 years. However currently due to the technology upgrade requirements, ICTA and MIHAPCLG decided to revamp the solution. For this purpose, the Ministry aims to select a Firm which can provide a skilled and experienced software development team for a period of 06 months on fulltime basis to revamp the eLG product successfully.

As part of the Business Process Reengineering (BPR) initiative undertaken for eLocal Government initiative the activities carried out by the Local Authorities, were segregated in to five processes and were streamlined in to sections A,B,C, D & E. Process A consists of services which are considered as Regular revenue collection (eg Assessment, Trade Tax etc) processes, whilst under Process B is associated with the provision of licenses and certificates based on application submitted by the citizen (e.g Issuing of building permit, certificate of conformity ect.. C, D and E processes consist the activities which are mainly related to the management of regular services provided by the Local Authority encouraging citizen participation in providing feedback and updating of GIS based land information.

2. Objective

To hire a technical team to revamp, develop and improve the eLG version1.0 considering the new requirements of Local Authorities and adhere to latest technological advancements. Under the guidance of the Ministry of Internal & Home affairs and Provincial Councils & Local Government (MIHAPCLG) and Information and Communication Technology Agency of Sri Lanka (ICTA).

Scope of Services, Tasks (Components) to be, carried out

Provide the services of a technical team as stipulated. The team should comprise of the following skilled and experienced people. Further the Firm should be responsible for

replacing new member immediately if anyone leaves or cannot attend the assigned duties during the contract period.

The team should closely work with a designated Process Consultant throughout the development cycle.

1. Software Architect	-	01 No
2. Tech Lead	-	01 No
3. Senior Software Engineer	-	03 Nos.
4. Software Engineer	-	03 Nos.
5. Associate Software Engineer	-	03 Nos.
6. UI/ UX Engineer	-	01 No.
7. Quality Assurance Engineer	-	02 Nos
8. Associate Business Analyst	-	01 No

Software Architect: Main responsibility of Software Architect would be to design and manage the overall product architecture and technical architecture, providing architecture related training and research / decide on technology stack. The Architect should produce Architecture document, Business Rules Engine documentation and Workflow Engine documentation.

Tech Lead: Tech Lead would be responsible for setup and maintain code repository, ensure code check-in on daily basis, automated build / integration tooling, resolve code level conflicts (system level), Detailed design for components, integration testing, sprint planning and review, enforce TDD and enforce Scrum. The expected output would be code repository tooling (e.g. CI), detailed designs (components), Integration test results, scrum reports - (e.g. Sprint Burn-down, Team Velocity).

Senior Software Engineers: Main responsibility of Senior Software Engineers would be to develop core components, Resolve code level conflicts (component level), Unit testing and Component testing. The expected output would be code for core components, Unit testing results and Component testing results.

Software Engineers: Main responsibility of Software Engineers would be developed additional components, custom development and unit testing. The expected output would be code for additional components, code for custom development and unit testing results.

Associate Software Engineers: Associate Software Engineers would responsible for develop additional components, configuration (per site, technical level) and unit testing. The expected output would be code for additional components, configuration results and unit testing results.

UI / UX Engineer: User Interface Engineers would responsible for design User Interface, convert design to HTML/CSS and ensure User Interface is maintained throughout. The expected output would be UI Design and HTML/CSS.

Quality Assurance Engineers: Quality Assurance Engineers would be responsible for developing the test cases for unit and components, automate test cases (as much as possible), perform manual testing (where needed) and monitor automated build/integration. The expected output would be Test Cases and Build/Integration test results.

Associate Business Analyst: Associate Business Analyst would be responsible for Study BPR documents, gather information from Local Authorities, Document findings and reviews, Write User Stories, Identify Acceptance Criteria and Perform Acceptance testing for User Stories.

3. Preferable Qualification Requirements for the team members

It is preferred the professionals meet all the requirements stipulated in this document as per the table given below.

Key Expert	Qualifications	Experience	Technical Expertise
Software Architect	Degree from a Recognized University and Post Graduate Qualifications in Enterprise System Architecture or similar sphere would be an added advantage	15+ Years of experiences in Enterprise System Architecture. Prior experience in designing enterprise systems for the Government Sector is an added advantage	<ul style="list-style-type: none"> • 10+ years of Java Spring based architecture in Enterprise development (preferably in the public sector) • 10+ years in open source/commercial database design • 5+ years of Micro-services experience • 5+ years in JBPM integration • 5+ years of successful deployment experience in LGN/LGC • 5+ years of mobile app solution architecture for the government sector • 2+ years of system integration with industry standard GIS servers • 1+ years of Docker experience

Key Expert	Qualifications	Experience	Technical Expertise
Tech Lead	Degree from a Recognized University and Professional Certifications/Qualifications in relevant technologies	5+ Years of experience as Tech Lead. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> • 7+ years of Java Spring based development in Enterprise applications (preferably in the public sector) • 3+ years of Micro-services experience • 3+ years of successful deployment experience in LGN/LGC • 3+ years of mobile app development for the government sector • 1+ years of system integration with industry standard GIS servers • 1+ years of Docker experience
Senior Software Engineer	Degree from a Recognized University and Professional Certifications/Qualifications in relevant technologies	5+ Years of experience in Software Engineering. Experience in Government Sector enterprise systems is an added advantage	<ul style="list-style-type: none"> • 5+ years of Java Spring based development in Enterprise applications (preferably in the public sector) • 3+ years of Micro-services experience • 3+ years of successful deployment experience in LGN/LGC • 3+ years of mobile app development for the government sector • 1+ years of system integration with industry standard GIS servers • 1+ years of Docker experience

Key Expert	Qualifications	Experience	Technical Expertise
Software Engineer	Degree from a Recognized University	3+ Years of experience in Software Engineering. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> • 3+ years of Java Spring based development in Enterprise applications (preferably in the public sector) • 2+ years of Micro-services experience • 2+ years of mobile app development for the government sector • 1+ years of system integration with industry standard GIS servers • 1+ years of Docker experience
Associate Software Engineer	Degree from a Recognized University	1+ Years of experience in Software Engineering. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> • 1+ years of Java Spring based development in Enterprise applications (preferably in the public sector) • 1+ years of mobile app development for the government sector
UI/UX Engineer	Degree from a Recognized University	1+ Years of experience in User Interface design. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> • 1+ years of UI design experience for Spring MVC framework • 1+ years of Web 2.0 style UI development • 1+ years of Mobile app UI development
Quality Assurance Engineer	Degree from a Recognized University	2+ Years of experience in Software Quality Assurance. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> • 2+ years of QA experience for Spring MVC framework • 2+ years of Web 2.0 style QA • 2+ years of Mobile app QA

Key Expert	Qualifications	Experience	Technical Expertise
Associate Business Analyst	Higher Diploma or equivalent in IT/Business Management	1+ years of previous Business Analyst experience. Experience in Government Sector enterprise systems is an added advantage.	<ul style="list-style-type: none"> 1+ Years of Scrum/Agile experience (Writing User Stories, Specify Acceptance Criteria and Backlog management)

Description of Service Durations

Position	Duration (Months)
Software Architect	6
Tech Lead	6
Senior Software Engineer	6
Software Engineer	6
Associate Software Engineer	6
User Interface Engineer	6
UX Engineer	6
Quality Assurance Engineer	6
Associate Business Analyst	6

4. Client's input:

- ICTA will coordinate the interactions between the team and end client
- The client through the configuration partners will provide the details of the forms and formats in relation to the process A and process B and will organize validation workshops with the end users in relation to data capture formats as well as reports. Also the client will provide the resources to be trained to undertake the configuration and complementation of the end user site by developing end user documentation and by conducting end user testing with the end users and provide the feedback on such testing
- **Location:** All the team members should work on full time basis in the Project Unit located in the Ministry of Internal & Home Affairs and Provincial Councils & Local Government.
- **Furniture:** Required furniture (office table and chairs) will be provided by the client (MIHAPCLG)
- **Environment:** The MIHAPCLG will provide an appropriate working environment for the team and meeting facilities to conduct review meetings etc.

- **Connectivity:** Internet connectivity and telephone facility will be provided by the client (MIHAPCLG)
- **Office Equipment:** All the required desktop or laptop computers and other equipment should be brought by the team. Multimedia projector, printer and stationary will be provided by the Client (MIHAPCLG).
- Client (MIHAPCLG) will not bare any other expenses other than mentioned above.

5. Experience and Financial Capability in similar assignments:

- The Firm should have minimum 2 years' experience on providing similar services and the average annual turnover should be more than LKR 05 Million in last five years.
- Prospective bidder shall have successfully completed minimum three projects of similar nature and capacity during last five years.

6. Review procedure to monitor team's work:

- The selected Firm will be required to undertake an one-day evaluation where the teams/experts will be required to develop a POC/prototype or conceptual framework based on the required expertise. This evaluation will be undertaken under the supervision of the ICTA.
- Prior to signing the contract, after the award letter, the firm shall ensure that user stories provided could be completed within the specified time frame.
- The resources provided by the Firm (Service Provider) will be considered as being assigned to three sprint teams. Each team will consist primarily of a Senior Software Engineer, Software Engineer and Associated Software Engineer.
- The services of the Senior Architect, Tech Lead, User Interface/User Experience Engineer and Quality Assurance Engineers will be shared equally among the three teams.
- The Firm should indicate the members of each team by name together with the remuneration applicable for each member of the team.
- The Firm must submit an Estimated Release Plan (i.e. the weekly Sprint deliverables for each team for the next 20 weeks) based on an initial plan provided by the project managers/consultants for the three teams separately within 2 weeks of starting the work.
- Each team will be assigned one User Story (for each Sprint) to be delivered within the Sprint time-frame (a Sprint would be one calendar week)
- Within the next three weeks a finalized Release Plan should be submitted by the Service Provider.
- Delays in completing a sprint due to the negligence of the assigned staff will carry a penalty to all the members associated with the specific team that has failed to deliver the agreed outcomes. The penalty will be computed as follows.

- Delay of 1 week over the estimated time – 10% of remuneration cost of the team involving such sprint
- Delay of 2 weeks over the estimated time – 20% of remuneration cost of the team involving such sprint
- Delay of 3 weeks over the estimated time – 30% of remuneration cost of the team involving such sprint
- Delay of over 4 weeks over the estimated time – 40% of remuneration cost of the team involving such sprint
- The ICTA will be responsible to determine the actual cause of delay (i.e., due to negligence of otherwise) against the release plans and report same to the client.
- The ICTA reserves the right to request the Service Provider to replace any member of staff due to delays resulting from his/her negligence.
- The Service Provider must provide replacement staff for any member being absent, if the release plans for a given sprint cannot be achieved.
- The project will be monitored and managed by ICTA and recommendations and other artifacts relevant to the project would be ratified by ICTA.

7. Additional Requirements on the proposed Firm

- A majority of the senior staff members nominated should have worked as a team in delivering a successfully implemented e-Government solution, which is currently operational on LGC/LGN.
 - **Note that, this is a mandatory requirement is in addition to the skill requirements for each individual staff member.**
- Mandatory Sprint Reviews will be held at the end of each Sprint.

8. Product Ownership and Intellectual Property Rights:

The product will be owned by both MIHAPCLG and ICTA of Sri Lanka

9. Non-Disclosure Agreement:

The Non-Disclosure Agreement will be signed with the Client (MIHAPCLG)

10. The team will provide the following outputs as deliverables:

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Finalized Sprint Deliverable for the Week for Each Team (Common Processes)	Finalized Sprint Deliverable for the Week for Each Team (Common Processes)	Finalized Sprint Deliverable for the Week for Each Team (Process A)	Finalized Sprint Deliverable for the Week for Each Team (Process A)	Finalized Sprint Deliverable for the Week for Each Team (Process B)	Finalized Sprint Deliverable for the Week for Each Team (Process B)

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Deliver weekly sprint deliverables (Common Processes)	Deliver weekly sprint deliverables (Common Processes)	Deliver weekly sprint deliverables (Process A)	Deliver weekly sprint deliverables (Process A)	Deliver weekly sprint deliverables (Process B)	Deliver weekly sprint deliverables (Process B)
Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint	Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint	Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint	Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint	Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint	Report of Test Cases (Unit + UA) identified for each User Story related to each Sprint
Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint	Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint	Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint	Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint	Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint	Report Validating Test Cases (Unit + UA) identified within the User Story related to each Sprint
Confirmation Report of Updating source code repository related to Each Sprint	Confirmation Report of Updating source code repository related to Each Sprint	Confirmation Report of Updating source code repository related to Each Sprint	Confirmation Report of Updating source code repository related to Each Sprint	Confirmation Report of Updating source code repository related to Each Sprint	Confirmation Report of Updating source code repository related to Each Sprint
Detailed Time Sheets of all members	Detailed Time Sheets of all members	Detailed Time Sheets of all members	Detailed Time Sheets of all members	Detailed Time Sheets of all members	Detailed Time Sheets of all members
Report detailing the Overall System + Data Architecture	System Prototype (Process B)	Data capture form definitions (Process A)	Data capture form definitions (Process B)	System Release Notes	Integration Test Report
Finalizing the details of the Rule Engine related to Common Processes	Finalizing the details of the Rule Engine related to Process A	Finalizing the details of the Rule Engine related to Process A	Finalizing the details of the Rule Engine related to Process B	Finalizing the details of the Rule Engine related to Process B	

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
UX Design Concept (end user + configuration)	Data capture form definitions (Common)	System Release Notes	Integration Test Report	Training material for Configuration Team (Process B - Draft)	System Training for Configuration Team (Process B)
System Prototype (Process A)	Test Plan (Final)	Training material for Configuration Team (Process A - Draft)	System Training for Configuration Team (Process A)		System Release Notes
Test Plan (Draft)	Training material for Configuration Team (Common Process)		System Release Notes		

11. Payment Terms: Payment will be made on a monthly basis upon the submission of the time sheets to the Client (MIHAPCLG)

**** Should be completed by the bidder**

Position	**Rate per Month (Rs.)	Required Months	Required Experts	** Total (Excluding VAT) (Rs.)
Software Architect		06	01	
Tech Lead		06	01	
Senior Software Engineer		06	03	
Software Engineer		06	03	
Associate Software Engineer		06	03	
UI/UX Engineer		06	01	
Quality Assurance Engineer		06	02	
Associate Business Analyst		06	01	
** Grand Total				

**** Should be completed by the bidder**

** Name	Position	Qualifications	**Y/N	Experience	**Y/N	Ref No. in CV
	Software Architect	1. Degree from a Recognized University 2. Post Graduate Qualifications in Enterprise System Architecture or similar sphere		1. 15+ Years of experiences in Enterprise System Architecture. 2. Prior experience in designing enterprise systems for the Government Sector		
	Tech Lead	1. Degree from a Recognized University 2. Professional Certifications/Qualifications in relevant technologies		1. 5+ Years of experience as Tech Lead. 2. Experience in Government Sector enterprise systems.		
	Senior Software Engineer	1. Degree from a Recognized University 2. Professional Certifications/Qualifications in relevant technologies		1. 5+ Years of experience in Software Engineering. 2. Experience in Government Sector enterprise systems		
	Software Engineer	Degree from a Recognized University		1. 3+ Years of experience in Software Engineering. 2. Experience in Government Sector enterprise systems		
	Associate Software Engineer	Degree from a Recognized University		1. 1+ Years of experience in Software Engineering. 2. Experience in Government Sector enterprise systems		

** Name	Position	Qualifications	**Y/N	Experience	**Y/N	Ref No. in CV
	UI/UX Engineer	Degree from a Recognized University		1. 3+ Years of experience in the same capacity. 2. Experience in Government Sector enterprise systems		
	Quality Assurance Engineer	Degree from a Recognized University		1. 3+ Years of experience in Software Quality Assurance. 2. Experience in Government Sector enterprise systems		
	Associate Business Analyst	Higher Diploma or equivalent in IT/Business Management		1+ years of previous Business Analyst experience Experience in Government Sector enterprise systems		

Part III – Conditions of Contract and Contract Forms

Section VI. General Conditions of Contract

A. General Provisions

1.1 Definitions

- 1.1 The following words and expressions shall have the meanings hereby assigned to them:
- (a) “Contract” means the Contract Agreement signed by the Parties, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
 - (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
 - (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
 - (d) “Day” means calendar day.
 - (e) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer
 - (f) “GCC” means the General Conditions of Contract.
 - (g) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
 - (h) “Employer” means the entity who employs the Service Provider.
 - (i) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Services is subcontracted by the Supplier.
 - (j) “Service Provider” means the natural person, private or government entity, or a combination of the above, whose bid to provide the Services has been accepted by the Employer and is named as such in the Contract Agreement.
 - (k) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer.
 - (l) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
 - (m) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer.
 - (n) “The Project Site,” where applicable, means the place named in the SCC.

- (o) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (p) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; “Members” means all these entities, and “Member in Charge” means the entity specified in the SSC to act on their behalf in exercising all the Service Provider’ rights and obligations towards the Employer under this Contract;
- (q) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (r) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;

- 1.2 Applicable Law** The Contract shall be interpreted in accordance with the laws of the Democratic Socialist Republic of Sri Lanka.
- 1.3 Language** This Contract has been executed in the language **specified in the SCC**, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
- 1.4 Notices**
- 1.4.1; Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party at the address **specified in the SCC**.
- 1.4.2; A notice shall be effective when delivered or on the notice’s effective date, whichever is later.
- 1.5 Location** The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in the Government’s country or elsewhere, as the Employer may approve.
- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC**.
- 1.7 Inspection and Audit by the GOSL** The Service Provider shall permit the GOSL to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the GOSL, if so required by the GOSL.
- 1.8 Taxes and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

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

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC**.
- 2.2 Commencement of Services**
- 2.2.1 Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.
- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC**.
- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC**. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.8. In this case, the Completion Date will be the date of completion of all activities.
- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.
- 2.5 Force Majeure**
- 2.5.1 Definition** For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.
- 2.5.2 No Breach of Contract** The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.
- 2.5.3 Extension of Time** Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.
- 2.6 Termination**
- 2.6.1 By the Employer** The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:
- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
 - (b) if the Service Provider become insolvent or bankrupt;

- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”¹ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a GOSL investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or
 - (bb) acts intended to materially impede the exercise of the GOSL’s inspection and audit rights

2.6.2 By the Service Provider

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

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Suspension of Loan or Credit

In the event that the GOSL suspends the funds to the Employer, from which part of the payments to the Service Provider are being made:

¹ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

- (a) The Employer is obligated to notify the Service Provider of such suspension within 7 days of having received the GOSL's suspension notice.
- (b) If the Service Provider has not received sums due to by the due date stated in the SCC in accordance with Sub-Clause 6.5 the Service Provider may immediately issue a 14 days' termination notice.

2.6.4 Payment upon Termination

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Government's country which would conflict with the activities assigned to them under this Contract;
- (b) after the termination of this Contract, such other activities as may be **specified in the SCC.**

- 3.3 Confidentiality** The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.
- 3.4 Insurance to be Taken Out by the Service Provider** The Service Provider (a) shall take out and maintain, and shall cause any Subcontractors to take out and maintain, at its (or the Subcontractors', as the case may be) own cost but on terms and conditions approved by the Employer, insurance against the risks, and for the coverage, as shall be **specified in the SCC**; and (b) at the Employer's request, shall provide evidence to the Employer showing that such insurance has been taken out and maintained and that the current premiums have been paid.
- 3.5 Service Provider's Actions Requiring Employer's Prior Approval** The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
 - (c) changing the Program of activities; and
 - (d) any other action that may be **specified in the SCC**.
- 3.6 Reporting Obligations** The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
- 3.7 Documents Prepared by the Service Provider to Be the Property of the Employer** All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.6 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.
- 3.8 Liquidated Damages**
- 3.8.1 Payments of Liquidated Damages** The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.
- 3.8.2 Correction for Over-payment** If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

- 3.8.3 Lack of performance penalty** If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.
- 3.9 Performance Security** The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 28 days from the Completion Date of the Contract.
- 4. Service Provider's Personnel**
- 4.1 Description of Personnel** The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.
- 4.2 Removal and/or Replacement of Personnel**
- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
 - (b) If the Employer finds that any of the Personnel have (i) committed serious misconduct or have been charged with having committed a criminal action, or (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
 - (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.
- 5. Obligations of the Employer**
- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance as **specified in the SCC**.
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price payable in Sri Lankan Rupees
- 6.3 Payment for Additional Services, and Performance Incentive Compensation**
- 6.3.1** For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.3.2** **If the SCC so specify**, the service provider shall be paid performance incentive compensation as set out in the Performance Incentive Compensation appendix.
- 6.4 Terms and Conditions of Payment** Payments will be made to the Service Provider according to the payment schedule **stated in the SCC**. **Unless otherwise stated in the SCC**, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee for the same amount, and shall be valid for the period **stated in the SCC**. Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
Payments shall be made within the period specified in the SCC
- 6.5 Period allocated for Payments**
- 6.6 Dayworks**
- 6.6.1** If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.
- 6.6.2** All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

7. Quality Control

- 7.1 Identifying Defects** The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.
- 7.2 Correction of Defects, and Lack of Performance Penalty**
- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice or specified in the Service Level Agreement (SLA).

- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.8.

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

Section VII. Special Conditions of Contract

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1	The words “in the Government’s country” are amended to read “in the Democratic Socialist Republic of Sri Lanka.”
1.1(a)	The contract name is ; Software Developers to Revamping of e-Local Government Solution - PL/2019/NC/Q/001
1.1(h)	The Employer is; Ministry of Internal & Home Affairs and Provincial Councils & Local Government The Management & Implementing Agency is Information and Communication Technology Agency of Sri Lanka (ICTA), shall ensure deliverables of the TOR within the Project period of 06 months and responsible to ensure final output fit for the purpose of the Employer in line with the cost and quality parameter of the Assignment.
1.1(k)	The Service Provider is; Programme Manager ICTA
1.1(p)	The Member in Charge is _____
1.1 (s)	Add, 1.1 (s) after 1.1 (r) as follows; “a month means 22 days with 8 working hours”
1.3	The language is English
1.4	The addresses are: Employer: The Secretary, Ministry of Internal & Home Affairs and Provincial Councils & Local Government Attention: Accountant (Supplies), Ministry of Internal & Home Affairs and Provincial Councils & Local Government 330, Dr. Colvin R. de Silva Mawatha (Union Place), Colombo 2 Tel: 0112 399 735 Facsimile: 0112 329 725 e-mail: secretary@pclg.gov.lk Service Provider: Programme Manager ICTA Attention: Tel: 94 11 2369099 Facsimile: <u>e-mail:</u>
1.6	The Authorized Representatives are: For the Employer: Assistant Director (Planning), Projects and Planning Division, MIHAPCLG For the Service Provider: Programme Manager ICTA

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
2.1	The date on which this Contract shall come into effect is; the date the contract is signed by both parties / Effective date.
2.2.2	The Starting Date for the commencement of Services is; 07 days from the effective date.
2.3	The Intended Completion Date is 6 Months from date of contract signed
3.2.3	Activities prohibited after termination of this Contract are: _____ _____
3.5(d)	Not applicable.
3.7	Restrictions on the use of documents prepared by the Service Provider are: None
3.8.1	The liquidated damages rate is 0.10 percent (0.10%) per day The maximum amount of liquidated damages for the whole contract is Ten percent (10%) of the final Contract Price.
3.8.3	Delays in completing a sprint due to the negligence of the assigned staff will carry a penalty to all the members associated with the specific team that has failed to deliver the agreed outcomes. The penalty will be computed as follows. <ul style="list-style-type: none"> ○ Delay of 1 week over the estimated time – 10% of remuneration cost of the team involving such sprint ○ Delay of 2 weeks over the estimated time – 20% of remuneration cost of the team involving such sprint ○ Delay of 3 weeks over the estimated time – 30% of remuneration cost of the team involving such sprint ○ Delay of over 4 weeks over the estimated time – 40% of remuneration cost of the team involving such sprint
3.9	The performance Security shall be valid until a date of Completion Date + Defect Liability period + 28 Days of the Contract.
5.1	The assistance and exemptions provided to the Service Provider are: Not applicable
6.2	The amount in local currency is _____.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
6.3.2	The performance incentive paid to the Service Provider shall be: Not applicable
6.4	<ul style="list-style-type: none"> • No advance payment will be paid. • Service provider should submit monthly bills with supporting documents such as work done reports, attendance sheets, etc... as required by the employer • Payments will be made based on the actual performance valued per price schedule • Payments shall be made upon the payment certificates issued by the Management and Implementing Agency (ICTA) • An amount equivalent to 10% of each bill shall be retained and the maximum total of retained sum shall be 5% of the contract price. • Retained sum of money will be released after 6 months from the completion of the project and after deducting sums for any work unattended by the service provider.
6.5	Payment shall be made within 30 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within 45 days in the case of the final payment.
7.1	The Service provider is responsible for fixing the bugs on developed system and providing technical support for next six (06) months (Defect Liability period) from the completion date of the contract

Section VIII. Performance Specifications and Drawings

Not applicable

Section IX. Contract Forms

Table of Forms

Performance Bank Guarantee (Unconditional)53

Performance Bank Guarantee (Unconditional)

To: _____

Whereas _____ (hereinafter called "the Service Provider") has undertaken, in pursuance of Contract No. _____ dated _____ to execute _____ (hereinafter called "the Contract");

And whereas it has been stipulated by you in the said Contract that the Service Provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract;

And whereas we have agreed to give the Service Provider such a Bank Guarantee;

Now therefore we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Provider, up to a total of _____, _____, such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____/ as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

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

This Guarantee shall be valid until a date 28 days from the date of issue of the Certificate of Completion.

Signature and seal of the Guarantor

Name of Bank

Address

Date _____