



FISCAL MANAGEMENT EFFICIENCY PROJECT
Ministry of Finance

BIDDING DOCUMENT (VOLUME 02)
National Competitive Bidding (NCB)

**Procurement of MS SQL Database Licenses with Premier
Support for Ministry of Finance.**

IFB No: MOF/FMEP/NCB/GOODS/2021/03

Fiscal Management Efficiency Project,
Room no: D36, Second Floor,
Ministry of Finance,
The Secretariat,
Colombo 01,

December 01, 2021

Contents

Contents	2
Invitation for Bids (IFB).....	1
Section II. Bidding Data Sheet (BDS)	3
Section III. Evaluation and Qualification Criteria	7
Section IV. Bidding Forms	9
Section V. Schedule of Requirements.....	18
Section VII. Contract Data.....	29



Ministry of Finance

FISCAL MANAGEMENT EFFICIENCY PROJECT

Invitation for Bids (IFB)

Procurement of MS SQL Database Licenses with Premier Support for Ministry of Finance.

IFB No: MOF/FMEP/NCB/GOODS/2021/03

1. The **Chairman, Project Procurement Committee** on behalf of the **Fiscal Management Efficiency Project (FMEP) of the Ministry of Finance** now invites sealed bids from eligible and qualified bidders for the **Procurement of MS SQL Database Licenses with Premier Support for Ministry of Finance** as specified in the Bidding Document.

Delivery period for Licenses: **Within One (1) week** from the Date of Awarding the Contract and **Premier Support services: Three (3) years**

2. Bidders must meet the following minimum qualification criteria:
 - The bidder must be an accredited agent or authorized representative of the manufacturer to submit bids on behalf of the manufacturer,
 - Minimum average annual turnover of **LKR 210 million** calculated as total certified payments received for the contracts in progress or completed, within the last 3 years.
3. Bidding will be conducted through the **National Competitive Bidding (NCB)** procedures specified in the **National Procurement Guidelines**, and are opened to all eligible bidders as defined in the Guidelines.
4. Interested eligible bidders could obtain further information from **Eng. Chaminda Samarathunga, Procurement & Infrastructure Specialist of the FMEP**, Mob: 0715-348667, Tel : +94 112 321751, Electronic mail address: chaminda@fmeps.org from 0900 to 1700hrs in working days, Commencing from **1st December, 2021**. Bidding document is also available on FMEP Website (<http://www.fmeps.org/procurement/>) **only for inspection purposes**. A pre-bid meeting which potential Bidders may attend will be conducted Online via. Zoom - <https://us06web.zoom.us/j/88536088858> at 1100 a.m. on **7th December, 2021**.
5. A complete set of Bidding Documents in English can be purchased by interested Bidders on the submission of a written application on a business letterhead, and upon payment of a non-refundable fee of **LKR 26,000.00**, the method of payment will be cash.
6. Bids must be delivered to the address below at or before **3.00 p.m. on 16th December, 2021**. Late bids will be rejected. Bids will be opened soon after the bid closing in the presence of

the bidders' representatives, who choose to attend at **3.00 p.m. on 16th December, 2021**. All bids must be accompanied by a Bid Security of not less than **Sri Lankan Rupees One Million Four Hundred Thousand (LKR 1,400,000.00)**.

**Chairman,
Project Procurement Committee,
Fiscal Management Efficiency Project
Room No: D36, Second Floor,
Ministry of Finance,
The Secretariat,
Colombo 01.
December 1, 2021**

Section II. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The Purchaser is: Fiscal Management Efficiency Project of Ministry of Finance
ITB 1.1	The name and identification number of this procurement are: Procurement of MS SQL Database Licenses with Premier Support for Ministry of Finance IFB No: MOF/FMEP/NCB/GOODS/2021/03
ITB 2.1	The source of funding is: Government of Sri Lanka
ITB 4.4	Foreign bidders are not allowed to participate in this bidding.
	B. Contents of Bidding Documents
ITB 7.1	For <u>Clarification of bid purposes</u> only, the Purchaser's address is: Attention: Eng. Chaminda Samarathunga Procurement & Infrastructure Specialist Address: Fiscal Management Efficiency Project Ministry of Finance Room No: D36 Second Floor, The Secretariat, Colombo 01. Telephone: 0112 321751/2 Mobile number: 0715 348667 Electronic mail address: chaminda@fmepsl.org pre-bid conference will be held on: A pre-bid meeting which potential Bidders may attend will be conducted On-Line via Zoom - https://us06web.zoom.us/j/88536088858 at 1100 a.m. on December 7, 2021
	C. Preparation of Bids
ITB 11.1 (e)	The Bidder shall submit the following additional documents: (i) written confirmation authorizing the signatory of the Bid to

Section II. Bidding Data Sheet (BDS)

	<p>commit the Bidder, in accordance with ITB Clause 21;</p> <p>(ii) Documentary evidence in accordance with ITB Clause 16 establishing the Bidder's eligibility to bid;</p> <p>(iii) Copies of original documents defining the constitution or legal status, place of registration and principle place of business of the company, firm or partnership, etc.</p> <p>(iv) Details of service centers and information on service support facilities that would be provided after the warranty period.</p> <p>(v) The Bidder shall furnish documentary evidence to demonstrate that "The bidder must be an accredited agent or authorized representative of the manufacturer to submit bids on behalf of the manufacturer"</p> <p>(vi) The Bidder need to submit the CV for Microsoft SQL Server Certified database administrator</p> <p>(vii) Reports on financial standing of the bidder such as Profit and Loss statements, Bankers certificates, balance sheets, auditor's reports, etc. for the past three years.</p> <p>(viii) Manufactures Authorizations for the SQL.(manufacture/authorized distribytor)</p> <p>(ix) The bidder should furnish a brief write up explaining available facilities, capacity, resource personnel and experience for the manufacturing/ maintaining and supply of the equipment within the specified time.</p>
ITB 14.1	<p>Add the following to ITB 14.1</p> <p>The price of the goods quoted Delivered Duty Paid (DDP) at the final destination given in the Schedule of Requirements. The term DDP shall be governed by the rules prescribed in the current edition of Incoterms published by the International Chamber of Commerce, Paris</p>
ITB 14.3	<p>The Bidders may quote following minimum quantities: Bidder are requested to quote 100% of the items indicated in the price schedule</p>
ITB 14.4	<p>All taxes other than VAT shall be included to the bid price</p>
ITB 15.1	<p>The bidder shall quote the total bid price only in Sri Lankan Rupees.</p>
ITB 17.3	<p>Period of time the Goods are expected to be functioning at least three years including warranty period.</p> <p>Supplier shall carry sufficient inventories to assure ex-stock supply of consumables and spares in Sri Lanka.</p>
ITB 18.1 (a)	<p>Bidder shall submit the Manufactures Authorizations for the SQL(manufacturer or authorized distributor)</p>

Section II. Bidding Data Sheet (BDS)

ITB 18.1 (b)	After sales service is: required
ITB 19.1	The bid shall be valid until: March 17, 2022
ITB 20.1	<p>The Bid shall include a Bid Security (issued by a bank) included in Section IV Bidding Forms.</p> <p>The Bid Security of a Joint Venture (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 shall be in the names of all future partners as named in the letter of intent mentioned in Section IV “Bidding Forms,” Bidder Information Form Item 7.</p>
ITB 20.2	<p>The amount of the Bid Security shall be: LKR 1,400,000.00</p> <p><i>The validity period of the bid security shall be until 14th April, 2022</i></p>
D. Submission and Opening of Bids	
ITB 22.2 (c)	<p>The Original, one Copy and one soft copy in PDF format of the bid shall be submitted.</p> <p>Also the Name and number of the Bid :</p> <p>Procurement of MS SQL Database Licenses with Premier Support for Ministry of Finance.</p> <p>IFB No: MOF/FMEP/NCB/GOODS/2021/03 should be stated in the top left hand corner of the envelopes.</p>
ITB 23.1	<p>For bid submission purposes, the Purchaser’s address is:</p> <p>Attention: Chairman, Project Procurement Committee Address: Fiscal Management Efficiency Project Ministry of Finance Room No: D36, Second Floor, The Secretariat, Colombo 01.</p> <p>The deadline for the submission of bids is:</p> <p>Date: December 16, 2021 Time: 15.00 hrs.</p> <p>In the Event of the specified date for the submission of bids, being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.</p>
ITB 26.1	<p>The bid opening shall take place at:</p> <p>Address: Ministry of Finance RANDORA Auditorium Room No 06, Ground Floor, The Secretariat, Colombo 01</p> <p>Date: December 16, 2021 Time: 15.00 hrs.</p> <p>“Telex, Cable , E-mail or facsimile bids will be rejected”</p>

Section II. Bidding Data Sheet (BDS)

	E. Evaluation and Comparison of Bids
ITB 34.1	Domestic preference shall not be a bid evaluation factor.
ITB 35.3(d)	The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: (a) Deviation in Delivery schedule: No (b) Deviation in payment schedule: No (c) the cost of major replacement components, mandatory spare parts, and service: No
ITB 35.4	The following factors and methodology will be used for evaluation: All criteria's are indicated in the Section III
ITB 35.5	Not Applicable

Section III. Evaluation and Qualification Criteria

This Section complements the Instructions to Bidders. It contains the criteria that the Purchaser uses to evaluate a bid and determine whether a Bidder has the required qualifications. No other criteria shall be used.

1. Evaluation Criteria (ITB 35.3 (d))

The Purchaser's evaluation of a bid shall take into account, in addition to the Bid Price quoted in accordance with ITB Clause 14, one or more of the following factors as specified in ITB Sub-Clause 35.3(d), using the following criteria and methodologies.

- (a) Delivery schedule
Not Applicable
- (b) Deviation in payment schedule.
Not Applicable
- (c) Cost of major replacement components, mandatory spare parts, and service.
Not Applicable

2. Evaluation Criteria (ITB 35.4)

Substantially responsive lowest evaluated bid

3. Multiple Contracts (ITB 35.5)

No additional factors and Select the substantially responsive lowest evaluated bid

4. Post qualification Requirements (ITB 37.2)

(A) Financial Capability

The Bidder shall furnish documentary evidence that it meets the following financial requirements:

- (a) Minimum average annual turnover of **LKR 210 million** calculated as total certified payments received for contracts in progress or completed, within the last 3 years. (Bidder shall submit Audited financial statements for last 3 years)
- (b) The bidder must demonstrate access to or availability of financial resources such as liquid assets, un-encumbered real assets, line of credit and other financial means, other than any contractual advance payment to meet the cash flow requirement of not less than Sri Lanka Rupees Twenty Million (LKR 20 Million) or equivalent, and net of the bidder's other commitments for this project.

(B) Experience and Technical Capacity

The Bidder shall furnish documentary evidence to demonstrate that it meets the following requirements:

- The bidder must be an accredited agent or authorized representative of the manufacturer to submit bids on behalf of the manufacturer,

5. Domestic Preference (ITB 34.1)

Not Applicable

Section IV. Bidding Forms

4.1 Bid Submission Form

[The Bidder shall fill in this Form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: _____

IFB No: MOF/FMEP/NCB/GOODS/2021/03

To: **Project Director
Fiscal Management Efficiency Project
Ministry of Finance
The Secretariat,
Colombo 01.**

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda]*;

We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements for the **Procurement of MS SQL Database Licenses with premier support for Ministry of Finance.**

- (b) The total price of our Bid without VAT, including any discounts offered is: *[insert the total bid price in words and figures]*;
- (c) The total price of our Bid including VAT, and any discounts offered is: *[insert the total bid price in words and figures]*;
- (d) Our bid shall be valid for the period of time specified in ITB Sub-Clause 19.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 23.1, and it shall remain binding upon us and shall be accepted at any time before the expiration of that period;
- (e) If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 43 and CC Clause 17 for the due performance of the Contract;
- (f) We have no conflict of interest in accordance with ITB Sub-Clause 4.2;
- (g) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the Department of Public Finance;

Section IV Bidding Forms

- (k) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (l) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*
In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

4.2 Price Schedule

Line Item No.	SKU/Part number	Description of Goods or related services	Unit	Qty	Unit price Excluding VAT	Total Price/ Excluding VAT	Discounted Total price/ Excluding VAT	Amount VAT	Total Price Including VAT (Col. 9+10)
1	7JQ-00314	SQLSvrEntCore LicSAPk OLP 2Lic NL Gov CoreLic Qlfd : With SA	Nr	28					
Total Bid Price including Three (3) years Premier Support/ (LKR)									

Note

Bidder shall include all the cost for the Three (3) years Premier Support to the Bid price. The bidder need to provide the SA for the period of Two Years and cost for SA shall include to the Bid Price.

All charges with regard to the supply of spare parts, labor, travel, per diem and accommodation to supplier's staff etc; shall be borne by the supplier during the period of 3 years warranty and support period. The FMEP shall not pay any additional expenditure for services rendered during the 3 year warranty period.

4.3 Bid Guarantee

[This Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]

----- *[insert issuing agency's name, and address of issuing branch or office]* -----

Beneficiary: **Project Director**
Fiscal Management Efficiency Project
Ministry of Finance
The Secretariat,
Colombo 01.

Date: ----- *[insert (by issuing agency) date]*

BID GUARANTEE No.: ----- *[insert (by issuing agency) number]*

We have been informed that ----- *[insert (by issuing agency) name of the Bidder; if a joint venture, list complete legal names of partners]* (hereinafter called "the Bidder") has submitted to you its bid dated ----- *[insert (by issuing agency) date]* (hereinafter called "the Bid") for the supply of *[insert name of Supplier]* under Invitation for Bids No. **IFB No: MOF/FMEP/NCB/GOODS/2021/03** ("the IFB").

Furthermore, we understand that, according to your conditions, Bids must be supported by a Bid Guarantee.

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

- (a) Has withdrawn its Bid during the period of bid validity specified; or
- (b) Does not accept the correction of errors in accordance with the Instructions to Bidders (hereinafter "the ITB"); or
- (c) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract Form, if required, or (ii) fails or refuses to furnish the Performance Security, in accordance with the ITB.

This Guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the Contract signed by the Bidder and of the Performance Security issued to you by the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder that the Bidder was unsuccessful, otherwise it will remain in force up to ----- *(insert date)*

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

[Signature (s) of authorized representative(s)]

4.4 Manufacturer's Authorization

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid, if so indicated in the BDS.]

Date: _____

IFB No: MOF/FMEP/NCB/GOODS/2021/03

**To: Project Director
Fiscal Management Efficiency Project
Ministry of Finance
The Secretariat,
Colombo 01.**

WHEREAS

We *[insert complete name of Manufacturer]*, who are official manufacturers of *[insert type of goods manufactured]*, having factories at *[insert full address of Manufacturer's factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with Clause 27 of the Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

4.5 Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: _____

IFB No: MOF/FMEP/NCB/GOODS/2021/03

Page _____ of _____ pages

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 1, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB Sub-Clause 4.1. <input type="checkbox"/> In case of government owned entity from the Purchaser's country, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

4.6 Joint Venture Partner Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below].

Date: _____

IFB No: MOF/FMEP/NCB/GOODS/2021/03

Page _____ of _____ pages

1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>
4. JV's Party Year of Registration: <i>[insert JV's Part year of registration]</i>
5. JV's Party Legal Address in Country of Registration: <i>[insert JV's Party legal address in country of registration]</i>
6. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of government owned entity from the Purchaser's country, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 4.5.

9. Names and addresses of the Independent Inspecting Authorities in country of origin (for approval and selection by Purchaser)

1.
2.
3.

10. Name and address of Air Carrier proposed to be used by supplier:

.....
.....

11. The Bidder shall affirm the following:

I hereby swear that no individual or partner or stockholder or officer or director associated with this Bid is in any way associated or interested in any other Bid being submitted for this contract to the Purchaser.

.....
Signature of person authorized to sign

.....
(Name and title of person authorized to sign)

List below the supplementary supporting documentary evidence attached.

.....
.....
.....
.....
.....

Section V. Schedule of Requirements

5.1 Scope of Work

This section provides a brief overview of the scope of work for the selected Vendor. Ministry of Finance needs **MS SQL Database Licenses with bundled premier support**.

The Ministry of Finance (MOF) has its own Data Centre (DC) located in Jawatte, Disaster Recovery (DR) site located in Kurunegala and a Network Operation Centre (NOC) located at MOF premises, Lotus Road, Colombo 01.

The successful bidder of this procurement will hereafter be identified as the **Implementation Partner (IP)** throughout this document.

These SQL server Licences are used for ITMIS (Integrated Treasury Management Information System). This is a mission-critical application and IP need to provide premier support.

5.2 Delivery Schedule

Item No	Description of Goods	Qty	Delivery Details
7JQ-00314	SQLSvrEntCore LicSAPk OLP 2Lic NL Gov CoreLic Qlfd : With SA	28	Should be delivered within 7 days from the Date of awarding of the contract

5.3 Related Services

Microsoft premier Support Frequency

Service Name	Description on Services	Frequency
Proactive Services	<ul style="list-style-type: none"> - SQL Cluster Blueprint Review - RAP as a Service for SQL Server - SQL server Migration Support - SQL server side by side Customized workshop for implementation, administration, and Fine-Tuning (DBA) 	One RAP per year
Service Delivery Management	<ul style="list-style-type: none"> - Service Delivery Planning & review - Incident Management - Administrative training on DB monitoring and maintenance - Database Performance Tuning, Security, and compliance management - Crisis Management - Quarterly Audit and Server health checks - Backup Restoration and Disaster Recovery Engagement - IP need to recommend and make the performance improvement aspect of the Database. This request will be unlimited and IP need to attend any time. 	Unlimited
	<ul style="list-style-type: none"> - The IP need to provide the solution without any delay and excuses to the Ministry of Finance. 	
Problem Resolution Support	<ul style="list-style-type: none"> - 24/7 Problem-Resolution Service - Advisory Support - Root Cause Analysis 	Unlimited
Training	<ul style="list-style-type: none"> - Workshops and Training On-demand - SQL Server High Availability and Disaster Recovery (HA/DR) - Windows Server and SQL Clustering - Back up and Recovery 	Each year in the Preimer Support the bidder needs to provide one training session per year for 15 maximum participants.
	-	

5.4 Service Cover Period / Performance requirements (SLA)

“Service Cover Period” shall be assigned to each Site (MoF, NoC, DC and DR) and shall dictate the times during which bidder shall act upon incidents and during which incidents shall be taken into account for assessment against the service level targets as detailed in this Schedule.

Following table defines the key performance indicators for monitoring and measuring the performance of IP.

Category	Some example of the issues
Critical	System identified the performance issues in DB level and need to rectify ASAP. Total ITMIS operation hold and need urgent technical support.
Major	A very serious error that results in a significant impact on the Organization and/or a serious loss of productivity or incurrence of significant cost to the Organization.
Minor	Errors that have an impact, but can be worked around

Support and Maintenance and Service level Agreement (SLA)

IP need to maintain following standard per incident. This is for total solution.

No.	Criticality of the Information (Category Type)	Downtime	Penalty/Per incident
1.	Critical/Urgent	Less than One hour to 6 Hours	Rs 10,000.00
		Less than 6 hours to 12 Hours	Rs. 15,000.00
		Within 12 Hours to 24 hours days	Rs 50,000.00
		After 24 Hours each day count	Rs 50,000.00
2.	Major	Less than One hour to 6	Rs 5,000.00

		Hours	
		Less than 6 hours to 12 Hours	Rs. 10,000.00
		Within 12 Hours to 24 hours days	Rs 25,000.00
		After 24 Hours each day count	Rs 25,000.00
3.	Minor	Less than One hour to 6 Hours	Rs 2,500.00
		Less than 6 hours to 12 Hours	Rs. 5,000.00
		Within 12 Hours to 24 hours days	Rs 10,000.00
		After 24 Hours each day count	Rs 10,000.00

User Acceptance Testing

1. Ministry of Finance Development shall perform the software compliance review to verify the conformity.
2. IP need to submit the following documents before User Acceptance. After SQL Server licenses are applied to the server the IP review the current product RAP and produce the report to the MoF for corrective action. All the recommendations need to adhere to the SQL Server database by the IP.
3. Manufacture Certification needs to submit for all Software.

Warranty

The IP shall provide a comprehensive warranty for all items Software supplied to MoF and the warranty shall be valid throughout the end of life of the product. IP shall apply all the latest upgrades/patches/releases for the solution after appropriate testing. MoF shall not pay any additional costs separately for Warranty and the overall solution cost quoted by IP shall include the same.

IP need to submit the all manufacture warranty certification for three years from the vendor for relevant software.

5.5 Technical Specifications

Bidders are required to mark their response/compliance against detailed technical requirements below. Failure or negative mark compliancy will be treated as a non-compliance.

¹If the bidder has stated ‘N’ in column 4 it is essential that bidder shall fill information of his offer against the sub-component under column 5. If the bidder has stated ‘Y’ in column 4, the bidder has the option of providing additional information of his offer, to establish that it conforms to the specifications given. Also, it is essential that bidder provides information responses when and where the details requested in column 4 (Use the following exact format when submitting compliance)

(1)	(2)	(3)	(4)	(5)
Line Item No	Description of Goods	Technical Specifications and Standards		
		Purchaser's Requirements	Bidder's Offer	
		Details	Yes(Y) / No(N)	Remarks¹
	Service Agreement for Microsoft SQL server -Objective			
1		Obtain an end-to-end support solution backed by Microsoft Premier that helps to maximize the value of software investments by reducing risks, improving system reliability and staff productivity.		
2		The ITMIS is a mission-critical system and the IP expect a systematic and proactive approach to managing IT Operation and health, customized and personal service management and prioritized 24 X 7 problem resolution support – helping leverage the IT function to achieve broad business goals.		
Proactive Services				
	Assess & Planning			

Section VII. Contract Data

(1)	(2)	(3)	(4)	(5)
Line Item No	Description of Goods	Technical Specifications and Standards		
		Purchaser's Requirements	Bidder's Offer	
		Details	Yes(Y) / No(N)	Remarks¹
3		<p>Assessment and Planning Services to identify current and future issues and minimize the occurrence of critical support incidents in the future.</p> <ul style="list-style-type: none"> - SQL infrastructure Blueprint Review - Implementation support - SQL Database migration - Database fine-tuning and optimization - Backup and infrastructure management. <p>Integrity Check</p>		
4		<p>The Risk and Health Assessment Program to evaluate, identify, and remediate problems optimize availability, increase stability, and maximize performance for the SQL server environment.</p> <ul style="list-style-type: none"> - Risk and Health Assessment as a Service for SQL Server 		
5		IP need to submit the observation, audit and RAP report addressing to the Project Director/ Director General Information Technology.		
	Educate			
6		<p>ITMIS system database is one of the main databases. MoF planning to improve the technical staff in future to maintain and troubleshoot the Databases.</p> <p>Education services to improve IT staff's ability to proactively avoid problems and to develop crisis-management skills.</p>		

Section VII. Contract Data

(1)	(2)	(3)	(4)	(5)
Line Item No	Description of Goods	Technical Specifications and Standards		
		Purchaser's Requirements	Bidder's Offer	
		Details	Yes(Y) / No(N)	Remarks¹
		- SQL server side by side Customized workshop for implementation and administration		
	Service Delivery Management			
7		Help to ensure that Premier Support resources align with unique IT needs through a well-planned service delivery plan and managed support relationship with Microsoft.		
	Service Delivery Planning & review			
8		Work with authorized personal to make decisions about IT-operations objectives, current issues and projects and discuss what was achieved/improved and articulate value achieved.		
	Support Advice and trainings			
9		<ul style="list-style-type: none"> - Administrative training on Database maintenance and monitoring - Database Performance Tuning, Security, and compliance management - Guide Microsoft Security Bulletins and inform as quickly as possible regarding any measures to be taken which Microsoft has identified. - Provide Guidance on New technologies - Quarterly review and audit on SQL 		

Section VII. Contract Data

(1)	(2)	(3)	(4)	(5)
Line Item No	Description of Goods	Technical Specifications and Standards		
		Purchaser's Requirements	Bidder's Offer	
		Details	Yes(Y) / No(N)	Remarks¹
		infrastructure and Operation.		
	Incident Management:			
10		Provide oversight of support incidents opened via call or Microsoft Premier Online to ensure timely resolution and high quality of support delivery		
	Crisis Management			
11		In a Critical Situation providing 24x7 issue ownership and recurring update communications to customers, corresponding to the severity of the incident.		
	Problem Resolution Support			
12		Prioritized resolution support 24 hours a day, 7 days a week, critical situation escalation management, and reactive on-site support to minimize downtime.		
	24/7 Problem-Resolution Service			
13		Assist with problems with specific symptoms encountered while using Microsoft SQL server Products. Problem Resolution Services are available 24 hours a day, 7 days a week for most severities. Requests for support can be submitted via telephone or electronically		
	Advisory Support:			
14		A Consultative support option to provide proactive support on issues like product migration, code review, or new program		

Section VII. Contract Data

(1)	(2)	(3)	(4)	(5)
Line Item No	Description of Goods	Technical Specifications and Standards		
		Purchaser's Requirements	Bidder's Offer	
		Details	Yes(Y) / No(N)	Remarks¹
		development.		
	Root Cause Analysis:			
15		Analyze the cause-and-effect relationships of an event (usually with undesirable consequences) and provide a detailed RCA at the closure of the incident.		
	Security			
16		The IP need to analysis the current DB level security aspects and inform the proper remedies.		
	Warranty			
17	Authorization	The manufacturer Authorization letter should provide.		
	Service Cover Period / (SLA)			
18	Help Desk	IP must have a proven Help Desk system available 24 x 7 to record technical and remediate complaint calls and all such complaints should be logged to the IP helpdesk system. Bidder need to provide help desk information in the bid document. Bidder need to compliance the given SLA parameters.		
19		The Bidder need to submit the Microsoft SQL Server Certified database administrator CVs for the evaluation. The minimum five years experience need to indicate in the CV.		

Section VII. Contract Data

The following Contract Data shall supplement and / or amend the Conditions of Contract (CC). Whenever there is a conflict, the provisions herein shall prevail over those in the CC.

CC 1.1(h)	The Purchaser is: Ministry of Finance in Sri Lanka
CC 1.1 (l)	The Project Site/Final Destination is: Ministry of Finance, The Secretariat, Lotus Road, Colombo 01.
CC 8.1	<p>For notices, the Purchaser's address shall be:</p> <p>Attention: Project Director</p> <p>Address: Fiscal Management Efficiency Project Ministry of Finance Room No: D36 Second Floor, The Secretariat, Colombo 01.</p> <p>Telephone: 0112 321751 Facsimile number: 011 2395551 Electronic mail address : projectdirector@fmepsl.org The Supplier's address is:</p>
CC 12.1	<p>Details of Shipping and other Documents to be furnished by the Supplier are.</p> <p>I. Manufacturer's/ Supplier's warranty certificate with 02 copies II. Supplier's factory inspection report with 02 copies. III. Certificate of origin with 02 copies</p>
CC 15.1	<p>The method and conditions of payment to be made to the Supplier under this Contract shall be as follows:</p> <p>Payment shall be made in Sri Lanka Rupees within thirty (30) days of presentation of claim supported by a certificate from the Purchaser declaring that the Goods have been delivered and that all other contracted Services have been performed.</p> <p>I. Delivery and Acceptance: Total Contract Price will be paid after submission of License certification and RAP report.</p>
CC 17.1	<p>A Performance Security shall be required. Amount of the Performance Security shall be Fifteen percent (15%) of the Total contract Price</p>

<p>CC 25.1</p>	<p>The inspections and tests shall be as follows:</p> <ul style="list-style-type: none"> (i) The supplier shall get all the equipment's inspected and also submit guarantee/warranty certificate that the equipment/ Software conforms to lay down specifications. (ii) The acceptance test will be conducted by the Purchaser, their consultant or any other person nominated by the Purchaser at its option at the point of delivery as indicated in the Schedule of Requirements. (iii) Criteria stipulated in the Section V. Schedule of Requirements
<p>CC 25.2</p>	<p>The Inspections and tests shall be conducted at: Ministry of Finance, Colombo 01. Sri Lanka</p>
<p>CC 26.1</p>	<p>The liquidated damage shall be 1.0 % of the Total Contract Price per week</p>
<p>CC 26.1</p>	<p>The maximum amount of liquidated damages shall be 10%</p>
<p>CC 27</p>	<p>27.3 3 years Comprehensive OEM Warranty(Premier Support)</p> <p>Proposed software should be supported by the respective OEM for a minimum of 3 years from date of acceptance. Documentation confirming OEM Warranty should be provided.</p> <p>Note: All charges with regard to the supply of spare parts, labour, travel, per diem and accommodation to supplier's staff etc; shall be borne by the supplier during the period of warranty.</p> <p>Client shall not pay any additional expenditure for services rendered during the above period.</p> <p>Penalty Penalty will be imposed for each SLA violation incident in accordance with SLA agreement stipulated in the Schedule of Requirement. Total penalty amount shall be deducted from the Performance Security.</p>

